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**Course Handbook**

**Course Title/Award:**

**Course code:**

For admission into academic year 2021/22

# 

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# Undergraduate academic year 2021-2022

## Undergraduate term dates

|  |  |  |
| --- | --- | --- |
| **Term** | **Starts** | **Ends** |
| **Autumn** |  |  |
| **Spring** |  |  |
| **Summer** |  |  |

|  |  |  |
| --- | --- | --- |
| **Activity** | **Starts** | **Ends** |
| Welcome week (enrolment and induction) |  |  |
| Autumn semester and Year-long modules begin |  | |
| Teaching Autumn |  |  |
| Holiday break/ vacation |  |  |
| Examinations for Autumn semester modules |  |  |
| Spring semester modules begin |  | |
| Teaching Spring |  |  |
| Holiday break/ vacation |  |  |
| Teaching Summer |  |  |
| Examinations (for Spring/Year-long modules) |  |  |
| Reassessment examinations |  |  |
| Reassessment coursework deadline |  | |
| **Dates for January starters** |  | |
| Welcome week (enrolment and induction  for January starters) |  |  |
| Teaching programme (for January starters) |  |  |
| Holiday break/ vacation |  |  |
| Examinations (for January starters) |  |  |
| Reassessment period (for January starters) |  |  |
| Reassessment coursework deadline |  | |

# Using your course handbook

Your course handbook contains a wealth of information. Some of it will be of more relevance to you later in the course than at the start of your studies. It covers many of the questions you will have about your course and how to locate additional information or advice.

For more detailed information you will sometimes need to consult other sources, including:

* the [Student Zone](http://student.londonmet.ac.uk/) *-* 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 course specification (Section 7.1 of this handbook) defines the key features of your course, its aims, structure and learning outcomes, and identifies all the modules you must study for your award.

All undergraduate courses are governed by the University’s [academic regulations](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/academic-regulations/). It is your responsibility to be fully aware of the regulations, which govern your studies as an undergraduate student of the University. We provide guidance on most aspects of the Academic Regulations via our website; if you are unsure please contact your School Office. Your course may have some additional course specific regulations or may be governed by a Professional Body. Where relevant, these are included in paragraph 30 of the Course Specification (Section 7.1) of this Handbook.

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](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/).

You should also note that, occasionally, the details in this Handbook, including the Course Specification, may subsequently be amended or revised in accordance with the [general student regulations](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/general-student-regulations/).

We would encourage you to participate as a [student representative](https://www.londonmetsu.org.uk/studentreps/) for your year of the course (see Section 5.1). We welcome comments about the course or any suggestions for improvements. We wish you every success in your studies.

# Section 1: Welcome to your course / Key contacts

## Introduction to your course

## Key contacts

|  |  |
| --- | --- |
| Course Leader Name |  |
| Course Leader Office |  |
| Main Teaching Location |  |
|  |  |

**Section 7 sets down the key features of your course, including your Course Specification.** Your Course Specification may have a work placement as a compulsory element or you may be able to choose it as an optional module. The placements aim to enhance your work based skills and to enable you to bring these reflections productively to bear on your studies.

# 

# Section 2: Undergraduate degree courses

## Key features of undergraduate degree courses

The University’s undergraduate degree courses are part of a common credit accumulation system. Students build up the credits needed for a degree module by module and must successfully complete the requirements of each level before progressing to the next. Standard modules carry 30 credits and a degree comprises 360 credits. Study can be full time or part time and, for a few courses, evening only.

Your degree course is organised in up to four levels:

**Level 3** is a foundation year that prepares you for undergraduate degree level study. This year will provide a general introduction to your chosen subject preparing you for the following three years of study.

**Level 4** represents the introductory level of your course. It provides a firm foundation for more advanced study of your subject. Guided by your Academic Tutor you also begin a process of personal development planning which will include devising strategies to enable you to reach your academic potential.

Level 4 modules are normally studied during the first year of a full time honours degree course.

**Level 5** develops your intellectual and imaginative powers, your understanding, judgement and problem solving skills, as well as your communication skills and a deepening awareness of your subject. It builds on what you have already learned and gives more opportunity to specialise. At this level of the course there is a particular focus on your future employability and on the development of professional practice in your discipline(s),

Level 5 modules are normally studied during the second year of a full time honours degree course.

**Level 6** is the most advanced undergraduate level. Modules are designed to develop and test independent judgement and critical awareness and to develop an enquiring, analytical and creative approach to learning. You are expected to recognise relationships in what you have learned, to synthesise and integrate information and to view your subject(s) of study in a broader perspective.

You carry out individual research projects and activities in preparation for employment or further study on postgraduate or professional courses. As part of the compulsory (core) Project module, you refine your personal development planning activities to aid application for employment or further study.

Level 6 modules are normally studied during the third year of a full time honours degree course.

Your degree contains a number of core modules, which are compulsory. Option modules are designed to provide opportunities for adding breadth and depth and can, in some cases, be chosen from a wider list that includes broad based ‘*Extension of Knowledge’* modules or opportunities to acquire language skills through the Open Language Programme. The structure of your modules and which are compulsory/optional is contained in your Course Specification (see Section 7.1).

## Credit for previous learning

If you already hold a qualification (for example from another university), that may exempt you from part of your course, you may apply for Accreditation of Prior Certificated Learning (APCL). Similarly, if you have undertaken work, paid or voluntary, that has resulted in learning skills or knowledge equivalent to a module you will be studying, you may 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 in the first instance to discuss if your prior learning can be accepted towards your degree.

## Modules

Most first year students will have a programme of modules already registered for the whole year.

The structure of your course is printed in this Course Handbook.

You will encounter the following terms as part of choosing modules:

|  |  |
| --- | --- |
| **Core modules** | You must study these compulsory modules in order to meet the requirements of your award. |
| **Option modules** | Whilst at levels 3 and 4 all the modules are core, levels 5 and 6 have some optionality. Option modules are designed to provide opportunities for breadth (extension of knowledge or an open language module) and depth (subject specific option module). |
| **Prerequisite** | These are modules which normally must be passed/completed before you may proceed to study a subsequent module(s). This is to ensure that you have an appropriate level of knowledge to study the later module(s). |
| [Open Language Modules](https://www.londonmet.ac.uk/courses/short/open-language-programme/) | Some undergraduate courses allow a language module for which you will need to attend a language evaluation session to be assessed and registered at the appropriate level. |
| [Extension of Knowledge module](https://intranet.londonmet.ac.uk/module-catalogue/record.cfm?mc=XK0000) | Extension of Knowledge modules are undergraduate options from subject areas outside your main subject(s) and you can choose from an approved list of modules offered within and across Schools. |
| [Work related learning (WRL)](https://student.londonmet.ac.uk/your-studies/course-and-module-information/) |  |

**You must agree your programme when requested and you cannot re-enrol without confirming your module choices before the start of each year.**

## Module registration, course planning and approval

If you are studying full time, your programme for your first year (level 3 or 4) is already set, while part-time students and those entering with credit will have sessions to register modules as part of the Induction Programme. As you progress on your course you will be able to choose some of your modules. As a new student you will probably have already seen your personal timetable on-line and the structure of classes will be described as part of the Induction Programme, which will include 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.

Before the start of each year returning students programme plan by confirming any option choices available to them. If you need advice or support in planning your programme please contact your School Office in the first instance. Once your programme is confirmed an individual personal timetable is generated for you and can be viewed on-line. You can check your list of registered modules, and your results, online using Evision (Section 4.4 below).

You can attend **only** those modules for which you have registered and if you miss the registration deadline you may not be allowed to register your preferred modules. Once registered there is a very limited opportunity (i.e. no later than the end of week 2 of the academic year) in which to change, or withdraw from, modules. These rules minimise disruption and aid planning.

It is your responsibility to ensure you have an approved programme of study, which, for full time students, will normally consist of 120 credits per year. Part time students study up to 90 credits of modules per year.

Please consult with your Course Leader for information about your course structure and for information about the modules you will be studying.

# Section 3: Being a student

## Student Induction programme checklist

After attending your Student Induction sessions, you should check that you have the following:

* a programme of study confirming your registered modules
* a personal timetable
* the name of your Course Leader
* the name of your Module Leaders

If you miss your Student Induction session, you will need to catch up on what you missed. Please contact your Course Leader with any questions you may have, so they may catch you up on what you missed. It is very important that you complete the enrolment process as this is what activates your status as a student and ensures, for example, that you appear on your module class lists.

* 1. **Your first semester**

Classes commence on **(ENTER DATE)**and your timetable will list all the classes that you need to attend.

Your first semester usually involves mainly compulsory (core) modules covering essential subject contents and skills elements in your area of study. During this first semester you will meet with your Course Leader who will discuss your study programme and advise you on how to plan your studies for the second semester, if it applies to your course.

## Attendance, academic engagement and employment

In order to succeed on your course you should attend all classes, engage with any online learning and resources, and attempt all assessments. (ENTER NAME OF PARTNER INSTITUTION) and the University requires you to maintain a satisfactory level of attendance and engagement. While some absences may be unavoidable, you should always let your Course Leader and Module Leader know in advance and you must catch up on what you have missed.

Attendance and engagement is recorded and reviewed on a regular basis. If your attendance and engagement is unsatisfactory, you may risk being withdrawn from modules or having your enrolment with (ENTER NAME OF PARTNER INSTITUTION) and the University terminated.

Please ensure you have read and understood the [Post-enrolment Obligations](https://student.londonmet.ac.uk/media/london-metropolitan-university/london-met-documents/professional-service-departments/academic-registry/academic-regulations/split-up-regs/4-Post-Enrolment-Obligations.pdf) to make sure that you understand what is expected of you as a London Met student. You should also refer to specific information provided by (ENTER NAME OF PARTNER INSTITUTION)

For international students holding a Tier 4 visa, a satisfactory level of attendance and engagement is essential, not only to your success, but also to maintaining your visa conditions. If your attendance does not meet satisfactory requirements it could have serious implications for your stay in the country in which you are studying in. Please see the [international support section](https://student.londonmet.ac.uk/international/) for further details on living, studying and working in the UK

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](https://student.londonmet.ac.uk/international/working-in-the-uk/) or contact the advice service [adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk)

## Your timetable

Your timetable operates from (ENTER TIME) to (ENTER TIME), (ENTER DAYS)

Provided that you enrolled at the required time your timetable will be made available to you and the structure of classes will be explained during your Induction session. Your timetable will change each semester (except for Year long modules), and should be made available shortly before the start of each academic year.

If you do not have a course timetable please contact your Course Leader without delay.

## Studying

Your course will provide opportunities to learn new skills and acquire knowledge in your chosen subject areas. To make the most of the opportunities available you need to organise and plan your learning to help you manage your time effectively – see the guidance provided on the [Study Hub](http://learning.londonmet.ac.uk/studyhub/) collection of online guides on academic and study skills.

Undertaking academic study at undergraduate level may be new and very different from your previous study experiences. Assessment is a key aspect of this learning. Successful completion of coursework and examinations is crucial to the achievement of an award at the end of your course. There are various types of assessment and modules often involve a combination of examination and coursework or presentation. It is important that you understand clearly the various expectations and deadlines for each item of assessment. Every module has a module booklet, which explains how and when you will be assessed.

You must attend **all** timetabled classes (in-person or online) and you will also need to study in your own time. You should expect to spend 10 hours per week on each module, making a commitment of approximately 40 hours per week for a full- time student, which should be planned in your diary. Please be respectful of the learning environment and remember to switch off your mobile phone **before** entering classes and study areas.

Be prepared for lectures and tutorials by doing any reading or exercises in advance. Always make notes. Review these after the class and if there is anything you do not understand, ask your tutor. All tutors have office hours and their contact details are in the module booklet.

Check assignment deadlines and examination dates, note them carefully in your diary and begin assignments early. You will enjoy researching and planning your work if you allow yourself plenty of time. Make sure that you understand what you need to do and plan how you will tackle it. If anything needs clarification, seek advice from your module lecturer.



## Feedback on your assessments

Assessment feedback is a critical part of your learning experience and supports successful achievement on your course. Feedback can be:

* formative – it provides you with feedback on progress of your work. The work may or may not contribute to the overall module grade.
* summative – it provides comments in respect of your performance in relation to intended learning outcomes and requirements for a piece of assessment.

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 – written and/or audio feedback;
* during the module as well as at the end

You are entitled to receive feedback on all assessments, normally within 15 working days of submission. For assignments submitted during the module – especially where feedback can be delivered within timetabled class sessions - the module team will help you to understand how to improve future submissions. 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 return will normally be stated in *Module Handbooks*. This should include:

* due dates for coursework submission;
* dates when coursework feedback will be distributed in class;
* dates when coursework feedback can be collected from the Module Leader;
* the format by which assessment feedback will be given;
* the process by which end-of-module coursework can be collected following the publication of the result concerned.

## Building careers

Your future employment is important. We prepare you for transition to employment by providing you with opportunities to develop the qualities and skills that employers need, and to train your mind to deal with complex questions. You will have the chance to develop teamwork, communication and presentational skills throughout your course. In your final year you may carry out a problem-solving project.

You need to be effective and adaptable in challenging times, so we offer *career planning services* and lots of opportunities to develop yourself to get you on the job ladder including work related learning. To facilitate this further our Careers and Employability Team can offer you a range of resources that can help you. To see more details on how we prepare you for employability visit, log in to our [careers website](https://student.londonmet.ac.uk/jobs-and-employment/career-and-employability-advice/). For any query, please email [careers@londonmet.ac.uk](mailto:careers@londonmet.ac.uk). Please note that if you are studying at a partner institution, you will not have the same level of access to some resources or services as a student studying at London Metropolitan University.

# Section 4: Communication, information and advice

## 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) so, if you have not already done so, please do change it to something more secure at: <https://password.londonmet.ac.uk/>. Please note that in unforeseen and unprecedented circumstances, alternative arrangements will be put in place. Please liaise with your Course Leader who will advise further.

## 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](https://student.londonmet.ac.uk/) . At other times we will use email to contact you so it is **essential** that you check your University email on a regular basis.

## Your contact details

The University will contact you mainly through your Course Leader. There may be times, where appropriate, when 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.

Increasingly, we use **email** to communicate and keep you informed. You will also have been allocated a University email address, which is your 7 character account (see 4.1 above) e.g. [ABC1234@my.londonmet.ac.uk](mailto:ABC1234@londonmet.ac.uk) . 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.

## Evision

[Evision](http://student.londonmet.ac.uk/evision/)is the University’s online facility that allows you to access your personal student record, and is where you print your coursework submission sheets and other forms that you may need. You also re-enrol via [Evision](http://student.londonmet.ac.uk/evision/) and view information showing your attendance at classes. You can view your:

* 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

## WebLearn – online module resources

[WebLearn](http://student.londonmet.ac.uk/weblearn/) provides online support for your modules, enabling you to communicate with your tutor and other students. Course materials, information and assessments are available on WebLearn. It requires your user name and password.

## Course leader

Your course leader is responsible for the day-to-day organisation of your course.

## Module Leaders

Module leaders are members of academic staff who lead the modules contributing to your programme of study and are key to your learning experience. They should be your first port of call for academic advice on any topics you do not understand following a lecture or seminar. All Module Lecturers 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.. The Module Leaderand your seminar tutors also confirm your attendance at classes each week.

# Section 5: Your voice counts

## Student Reps

Feedback from students is vital to the University to find out how well the teaching, guidance and other services are working. This is obtained in different ways, including via [Student Reps](https://www.londonmetsu.org.uk/studentreps/). Becoming a Student Rep is a great way to help others, make positive change and develop your employability skills. Please note that if you are a student studying at a Partner institution, the support provided by the Students' Union is different compared to a student studying at London Metropolitan University. Please get in contact with your Course Leader to get more information on student feedback, engagement and representation.

# Section 6: Your A-Z essentials

# 

## Academic LibrariansAcademic liaison librarians

Your Librarians are qualified to provide learning support and information skills training and ensure that, where possible, the appropriate information resources that you need are available throughout your course.

Your dedicated librarian can help you acquire valuable information literacy skills which will enable you to locate, retrieve, evaluate and use the most relevant resources for your research for specific assignments and projects. This support includes referencing skills and the use of reference management software. The Librarians publish guides and online tutorials to resources specific to your subject area which are a good starting point when you need support.

Additionally, there is a section called [Library Matters](https://bblearn.londonmet.ac.uk/webapps/blackboard/content/listContent.jsp?course_id=_18209_1&amp;content_id=_377606_1&amp;mode=reset) available in [WebLearn](http://student.londonmet.ac.uk/weblearn/). Library Matters will help you learn how to find, evaluate and use the information you need for your studies and assessments. It is designed for you to dip into different sections, and there is no need to log in or create an account.

## Academic misconduct

You are responsible for ensuring that all work submitted is your own, and that it is appropriately referenced. The University does not tolerate cheating of any kind and all students must respect all relevant academic conventions and practices, and must not give or receive unpermitted aid in relation to any assessed work . You are strongly advised to familiarise yourself with the Academic Regulations on Academic Misconduct, which list a range of categories of academic misconduct and associated penalties, covering instances of academic misconduct (plagiarism, collusion, exam cheating). From the outset of your studies you should receive information and guidance on referencing conventions and group work activities to ensure that you do not contravene the University’s Regulations. If you are unsure about referencing, paraphrasing or group work activities (and what may constitute collusion in such activities), you should seek advice as soon as possible from the Module Leader, your Academic mentor or Course Leader..

Further information can be accessed [academic misconduct](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/academic-misconduct/).

## Academic regulations

We provide guidance on most aspects of the [academic regulations](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/academic-regulations/) via [Student Zone](http://student.londonmet.ac.uk/). If you are unsure please contact your Course Leader..

## Academic board appeals

Prior to submitting an appeal you should familiarise yourself with the [procedures for the submission of appeals](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/appeals/) and refer to information provided by your Course Leader.Students should also familiarise themselves with the [Academic Regulations](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/) on appeals.

## Complaints

The University is committed to providing a high quality service to its learning community. If you have concerns about the service and want to formally express your dissatisfaction with an act or omission by the University or a member of staff, we want to hear about it. We will use your feedback as an opportunity to help you and to learn how we may improve our service. Further information about how to make a complaint can be provided by the institution that you study in. Where possible students are encouraged to resolve the issue with the person concerned or responsible for the matter. This is usually the quickest and easiest way of resolving matters. However, if you have not had a response or you are not satisfied with the response, you should submit a formal complaint. Where a complaint has gone through the formal process and has not been resolved, it can be escalated to the University.

## Counselling and personal development

The University [Counselling Service](http://student.londonmet.ac.uk/life-at-london-met/health-and-wellbeing/counselling-and-personal-development/) 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 very helpful to speak with a counsellor. We encourage you to ignore the stereotypical ideas about counselling. Instead, think of counselling as a chance to reflect and to work on developing your potential. Counselling is a chance to speak freely about your personal or emotional difficulties, with someone who will not judge you nor your experiences. If you think you could benefit from this support, please contact your Student Services department who will advise you on the next steps to take**.** We will be better able to support you if you act early – don’t wait until your difficulties reach crisis proportions.

## Course transfers

If you intend to change course you should seek advice from your Course Leader. Do not stop attending your course until a transfer has been agreed and confirmed in writing to you.

If you are an international student holding a Tier 4 Visa you **must** contact your Course Leader and your Admissions or Administration Office for advice on possible visa implications before contacting your Course Leader about changing your course.

## Coursework submission

When handing in 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 XXXX; **or,**
* an ‘Online Submission’ via XXXX



## Criminal convictions

If you are a student with an unspent criminal conviction relating to a relevant offence, or you are charged, convicted or cautioned for a relevant offence during your studies, you must notify the institution where you are studying and they will notify the University. Relevant offences are offences involving any kind of violence (including threats); sexual offences; harassment or stalking; supply of controlled substances; offences involving firearms, explosives, knives or other weapons, or arson; or terrorism offences.

If you are studying on a relevant course or undertaking regulated activity as part of your course, you must immediately notify your Course Leader if you

* have any unspent criminal convictions or any spent criminal convictions that are not eligible for filtering
* are charged, convicted or cautioned for any criminal offence; or
* are subject to a formal child protection investigation (or any member of your household is),
* are barred from working with children or vulnerable groups or in a regulated activity or are the subject of a referral to the DBS

Relevant courses include (but are not limited to) Dietetics, Counselling Psychology, Social Work, Initial Teacher Training (e.g. PGCE), Primary Education, Early Childhood Studies, Montessori Early Childhood Practice and Early Years Education. Regulated activity includes (but is not limited to) activities which involve working closely with children or people in vulnerable circumstances, such as caring for, training, supervising or being solely in charge of them.

Full details of the University's regulations regarding criminal convictions, including how to notify, are available at [www.londonmet.ac.uk/convictions](http://www.londonmet.ac.uk/convictions)

## Criteria for awards

The Undergraduate Awards Framework, the list of all of the University’s undergraduate awards, can be found at the beginning of Section 1.2 of the [academic regulations](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/academic-regulations/). Section 6 of the academic regulations details the minimum criteria for passing and achieving particular classifications within each type of undergraduate award.

## Disabilities and Dyslexia

(Insert name of Collaborative Partner) can assist you if you have a disability, long-term medical or mental health condition or a Specific Learning Difficulty (e.g. dyslexia or dyspraxia). You will need to provide medical evidence of your condition, or a full post 16 diagnostic assessment for Specific Learning Difficulties (SpLDs). If you are eligible for support, our Advisers can help you obtain a range of adjustments depending on the level of need identified. Support can include:

* notes/hand-outs in advance
* permission to record lectures
* individual examination arrangements (e.g. extra time, use of a computer, sheltered accommodation, amanuensis), alternative assessment arrangements
* extended library loans
* accessibility related classroom adjustments
* screening for a Specific Learning Difficulties (dyslexia)
* 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 Note:**

1. 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 or not a person has a particular level of competence or ability. These standards must be essential to the course and all students must be able to fulfil these criteria. Although in such situations it may not be possible to alter the format of the assessment, you may still be entitled to adjustments (e.g. extra time or an amanuensis). Competency standards are different to the fitness to practice standards that exist in certain professions, such as teaching, social work and medicine.
2. You are responsible for obtaining medical evidence of your disability/ long-term medical or mental health condition. Adjustments and extra support can be arranged only after a full diagnostic assessment and/or medical evidence is received. While the Service can provide screenings for a Specific Learning Difficulty, adjustments and extra support can be arranged only after a full diagnostic assessment is made. If you have a disability, long-term medical or mental health condition or a Specific Learning Difficulty, please contact (Insert specific department) as soon as possible as we are not usually able to arrange adjustments to teaching and assessments at short notice. (Insert specific department) require medical evidence of your condition/a full diagnostic assessment at least 4 weeks before the start of the relevant exam period. This is to ensure our Advisers have sufficient time to assess your requirements and communicate them to our (Insert name of department e.g. Assessment and Conferment Office), who then implement any individual exam arrangements to which you are entitled.
3. It is your responsibility to update us if your condition changes. We need to know this in order to assess if there is any additional support you need – so please do stay in touch with us throughout your course.

## Enrolment and re-enrolment

Enrolment is an annual process. The first time you enrol you will need to provide evidence of your identity. You will also need to pay your tuition fees or demonstrate how these will be paid.

The University ID card you receive at enrolment 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 (Insert department name).

Each academic year when you return to complete your studies, you will need to re-enrol online usually from (Insert month). Re-enrolment is necessary for your ID card to be reactivated for the new academic year. There will be a deadline for this so it is important that you complete this before the start of the next academic year. You will need to register modules before you re-enrol.

## Examination papers

Most past examination papers, except those for the summer reassessment period, are available [online](http://student.londonmet.ac.uk/your-studies/exams-and-assessments/examinations/) In some cases sample rather than actual papers are provided.

## Examination timetable

Examination periods are detailed in the Undergraduate Academic Year found at the beginning of this Course Handbook. The examination timetableis published (Insert number of weeks) weeks prior to the start of the examination period.

## Fitness to study

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 wellbeing of all students. Where concerns about a student’s fitness to study have been raised, these will be dealt with, in a supportive and understanding manner, in accordance with the [fitness](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/) [to study procedure](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/). With your permission, your Course Leader will liaise with the University’s Academic Liaison Tutor who will discuss your case with the School Proctor. If the Proctor is not available for consultation the Academic Liaison Tutor will contact the University Secretary's Office.

## 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 through using individually assigned IDs and passwords. General-purpose PC and Mac studios are provided and supported by IT support staff and laptops are available to loan from lockers around the campus. Most IT studios are open-access to students except when booked for teaching.

Many open access PCs and Apple Macs are available in the libraries for students to use.

Please visit [IT resources](http://student.londonmet.ac.uk/it-resources/) online

The University has an [Acceptable Use Policy](http://student.londonmet.ac.uk/media/london-metropolitan-university/london-met-documents/professional-service-departments/information-systems-services/policies-and-procedures/ICT-Acceptable-Usage-Policy.pdf) which applies without exception to all users of the University’s ICT facilities.

Please note that if you are a student studying at a Collaborative Partner institution, there may be a different arrangement in place. Please contact your Course Leader for more information.

## 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 Tier 4 sponsorship by providing expert advice and comprehensive support on a range of matters including visas and immigration for students and their dependants. You can contact the Advice Service by email on [adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk)

## International support

The international support team is responsible for monitoring all international students, and in particular those who are studying in the UK on a Tier 4 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 and as a priority 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, have questions about your course, or are changing your immigration status, please promptly contact the team at [visa.compliance@londonmet.ac.uk](mailto:visa.compliance@londonmet.ac.uk) for further information.

## Libraries and special collections

You have access to our two libraries located in London Aldgate and Holloway Road Learning Centre.  Please see our webpage for [opening hours](https://student.londonmet.ac.uk/library/using-the-library/library-locations-and-opening-hours/). Both libraries will have a limited number of PCs available to book 24 hours in advance via the [MyPC booking system](https://student.londonmet.ac.uk/it-resources/software-for-students/booking-a-computer-on-campus-with-mypc/). The electronic resources include e-journals, e-books, and databases and are accessible outside the University, via the [library catalogue](http://catalogue.londonmet.ac.uk/). You can only use the print books as a reference and will not be able to take them outside of the library., To reduce the risk of transmission of the Covid-19 virus, will also be a limited number of study seats available in both libraries.

Library staff are available online to help you from 09:00 to 19:00 Monday to Friday by chat and [email](mailto:library@londonmet.ac.uk). Our weekend online enquiry service is available from 13:00 to 17:00.   Please see our [library web pages](https://student.londonmet.ac.uk/library/) for regular updates and more information,

The [Special Collections](http://student.londonmet.ac.uk/library/using-the-library/special-collections/) Reading Room, located in the Wash Houses (Aldgate Campus), is currently closed, until further notice. However, 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 - may be obtained via our website, and staff are available online to respond to any queries you may have and to discuss with you how this original source material could help you with your studies. Some digitised items from the Archive of the Irish in Britain and the Frederick Parker Archive are also available via the website. Email: [specialcollections@londonmet.ac.uk](mailto:specialcollections@londonmet.ac.uk)

## Marking and grades

The University provides you with outcomes for the work that you submit for assessment as a percentage. At module level, each component of assessed work is assigned a percentage mark with a pass/fail threshold at 40%. The detailed requirements for assessment on each module are specified in Module Booklets, together with indicative assessment criteria associated with different levels of performance and results. Modules are marked on the following basis:

70% and above First class honours standard

60% - 69.99% Upper second class honours standard

50% - 59.99% Lower second class honours standard

40% - 49.99% Third class honours standard

0% - 39.99% Fail

Module marks are calculated to the nearest whole number from the appropriately weighted marks for each assessment component. However when determining awards, which are calculated from the applicable module marks, with extra weighting for final year module marks, the overall mark for your award is calculated to two decimal places.

At the end of each teaching period module results and awards are confirmed by 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.

## Mitigating circumstances

The [mitigating circumstances](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/mitigating-circumstances/) process is for students who have exceptional, unforeseen circumstances which prevent them from attending an examination or which prevented 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 redo 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 XXXX

## 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 involves a formal University process and you should therefore seek advice from your Course Leader or XXXXbefore making any decision.

## 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 only 24 hours after they are submitted. Please read the [instructions](http://student.londonmet.ac.uk/it-resources/printing-photocopying-and-scanning/) [on printing and photocopying](http://student.londonmet.ac.uk/it-resources/printing-photocopying-and-scanning/).

## Progression

At the end of each year (Insert Partner Name) and 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. 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, **but a full time student who fails more than 90 credits in their first year and who does not pass at reassessment will not be able to continue on their 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 XXXX as soon as possible and contact the International Student Support team [adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk) for advice on possible implications for their Tier 4/Student visa.

## Publication of results and 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](http://student.londonmet.ac.uk/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 the reason 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, payable at the time of request. Requests should be made via the University’s [Eshop](https://eshop.londonmet.ac.uk/), who aim to produce transcripts within 10 working days of request. You can also print a copy of your results from Evision and the University’sSchool Office will stamp it to confirm it is valid.

## Reassessment

If you fail or do not attempt a component of assessment you will be provided with one reassessment opportunity during the reassessment period (normally during July following the end of the academic year), provided you have failed the module overall. If you pass after reassessment the component concerned will be capped at **40%.** (See also section 6.21 above).

## Retaking a module

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

However, you should 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 on your course and, if you are an international student, your right to remain in the UK (if you are studying at a partner institution based in the UK).

## Student conduct

The University expects all its students to behave appropriately as part of a community of scholars in which all members can work beside each other in conditions which permit freedom of thought and expression within a framework of intellectual honesty and respect for the rights of other persons. Accordingly all students must:

* 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 as well as the law.
* Not improperly interfere 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

Students who commit acts of general misconduct (i.e. in relation to their behaviour as opposed to academic misconduct such as plagiarism or cheating) are subject to action in accordance with the procedures set out in the [Academic Regulations](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/academic-regulations/) on student conduct.

## Student Services

Student services provides a range of specialist advice, information, guidance to support you in achieving your academic aims. We provide services related to:

* 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

## Taking a break from your studies

We understand that, unfortunately, some students encounter exceptional circumstances resulting in them needing to take a break from their studies. The University has [procedures](http://student.londonmet.ac.uk/your-studies/student-administration/taking-a-break-from-your-studies/) in place to support students who need to take a break from their studies or, in exceptional cases, modify their current programme of studies.

If you are considering [taking a break from your studies](http://student.londonmet.ac.uk/your-studies/student-administration/taking-a-break-from-your-studies/) whilst you are enrolled, you need to seek:

* financial advice from XXXX
* academic advice from your Course Leader

If you are a Tier 4 student, a break from your studies will have immigration implications that could be costly if you do not understand them fully; therefore you must seek advice from the international student advice team before making your decision  [adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk)

Please think carefully about whether taking a break from your studies is right for you and please do contact XXXX for help and guidance, as 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 an Honours degree (including any agreed breaks) is 6 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.**

**Volunteering**

Improve your chances of gaining employment by engaging in voluntary activities, which in turn will enable you to make useful contacts and gain valuable experience. Students can volunteer in a range of charities.  It provides opportunities of a theoretical and practical nature, in fields such as community work, conservation, research, administration, legal, marketing, PR and education.

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

## 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 Associate Pro Vice-Chancellor: Academic and Student Services (Interim) (or nominee) by the end of the second week of your period of enrolment. The Associate Pro Vice-Chancellor: Academic and Student Services (Interim) (or nominee) will confirm in writing whether your request has been agreed. If you do not receive written agreement, every module will count towards the maximum permitted registrations of 360 credits.

 If the Associate Pro Vice-Chancellor: Academic and Student Services (Interim) (or nominee) consents 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: [adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk)

## Terms and conditions/student-University relationship

When you join London Metropolitan University as a student you and the University form a formal relationship and you become a member of our academic community. Our [regulations](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/) (the academic regulations, the general student regulations and course specific regulations and specifications) govern the relationship between you and the University and it is your responsibility to read and understand this important information. If there are aspects of the Regulations you do not understand please contact XXXX or the University Academic Liaison Tutor.

**Please note the University also has an additional set of regulations for International students (included in the** [**general student regulations**](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/general-student-regulations/)**. If you are an International student it is important that you read these**.

# Section 7: The key features of your course

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## Course specification

**Please insert copy of course Specification**

# Section 8: Index of key online information

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| [**Academic appeals**](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/appeals/) |
| [**Academic regulations**](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/academic-regulations/) |
| [**Coursework and examinations**](http://student.londonmet.ac.uk/your-studies/exams-and-assessments/) |
| [**Evision**](http://student.londonmet.ac.uk/evision/) |
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| [**International student advice**](http://student.londonmet.ac.uk/international/international-advice/) |
| [**Health and wellbeing**](https://student.londonmet.ac.uk/life-at-london-met/health-and-wellbeing/) |
| [**Library catalogue**](http://catalogue.londonmet.ac.uk/) |
| [**Mitigating circumstances**](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/mitigating-circumstances/) |
| [**Module catalogue**](https://intranet.londonmet.ac.uk/module-catalogue/) |
| [**Student Study Hub (learning skills resources)**](http://learning.londonmet.ac.uk/studyhub/) |
| [**Student Zone**](http://student.londonmet.ac.uk/) |
| [**University rules and regulations**](http://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/) |
| [**Weblearn**](http://student.londonmet.ac.uk/weblearn/) |