LONDON METROPOLITAN UNIVERSITY

Student Handbook

Postgraduate

2023/24

Welcome to London Metropolitan University

Thank you for choosing to study at London Met, whether you this is your first year with us or you are a returning student, we welcome you to the university.

London Met is a university all about community & people. We are proud of our history and of our students and staff past and present and everything they have achieved.

The University is committed to giving you the best experience possible, investing in great staff, improving the campus, and ensuring you have the technology and resources to succeed. We like to work in partnership with students to understand your needs and I would encourage you to get involved and get the most out of your time here.

This handbook will outline resources and services that will help you during your time here to get the very most out of your studies. Think of it as a one stop shop for thriving at London Met.

Kind regards,

Professor Lynn Dobbs

Vice-Chancellor
London Metropolitan University

Contents

LONDON METROPOLITAN UNIVERSITY

Postgraduate term dates for academic year 2023/24

Postgraduate term dates for 2023/24		
Term	**Start date**	**End dates**
Autumn	18 September 2023	15 December 2023
Spring	8 January 2024	22 March 2024
Summer	8 April 2024	2 June 2024

Start and end dates for key activities for students for the academic year		
Activity	**Start date**	**End date**
Welcome Week (enrolment and induction)	18 September 2023	22 September 2023
Autumn Semester and Year-Long Modules begin	Week Commencing 25 September 2023	
Teaching Autumn	25 September 2023	15 December 2023
Christmas Vacation	18 December 2023	7 January 2024
Examinations for Autumn semester modules	15 January 2024	26 January 2024
Spring semester modules begin	Week commencing 29 January 2024	
Teaching Spring	29 January 2024	22 March 2024
Easter Vacation	25 March 2024	7 April 2024
Teaching Summer	8 April 2024	3 May 2024
Examinations (for spring/year-long modules)	6 May 2024	24 May 2024
Reassessment Examinations	8 July 2024	26 July 2024
Reassessment coursework deadline	26 July 2024	
Dissertation submission deadline	17 September 2024	

Dates for January Starters		
Activity	**Start date**	**End date**
Welcome Week (enrolment and induction)	22 January 2024	26 January 2024
Teaching Spring	29 January 2024	22 March 2024
Easter Vacation	25 March 2024	7 April 2024
Teaching Summer	8 April 2024	12 July 2024
Examinations (for Spring modules))	15 July 2024	26 July 2024
Reassessment Period (January starters)	Confirmed with academic year 2024/25	Confirmed with academic year 2024/25
Reassessment coursework deadline	Confirmed with academic year 2024/25	

The Academic Term Dates webpage will show key dates or all activities during the academic calendar.

In addition to these dates, you need to be aware of other important events and deadlines throughout the year, such as coursework submission dates, publication of the exam timetable, publication of results, mitigating circumstances deadlines and programme planning deadlines.

Section 1: Using Your Handbook

Your student handbook contains a wealth of information, some of it will be of more relevance to you as you progress with your studies. It covers many of the questions you will have about studying at postgraduate level and how to locate additional information or advice. For more detailed information you will sometimes need to consult other sources, including:

- the Student Zone – for details of important University regulations and procedures within an A-Z Essential Guide. It also provides information on university life and the support services available.

- the students' web pages – a comprehensive on-line resource for postgraduate students. It provides information about course structures, modules, and timetables.

- the Module Catalogue – provides comprehensive details of all modules in the University's postgraduate portfolio.

All postgraduate courses are governed by the University's academic regulations. It is your responsibility to be fully aware of the regulations which govern your studies as a postgraduate student at the University.

We provide guidance on most aspects of the Academic Regulations via our website; if you are unsure, please contact your School Office (see section 4). Your course may have some additional course-specific regulations or may be governed by a Professional Body.

Where relevant, these are included in section 14 of the Course Specification.

Other important policies that may apply during your study at the University can be found on the rules and regulations page on the Student Zone.

You should also note that occasionally, the details in this handbook or other sources of information such as your Course Specification may be amended or revised in accordance with the general student regulations.

Student voice and representation is an important part of the student experience at London Met. Every course is required to have a minimum of one student representative per year of the course, though some larger courses choose to have more than one student rep. You may wish to stand to be a student representative and we would welcome this (more information in section 6). Student feedback is a critical part of how

we improve modules and courses but also how we work with students in what we call a partnership model at London Met.

This model requires students and staff to work together and co-develop ideas and solutions, we therefore welcome comments about your course or any suggestions for improvements you may have.

A warm welcome to all our new PG students, we are looking forward to welcoming you this new academic year! Our Schools, academic departments and support staff are all working hard to ensure you will enjoy studying with us and learning safely. We are here to help you settle into your studies and make the most of your experience. We encourage you to meet staff and familiarise yourself with your School to prepare yourself as much as possible before your course begins. We wish you every success in your studies.

Section 2: Postgraduate Degree Courses

2.1. Key Features of Postgraduate Degree Courses

Undertaking study at postgraduate level is likely to involve new and different methods of working compared to your previous experience. You will study specialised content at a more advanced level, relatively quickly and over a shorter period. You will be expected to pursue your studies with a greater degree of independence than at undergraduate level and you will have to set your own learning objectives within the framework of the course.

Full-time students starting Masters programmes in the Autumn semester are taught over a 48-week year (an Autumn and a Spring semester and a summer studies period), requiring approximately 40 hours of study per week. For full-time students starting courses in January the workload is similar but is distributed over a longer study period and normally completed at the end of the following Spring semester. Part-time students undertake the equivalent overall workload over a longer period of study, normally at least two years.

The standard Masters award requires 180 credits at level M: normally 120 credits for the taught elements and 60 credits for the Dissertation or Project. Any variation to this will be detailed in the Course Specification.

Most postgraduate modules are equivalent to 20 credits. Typically, a full-time student studies modules equivalent to 60 credits per semester (normally 3 modules), with 15 weeks of teaching, revision and assessment activities for each module.

The taught elements of postgraduate courses are mainly compulsory "core" modules and normally include one concerned with research methodology and project development and practice, in preparation for the dissertation or project. Some courses may include "option" modules, which can be chosen from a specified list for the course.

All taught modules and the dissertation or project module are marked on a percentage scale, with a pass/fail threshold of 50%.

Based on the final aggregate of average percentage results, Masters awards are graded as: Masters (50-59.99%), Masters with Merit (60–69.99%), or Masters with Distinction (70% plus).

While most students will aim to achieve the full Masters qualification, all Masters courses offer the subsidiary awards of Postgraduate Certificate or Postgraduate Diploma (both available with Merit or with Distinction) for students unable to complete their full programme of study. The full list of awards and their requirements is as follows:

- Masters – 180 credits (level 7) – 6 modules + dissertation (60credits)
- Postgraduate Diploma -120 credits (level 7) – 6 modules
- Postgraduate Certificate – 60 credits (level 7) – 3 modules

You register for your Masters Dissertation or Project in the same way as for your other modules. Once you are registered for your dissertation/project, you are expected to submit it in the period for which you are registered. The University's standard assessment arrangements and mitigating circumstances procedures apply (see below for information on withdrawal and mitigating circumstances).

Formal requirements for your dissertation are set out in detail in the Dissertation/Project Module Booklet for your course. Please note postgraduate courses require you to have passed research methods before you can begin your Dissertation/Project.

You should also consult the University's *Code of Good Research Practice* to see whether these guidelines raise any issues for your own research, and discuss them with your supervisor.

Dissertations/Projects must be submitted to your School Office or via WebLearn. Your supervisor will be able to confirm the correct mode of submission.

Tip! The Postgraduate Awards Framework can be found at the beginning of Section 11.2 of the [Academic Regulations](). Section 11 of the Academic Regulations details the minimum criteria for each of postgraduate award.

2.2.   Credit for Previous Learning

If you already hold a qualification (for example from another University) it may exempt you from part of your course. You will have to apply for Accreditation of Prior Certificated Learning (APCL) if this applies to you. Similarly, if you have undertaken work, paid or voluntary, that has resulted in learning skills or knowledge equivalent to a module that you will be studying, you may also apply for Accreditation of Prior Experiential Learning (APEL). Collectively these are known as Accreditation of Prior Learning (APL).

If you wish to claim for APL, please contact your Course Leader to discuss if your prior learning can be accepted towards your degree.

2.3.   Module Registration, Course Planning and Approval

As a new student you may already have seen your personal timetable online. The structure of your classes will be further explained as part of the induction programme, and this will include information such as the times and rooms for lectures, seminars, and other taught classes. Please get in touch with your School Office if you have any questions about your timetable.

If you need advice or support in planning your course please contact your School Office in the first instance. Once your course is confirmed, an individual personal timetable is generated for you and can be viewed online via Evision (see section 4.4). You can attend **only** those modules for which you have registered, if you miss the registration deadline you may not be allowed to register your preferred modules - please contact your School Office to see what can be arranged. Once registered there is a very limited opportunity to change or withdraw from modules. No changes can be made to your modules after week 2 of semester.

Please have a look at the course catalogue (by year of entry) for information on course structure and the module catalogue for information on modules you will be studying.

2.4. Types of Modules

You will encounter the following terms when choosing modules:

Used Terms	
Type of Module	Module Type Description
Core modules	These are modules which must be completed in order to meet the requirements of your course.
Option modules	Option modules are a variety of course related modules which you can choose based on your own interests.
Prerequisite	These are modules which normally must be passed/completed before you may proceed to study. a subsequent module(s).
Work based learning(WBL)	The university is committed to giving students the chance to undertake work experience whilst studying which will count towards your academic qualification. Please email the Work Based Learning team with any questions about these modules.

Section 3: Being a Student

3.1. Enrolment and Re-enrolment

The University ID card contains your library number and computer network username and allows entry to the University's buildings. Provided you fully completed the enrolment requirements your card should work throughout the year. If it stops working, then please seek advice from your School Office.

The first time you complete enrolment you will need to provide evidence of your identity and demonstrate how tuition fees will be paid.

Tip! You cannot re-enrol without confirming your module choices before the start of each year.

3.2. Induction Programme Checklist (Welcome Week)

After attending your Welcome Week sessions, you should check that you have the following:

- a programme of study confirming your registered modules
- a personal timetable
- access to all your modules via Weblearn
- the contact details for your School Office
- the name of your Academic Liaison Librarian
- the name of your Academic Mentor/Tutor
- the name of your Course Leader

If you miss Welcome Week, please contact your School Office with any questions you may have, please also contact your Course Leader who will be able to guide you on where to obtain relevant information you may have missed. It is very important that you complete the enrolment process as this is what activates your status as a student and ensures that you are enrolled for each module.

3.3. Your First Semester

Classes commence on **25 September 2023** and your timetable will list all the classes that you need to attend.

Your first semester will usually consist of core modules (see section 2.4). During the first semester you will meet with your Course Leader who will discuss your programme of study and advise you on how to plan your studies for the second semester, if applicable.

The University timetable operates from 9.00 am to 9.00 pm, Monday to Friday.
Provided that you are fully enrolled, your timetable will be available on-line and the structure of classes will be explained during your Induction Programme. Your timetable will change each semester (except for year-long modules) and will be available on the web shortly before the start of each academic year.

If you do not have a course timetable please contact your School Office without delay.

3.4. Studying

Studying at postgraduate level may be new and very different from your previous study or work experiences. Assessment will be a key aspect here and the successful completion of assessments will all be crucial to achieving the highest award at the end of your course.

It is important that you clearly understand the various expectations and deadlines for each assessment within your modules. Your module handbook will explain how and when you will be assessed. You can also find this information on Evision.

You must attend all timetabled classes in-person (or online where applicable) and include a designated number of hours of independent study. You should expect to spend 10 hours per week on each module, this equates to approximately 30 hours per week of independent study for a full- time student. Active participation and engagement with your course, your peers and fellow classmates will put you in the best place to be successful in your studies. Please be respectful of the learning environment and remember to switch off your mobile phone before entering classes and study areas.

If there is anything you do not understand, just ask. All tutors have office hours and contact details are provided in the module handbook.

The University recognises that medical, psychological, behavioural, or emotional difficulties or a student's circumstances may affect a student's fitness to study, and we are committed to maintaining and preserving the physical and psychological wellbeingof all students. Where concerns about a student's fitness to study have been raised, these will be dealt in accordance with the [fitness to study procedure](#).

Tip! Plan your learning strategy, allocate enough time for independent study and for assessments. Start assignments well in advance and attend <u>all</u> your module lectures, tutorials and other sessions. Seek advice and help when you need it and use the learning resources offered. Most importantly - enjoy the learning experience!

Tip! Some past examination papers (except those for the summer reassessment period) are available [online](#). You can also find some sample papers to help you prepare during your studies.

3.5. Attendance, Academic Engagement, and Employment

The University requires you to maintain a satisfactory level of attendance and engagement. While some absences may be unavoidable, you should always let your module tutor know in advance when you are unable to attend. Please note that it is also your responsibility to catch up on what you have missed!

Students are expected to attend all taught sessions in person and must engage in all aspects of the teaching and learning of their course. Viewing and participating in scheduled on-campus teaching sessions via webcast or other remote means of participation is not captured as engagement and is not intended to replace face-to-face attendance, unless there is a disability support plan which stipulates this as a reasonable adjustment.

For International students holding a Tier 4 visa a satisfactory level of attendance and engagement is essential in maintaining your visa conditions. If your attendance does not meet satisfactory requirements, it could have serious implications for your stay in the UK. Please see the international support section for further details.

We recognise that our full-time students may need to undertake part-time work. However, we strongly recommend that this does not amount to more than 20 hours per week during term time. Students who work more than 20 hours per work may find this has a detrimental impact on their health and wellbeing or their studies. The University's Careers and Employability Service can support you in looking for a suitablepart-time job or other career development opportunities that can enhance your employability while complementing your studies.

If you are an international student holding a Tier 4 visa, please ensure that you work within the rules set by UK Visas and Immigration. The international student advice team can advise you on how many hours and the types of work you can undertake. More information is available on the student pages or you can contact the advice service by email.

Tip! Please read the Post-enrolment Obligations so that you know what is expected of you as a London Met student.

3.6. Academic Regulations

All postgraduate courses are governed by the University's [academic regulations](#). It is your responsibility to be fully aware of the regulations which govern your studies as postgraduate student.

We provide guidance on most aspects of the Academic Regulations via the Student Zone on our website, but if you are unsure, please contact your School Office. Your course may also have some additional course specific regulations or may be governed by a Professional Body. Where relevant, these are included in section 14 of the Course Specification.

Other important policies that may apply during your study can be found on the [rules and regulations page](#) which can also be found in the Student Zone.

3.7. Student Conduct

The University is a community that fosters an environment of professionalism, trust, responsibility, and mutual respect. As members of the community, students are expected to conduct themselves in such a manner which permits freedom of thought and expression within a framework of intellectual honesty and respect for the rights of other persons. Students are expected to:

- Respect and uphold the rights and dignity of others regardless of race, colour, national or ethnic origin, sex, age, disability, religion, sexual orientation, gender identity, or socio-economic status.
- Uphold the integrity of the University as a community of scholars in which freedom of speech within the law is available to all.
- Respect University policies.
- Not improperly interfere (by act or omission) with the functioning or activities of the University, or of those who work or study in the University, or improperly damage the University or its reputation and/or property.

Behaviour and/or actions that may constitute misconduct are subject to action in accordance with the procedures set out in our Student Conduct policy and procedure. These regulations apply to both university spaces and when using technologies and/or social media between any student, staff member or external stakeholder such as while on placement or work-related learning. For more information on the policy, or how to report misconduct, please see [our relevant webpages](#).

3.8. Student Partnership Agreement

The London Met Student Partnership Agreement (SPA) is an agreement between the University, the students and the Students' Union. The purpose of this agreement is to set out the values, principles and approaches that define the partnership. The SPA inits entirety applies to both students and staff and covers all points of the student journey, it aims to aid our commitment to providing the best possible experience for ourstudents.

Section 4: Information and Advice (Finding Help)

4.1. Your School Office

Your School Office is the place to go for any query related to your studies or your time at the University. The School Office is also the gateway to a wealth of other support services such as Student Money and Accommodation Advice, Counselling Service, Disabilities & Dyslexia Service.

No matter what your query is, your School Office is the first place to go for help. Below is just a small selection of the ways that your School Office can help you:

- queries about your enrolment or re-enrolment
- module registration and queries about your timetable or the requirements for your course
- if your ID card is not working or if it has been lost or stolen
- the results for your modules, including result queries, claims for mitigating circumstances appeals, and advice about examination arrangements.
- queries relating to your attendance in classes and seminars.
- advice on claiming credit for previous study or experience.
- obtain standard letters and council tax exemption certificates.
- advice on transferring or withdrawing from your course or taking a break from your studies.
- booking appointments with Student Services.

The School Office is open to visit throughout the academic year and can also be contacted by email and chat function.

When contacting your School Office please always quote your student number as it enables the team to access your information quickly and respond to your query more efficiently.

Tip! Check out their [FAQs](link) on the Student Zone website where you will be able to find answers to most of your queries.

4.2.   The Students' Union Advice Service

The [Students' Union advice page](link) includes a full list of services they offer. The Union can offer free, confidential, and independent advice and support by listening to your situation, exploring your options, and allowing you to make an informed decision.

Tip! To get help email the [Student Union Advice Service](link).

4.3.   Student Services

Student Services provides a range of specialist advice, information, and guidance to support you during your time here as a student. These include:

- student funding, finance, and accommodation
- counselling and personal development
- personal and emotional well-being
- support, advice, and guidance for physical and mental health related disabilities
- support, advice, and guidance for Specific Learning Differences (SPLDs)
- immigration advice for international students
- advice on living and working in the UK for international students.

4.4.   Disabilities and Dyslexia

Our Disabilities and Dyslexia Service (DDS) can assist you if you have a disability, long-term medical or mental health condition or a Specific Learning Difficulty. Medical evidence or a full post 16 diagnostic assessment for Specific Learning Difficulties (SpLDs) is required.

The DDS team can also assist if you need guidance in the diagnosis of a disability/ heath condition or a specific learning difficulty.
If you are eligible for support, our advisers can help you obtain a range of adjustments depending on the level of need identified:

- notes/hand-outs in advance

- individual examination arrangements

- extended library loans

- accessibility related classroom adjustments

- Individual Needs Assessment Report, to identify any adjustments to support you in your studies.

- advice and guidance in applying for study-related funding e.g., the Disabled Students' Allowance (DSA)

- assistance with arranging specialist tutoring, mentoring, communication support

Please contact the DDS team as soon as possible so that any adjustments to your teaching, learning or during assessments can be arranged. The DDS team require at least 4 weeks before the start of an exam period to do this for you.

Please stay in touch with the DDS team throughout your course and update them if your condition changes. This way you will receive the best support possible during your studies.

Tip! If you have an additional need, please tell us. The University will not be able to offer you the right support if you do not declare it.

Please Note:

There are some aspects of course assessment that cannot be changed. These are known as 'competence standards. A 'competence standard' is defined in the Equality Act 2010 as an academic, medical, or other standard applied for the purpose of determining whether a person has a particular level of competence or ability.

If applicable, these standards are essential to the course and all students will be required to fulfil these criteria. In such instances, it may not be possible to alter the format of the assessment. However, you may still be entitled to some adjustments. It is important to seek advice and guidance from your module leader as soon as possible to see if any adjustments can be made for you. Competency standards are different from the fitness to practice standards which exist in certain courses, such as teaching, social work and medicine.

4.5. Counselling and Personal Development

The University Counselling Service consists of a team of experienced counsellors who know that studying at university can be a challenging and sometimes stressful experience. Some students talk to family, friends and tutors and others find it helpful to speak with a counsellor. We encourage you to ignore the stereotypical ideas about counselling and instead think of it as a chance to reflect and speak to someone in a safe, confidential space.

Counselling is a talking therapy which can help support you with:
- a mental health condition.
- a physical health condition.
- key life events
- difficult emotions such as low self-esteem or anger
- anything you would benefit from discussing with a counsellor.

Counselling is a chance to speak freely about these or any other emotional issue with someone who will not judge you nor your experiences but listen and help you find ways to manage them. If you think you could benefit from this support, please contact the Counselling Service who are here to help**.**

4.6. International Student Advice Service

The International Student Advice Service at London Metropolitan University is here to assist international students and staff on subjects relating to UK immigration and Student Visas. They offer both advice and comprehensive support on a range of matters including visas and immigration for students and their dependants. For further information you can email the International Student Advice Service.

4.7. International support

The international support team is responsible for monitoring all international students, in particular those who are studying in the UK on a Student Visa.
The team will regularly monitor:
- visa expiry dates
- students who have an immigration application pending with the Home Office
- passport expiry dates
- weekly attendance and engagement (including students on work placements)

- changes in student status (intermission, suspension, withdrawal etc.)
- changes in module registration or course transfers

It is important that you respond to all communication from the International Support Team quickly, as it could have implications for your UK visa or your enrolment at the University.

If you are unable to attend lectures or scheduled sessions, you should let the support team know. If you have any questions or queries relating to your visa or are changing your immigration status, please contact the International Support team via email.

4.8.   Learning Development Support

A range of learning development support is available to all students wishing to make the most of their time studying at University, this includes:
- Academic Liaison Librarians
- Academic Mentors

4.9.   Academic Support

As part of our absolute commitment to student experience and achievement, we give each student additional access and support through our Academic Mentor. Academic Mentors will be working closely with course leaders and will be able to offer academic advice and support on areas such as academic writing, help in preparing for assessments and a range of other ways to help you progress and excel in your course.

Please consult the Student Zone webpages to find the Academic Mentor for your School.

4.10.   Course Leader

Your Course Leader is responsible for the day-to-day organisation of your course. Any questions about your course not answerable by the module leader should be taken up with the course leader directly.

Course Leaders work with the university support teams, module leaders and other teams within their respective subject area to ensure a smooth delivery of your course. They also work directly with student representatives throughout the academic year.

Here, they will listen and engage with formal feedback on the course (such as through course committee meetings) or through more informal processes (such as engaging with the course cohort directly).

4.11. Module Leaders

Module Leaders are members of academic staff who deliver the modules contributing to your programme of study, they should be your first point of contact for any academic advice.

All Module Leaders have "office hours" – these are set times during the week when they are available for consultation. For each module there will be a module handbook which is also available via Weblearn. The Module Leader and your seminar tutors will also confirm your attendance and engagement with classes each week (both face to face and online) to ensure that you maintain an acceptable level of attendance and engagement on your course and modules.

4.12. Course Transfers

If you intend to change course you should seek advice from the School Office. Do not stop attending your current course until a transfer has been agreed and confirmed to you in writing. For more information about changing your course, head to the School Office FAQs on the Student Zone.

If you are an international student holding a Student Visa you **must** contact the International student advice team for advice on possible visa implications before contacting your Student Office about changing your course.

4.13. Taking a Break From Your Studies

Sometimes students encounter exceptional circumstances resulting in them needing to take a break from their studies. We understand this and the University has procedures in place to support students who need to take a break from their studies or need to modify their current programme.

If you are considering taking a break from your studies whilst you are enrolled, please speak to your School Office. You should also seek:

- [financial advice](#) from our Student Services team
- academic advice from your course leader

If you are a Tier 4 student, a break from your studies will have implications on your visa, you must seek advice from the [international student advice](#) team as soon as possible.

Any break in studies could also impact any funding you receive from Student Finance England, and you may wish to reach out to them directly. During an approved break you will not be eligible to sit examinations, submit coursework or undertake any other form of assessment.

The maximum break permitted is one year and the maximum period in which to qualify for a Postgraduate degree (including any breaks) is 3 years. If you leave without prior approval, you are at risk of being deemed to have withdrawn from your course and, as such, not allowed to recommence at a later date.

4.14. Withdrawal From a Module

If you wish to withdraw from a module for which you are registered, you must submit a written request to the Dean of Students (or nominee) by the end of the second week of your period of enrolment. You will receive confirmation in writing whether your request has been agreed. If you do not receive written agreement, every module will count towards the maximum permitted registration which for a postgraduate taught course is normally 180 credits.

If consent is given to a request from you to withdraw from a module, you will be deemed not to have taken the module and your record will be updated accordingly. Where this results in you no longer meeting the criteria for full-time study, we will formally amend your mode of attendance to part-time.

If we deem you to still be studying on a full-time basis after module withdrawal, you will continue to pay the appropriate full-time fee. If we deem you to be studying on a part-time basis, you will receive a refund of the tuition fee paid for the module(s) as appropriate.

For International students holding a Tier 4 or Student visa, withdrawing from modules or your course could have serious implications on your stay in the UK.

Before you take any action, please contact the [international student advice](#) team for more information.

4.15.   Mode of Study

Your mode of study is determined by the University based on the number of modules that you have registered for a particular semester. While students are permitted to change their mode of study at the end of an academic year, they must be clearly registered as either **full-time** or **part-time** for each enrolment period.

You should be aware that a change in mode of study is a formal University process and you should therefore seek advice from your [School Office](#) or [Student Services](#) before making any decision.

Section 5: Supporting Your Learning

5.1.   Libraries and Special Collections

You have access to our two libraries located at Aldgate (Calcutta House) and Holloway Road (Learning Centre), please see our webpage for [opening hours](#). Both libraries have computers, quiet study areas and group study rooms available. The electronic resource collections include e-journals, e-books, and databases which are accessible outside the University, via the [Library Catalogue](#).

Library staff are available to help you in person during core opening hours, they are also available by chat and email. Please see our [Library web pages](#) for regular updates and more information on how to use the libraries.

We also have a Special Collections reading room located in the Wash Houses (Aldgate Campus). Please check our webpage for [opening hours](#).

Information regarding our unique and distinctive collections - such as the TUC Library Collections, the Archive of the Irish in Britain, the Frederick Parker Collection & Archive and the University Archive, and how they can be made available, can be accessed by emailing the Library team on the [special collections](#) email address.

5.2. Academic Liaison Librarians

Academic Liaison Librarians provide learning support and information skills training needed for your studies. They will also ensure, where possible, the appropriate information resources you need are available throughout your course.

Your dedicated librarian can help you locate, retrieve, evaluate and use the most relevant resources for your research, this includes guidance on using reference management software. To access subject guides and find your Academic Liaison Librarian please visit the Library pages on the Student Zone.

*Tip! The Librarians publish guides and online tutorials to resources specific to your subject area. Have a look at our **Library Matters** and **Research Matters** for more advanced research skills available in WebLearn.*

5.3. ICT Services

The University has a number of computer studios offering both specialist and general-purpose software on PCs and Apple Macs. ICT facilities can only be accessed using individually assigned IDs and passwords. General-purpose PC and Mac studios are provided and supported by IT, laptops are available to loan from lockers around the campus and most IT studios are open access to students except when booked for teaching. Please visit IT resources online for more information.

The University has an Acceptable Use Policy which applies without exception to all users of the University's ICT facilities.

Tip! Open access PCs and Apple Macs are available in the libraries for all students to use.

5.4. Printing, Photocopying, and Scanning

Dual purpose self-service photocopiers/printers are available around the university and are available in all libraries. Once a print job is sent you can release the job on any FollowMe printer in the university using your ID card or login to authenticate, they are not site specific. Please note that print jobs remain active for 24 hours after they are submitted. Please read the instructions on printing and photocopying.

5.5. Your University IT Account

You use the same IT account to access all University IT systems and Library electronic resources. Your account name is printed at the top of your student ID card that you receive at enrolment and is 7 characters in length (e.g., ABC1234). Your password (which you would have already used during pre-registration) was initially set as your date of birth (DDMMYYYY) if you have not already done so, please do change it to something more secure by accessing the password manager website.

5.6. Communication

We do our best to keep you informed of what you need to know at all times. We use the Web to provide much of the information you need so it is essential to familiarise yourself with the Student Zone. At other times we will use email to contact you, so it is **essential** that you check your University email on a regular basis.

5.7. Your Contact Details

The University will contact you by letter, phone, or email, perhaps to arrange a meeting, to provide you with information, or to respond to a query. It is therefore **essential** that you keep your contact details up to date on your student Evision account.

We will usually contact you by your university **email** account. You will have been allocated a University email address which is your 7-character account (see 4.1 above) e.g., ABC1234@my.londonmet.ac.uk during your enrolment period.
Even if you already have an email account that you will continue to use **you should regularly check your London Met account** or set up an auto forward, as important messages will be sent to your university email address.

5.8. Evision

Evision is the University's online facility that allows you to access your personal student record and re-enrol at the start of each new academic year. It is also where you will goto print your coursework submission sheets and other forms that you may need. Evision will allow you to view and manage:

- personal and contact details (can be updated online)
- registered modules
- enrolment and progression

- tuition fee details
- record of coursework deadlines and submissions
- mitigating circumstances and appeals decisions.
- module results (available from notified date of publication)
- details of final award

5.9. WebLearn – Online Module Resources

WebLearn provides online support for your modules, enabling you to communicate with your tutor and other students. Course materials and information on assessments are available on WebLearn. It requires your username and password.

5.10. Building Careers

Our Careers and Employability Team can offer you appointments to help with a range of career related topics. Your School will also arrange a number of career events where you will have the opportunity to meet with employers directly. A range of interactive resources are available on our Careers Portal for you to use at your convenience.

For any queries, please email the Careers team.

5.11. Volunteering

Volunteering whilst completing your studies can be a route to employment, or a chance to try something new and develop skills. For more information please visit the volunteering opportunities website, or email the team.

Students on Tier 4 or Student visas should check with the International Student Advice team before starting any type of volunteering as some types of voluntary work may need to be counted towards your allowed weekly working hours.

Section 6: Your Voice Counts

6.1. Students' Union

The London Met Students' Union (LMSU) is an independent, student-led organisation that is here to support you during your time as a student. It also provides a free,

confidential, and independent advice and support service that can help you with any University-related issues you may be facing. This can include appeals, complaints, mitigating circumstances and conduct as well as support to promote your wellbeing.

The Students' Union also empowers self-organised student liberation forums such as the Women's, LGBTQ+, Black Asian and Minority Ethnic and Disabled Student forums.

The Students' Union is led by four elected Full Time Officers and four Part Time Liberation Officers who represent the views and voices of the students here at London Met. The Students' Union is run by students, for students.

Tip! Why not get involved with one of our societies or sports teams? Have a look to see what's on offer and get the most out of your time at London Met.

6.2. Student Reps

Feedback from students is vital to the University - we want to know how well the teaching and all the other services provided by the university are doing.

As [Student Reps](#) you will provide direct feedback from students on your course and raise any issues on their behalf. **Becoming a Student Rep is a great way to help others, make positive change and develop your employability skills**.

Student Reps receive training for the role and their contributions are recognised on their degree transcript.

6.3. Complaints

The University is committed to providing a high-quality service to its learning community. If you have concerns about an action or omission of the University's teaching-related or service-related provision you are encouraged where possible to resolve the issue with the member of staff most directly involved with the concern. If you have not had a response or you are satisfied with the response you have received, you can submit a formal complaint.

Further information about how to make a formal complaint and how the University will deal with your complaint can be found in our complaints policy and procedure. The University participates in the independent scheme for the review of student complaints

operated by the Office of the Independent Adjudicator for Higher Education (the OIA). After you have exhausted the University's internal procedures, if you remain dissatisfied you can ask the OIA to review the matter. Please note that the OIA does not review complaints concerning admission to the University. Find out more information on the [scheme](#).

6.4. Surveys and Feedback

A key part of the work of the University and Students' Union is gathering feedback, both formally and informally. The University runs formal surveys on different aspects of student experience, here you will be invited to feedback via a direct email to you.

These feedback opportunities are important as they help the university decide, for example, how and where they should spend on resources. Feedback at course and modular levels helps make in year adjustments as well as changes for the following academic year.

These surveys are anonymous, and we would encourage you to take the time to complete them. This engagement from students helps us to continue to improve the quality of our service and the experience for all students at London Met.

Tip! Keep an eye out for feedback directly from teaching staff or posted online on the Student Zone.

Section 7: Assessment Essentials

7.1. Coursework Submission

When submitting coursework, you must ensure that you have understood and followed all the instructions provided by the Module Leader. For each coursework assessment, the type of submission will be specified as either:

- a 'Hardcopy Submission' which you submit in person to School Office; or,
- an 'Online Submission' via Weblearn or Turnitin

Most submissions are online. Please access further information on the [coursework submission process](#), including how to obtain coursework cover sheets.

7.2.   Feedback on Your Assessments

Assessment feedback is a critical part of your learning experience and will support your achievement on the course. Feedback can be.

- formative –feedback on progress of your work which may or may not contribute to the overall module grade.

- summative feedback in relation to intended learning outcomes and requirements which contributes to your overall grade.

During your course you will probably receive feedback in a number of ways:

- in teaching sessions to the whole class or to you individually.

- orally or in writing.

- written using a feedback sheet on your work.

- via WebLearn, the online space for modules – which can comprise of written and/or audio feedback.

- during the module and/or following module completion

You are entitled to receive feedback on all assessments, normally within 15 working days of submission. For end-of module assignments feedback may be given on-line, but you can request a meeting with your module tutors to help you understand why they have awarded the grades you received.

All arrangements for coursework and feedback will normally be stated in *Module Handbooks*. and on WebLearn. Information normally includes:

- coursework submission dates.

- dates when coursework feedback will be distributed in class.

- the format by which assessment feedback will be given.

- the process by which end-of-module coursework can be collected following the publication of results.

7.3.   Marking and Grades

The University provides you with outcomes for the work that you submit for assessment as a percentage. The detailed requirements of assessment in each module are specified in Module Booklets, together with indicative assessment criteria associated with different levels of performance and results. Each component of assessed work is assigned a percentage mark with a pass/fail threshold at 50%.

At postgraduate level degrees are awarded according to the overall average mark obtained for all modules and the dissertation, with classification thresholds for each grade of award as follows:

- 70% and above Masters degree with Distinction
- 60% - 69.99%   Masters degree with Merit
- 50% - 59.99%   Masters degree
- 0% - 49.99%   Fail

At the end of each semester, module results and awards are confirmed by the Assessment Boards (Subject Standards Boards and Awards Boards). Assessment Boards uphold the academic standards of your course and ensure that each student is treated fairly and equally through the assessment process.

Tip! Examination periods are detailed in the Postgraduate Academic Year found at the beginning of this Course Handbook. The examination timetable is published three weeks prior to the start of the examination period.

7.4.   Reassessment

If you fail a module or a component within the module, you will be expected to undertake reassessment in all the failed assessment components where you achieved a mark lower than 50%, unless you are eligible for condonement.

The reassessment period normally takes place in July, following the end of the academic year. If you pass after reassessment the component concerned will be capped at 50%.

You are not entitled to be reassessed in any assessment component which you have passed.

7.5.   Retaking a Module

If, after reassessment, you still have not passed a module, you may need to re-register and retake the module again. You are only permitted to re-register any module on one occasion and a fee may be charged for re-registrations.

Please note that there are limits on the number of modules you can register to gain

your degree. If you repeat too many modules it will affect your funding, your ability to continue your course and, if you are an international student, your right to remain in the UK.

7.6. Academic Misconduct

Academic Integrity means being honest in your academic work and your studies and making sure that you acknowledge the work of others and giving credit where you have used ideas as part of presenting your arguments, which are not your own.

If you do not adhere to these academic standards and conventions it may lead to allegations of Academic Misconduct, investigated by the Student Casework Office. It is your responsibility to familiarise yourself with the Academic Misconduct policy.

Academic misconduct, broadly speaking, is any action which gains, attempts to gain, or assists others in gaining or attempting to gain unfair academic advantage. It includes plagiarism, collusion, contract cheating, fabrication of data, using Artificial Intelligence (AI) tools to generate output and ideas as if were your own work, as well as the possession of unauthorised materials during an examination.

Your Course team will be able to provide more specific guidance on what specific tools, if any, and resources allowed in the context of your assessments and what would be acceptable use in line with our Academic Misconduct policy.

Academic Misconduct covers a variety of practices, such as:
- Plagiarism: copying another person's ideas or words or using AI tools to generate work and present or submit it, as if it were your own, without the use of quotation marks and/or references.
- Self-plagiarism: resubmitting, in part, or in entirety one of your assignments for another piece of work; Inventing, altering, or falsifying the results of experiments or research.
- Commissioning or contracting a third party, such as essay mills or AI, to complete your work, which you pass off as your own, sometimes, but not always, as part of a financial transaction.
- Colluding with others in the production of a piece of assessed work which you present as entirely your own work.
- Cheating in an exam (for example, but not limited to taking revision notes into the exam room or copying off another student during an exam).

The above list is not exhaustive; however, your lecturers and tutors are here to support. you throughout your academic journey and there are numerous services for you to access, such as Academic Mentors and Academic Liaison Librarian to discuss topics around plagiarism, referencing and academic support. For more guidance, please see our Academic Integrity and Academic Misconduct webpages.

7.7. Assessment Board Appeals

Prior to submitting an appeal against an Assessment Board decision or Engagement Panel decision related to assessment results, academic progression and/or award you should familiarise yourself with the [Academic Regulations and procedure](#) within the Academic Regulations paying particular attention to the grounds of an appeal. You can also contact the Student's Union for independent advice where appropriate.

7.8. Mitigating Circumstances

The [mitigating circumstances](#) process is for students who have exceptional, unforeseen circumstances which prevent them from attending an examination or which prevent them submitting coursework.

If you need to make a claim, independent supporting evidence is required and, if accepted, this will allow you an opportunity to retake the exam/resubmit the coursework without penalty i.e., without capping of the mark. The deadline for the submission of claims is two weeks from the date of the assessment concerned (i.e., the examination date or submission deadline).

Claims for mitigating circumstances must be submitted, together with the evidence, via [email](#) to the mitigation team.

For students on Tier 4 or Student visas, if the mitigating circumstances request means that you will not be expected to attend any lessons for more than 60 days, this may affect your visa sponsorship. Please reach out to the International student Advice Service by [email](#) for confidential advice and guidance.

7.9. Progression

At the end of each year the University considers the performance of each student and decides whether they have passed sufficient modules to be able to move to the next level of their course (if applicable).

Failure in modules, particularly failure due to non- submission of coursework or non-attendance at an exam is likely to have serious consequences for progression through your course. In some cases, students who cannot progress will have the opportunity to repeat modules that they have failed.

A student who has received failing marks in three modules (60 credits) shall be required to undertake a review of their academic performance with the course leader ornominee. Based on this review the student may be counselled/required to leave the course and/or to seek readmission on a different course.

Any failure to progress is likely to delay your graduation and will lead to you incurring extra debt; for Tier 4/ Student visa students this could also affect your sponsorship by the University. For this reason, students who think they may be unable to attempt assessment should seek advice from their School Office as soon as possible and contact the International Student Support team by email for advice.

7.10. Publication of Results, Transcripts and Awards Certificates

Your marks will be formally confirmed at the end of the academic year once they have been confirmed by the Subject Standard Board for your subject. Marks are published via Evision.

An official transcript will be posted to you at your home address on the completion of your course, together with your award certificate. There is no charge for either your end of course transcript or your original award certificate, but if your certificate is lost you will need to pay a fee for a replacement. Since certificates are posted out to your registered home address, it is essential that you keep your home address updated in the University's records system.

For reasons of employment, or to provide proof of study at the University during your course, you may need a formal transcript. There is a fee for these transcripts, payableat

the time of request. Requests should be made via the University's Eshop, who aim to produce transcripts within 10 working days of request. You can also print a copy of your results from Evision, and your School Office will stamp it to confirm it is valid.

7.11. Criteria for Awards

The list of all of the University's postgraduate awards, can be found in Section 11 of the academic regulations. Section 11.2 of the academic regulations details the minimum criteria for passing and achieving particular classifications within each type of postgraduate award.

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