

PROGRAMME OF STUDY HANDBOOK

Wales Institute for Work-based Learning

Clinical Leadership

LEVEL 7

FACULTY OF BUSINESS AND MANAGEMENT

2018-2019

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INTRODUCTION

This handbook provides you with detailed information about your course, or Programme of Study, in the academic year 2018-2019. Module descriptors are presented in the accompanying Module Directory document.

The University has made every effort to make the information as full and as accurate as possible, but you should note that minor changes in the organisation of modules between the planning stage and the actual teaching are inevitable. We shall try to keep any such changes to a minimum, and you will receive plenty of advance warning in the event of any alteration. We would also be grateful if you would let us know about any changes that you think might be helpful if introduced into future handbooks.

The focus of our Professional Work-based Studies qualifications is to provide student-centred learning opportunities that are accessible, flexible, inclusive, lifelong and of the highest quality. University of Wales Trinity Saint David acknowledges the importance of student-focused courses, and has designed the Professional Work-based portfolio of qualifications to maximise learning opportunities for all.

FEEDBACK

Feedback on your programme of study and modules is welcome and important and will help us to improve and enhance your learning experience. You can give feedback in a number of ways: through the student representative for your programme of study, through module evaluation questionnaires, through informal meetings with your personal tutor, teaching staff, or Head of School, through focus groups set up by Schools to gain feedback from students on particular issues, or through the Students' Union. If there are issues, then it is important that you share these with us so that we can address them. Your opinion is valued.

WELCOME MESSAGE FROM THE HEAD OF SCHOOL

I am delighted to welcome you to your programme of study under the Professional Practice Framework (PPF) at the Wales Institute for Work-based Learning.

The programmes we offer are at the forefront of practice in professional learning and provide a rich framework of development for you as an advanced practitioner in your field. Our faculty is uniquely placed to support you as their expertise in academic practice is complemented by their extensive professional experience in the private, public and third sectors. Together you will be able to explore and extend practice in your field whilst attaining a credential of real value to yourself and your organisation.

You have already shown you have the potential to complete your programme of study and so your main challenge as you go forward is to make the best of the opportunities available. We look forward to working with you and achieving the impact you wish in your field of work and professional community.

Annette Fillery-Travis

Head of Wales Institute for Work-based Learning

PROGRAMMES OF STUDY AND PROGRAMME DIRECTORS

This handbook covers the following Programmes of Study. The name and contact details of the Programme Directors are also listed below.

Programme of Study	Programme Lead	Tel. No.	E-mail
PG Cert in Professional Practice (Clinical Leadership)	Julie Crossman	(01267) 225178 07446633631	julie.crossman@uwtsd.ac.uk

Programme of Study	Programme Director	Tel. No.	E-mail
Professional Practice Framework	Lowri Harris	01267 676775	l.m.harris@uwtsd.ac.uk

PASTORAL SUPPORT

A member of academic staff will be identified at the beginning of the academic year to act as a point of first contact for all pastoral support issues. Details of the arrangements for Pastoral Support are contained in the *University Regulations – Postgraduate Student Guide* which is published on the Academic Office section on the University's website:

<http://www.uwtsd.ac.uk/academic-office/university-regulations-student-guide/>

ADMINISTRATIVE PROCEDURES

Details of the administrative procedures are contained in the *University Regulations – Postgraduate Student Guide*.

Contact details for WIWBL's Administrative Lead for the programme of study:

Ann Beaumont, 01267 676882, a.beaumont@uwtsd.ac.uk

EXTERNAL EXAMINERS

All taught Programmes of Study which lead to an award of the University have at least one External Examiner. The principal purposes of the University's external examiner system are to ensure that:

- the standard of each award is maintained at the appropriate level;
- the standards of student performance are comparable with standards on similar programmes or subjects in other UK institutions with which they are familiar;
- the processes for assessment and the determination of awards are sound and fairly conducted.

Students may request a copy of the previous year's External Examiner's Report for their programme of study by contacting the Programme Director.

The current External Examiners for the Programmes of Study are:

Programme of Study	External Examiner for 2018/19 (forename/surname)	External Examiner for 2017/18 (if different to current)
All awards under the Professional Practice	David Holifield	Alison Felce

Please note that students are not permitted to make direct contact with the External Examiners without permission and to do so may be considered a disciplinary offence.

ACADEMIC YEAR 2018/2019

The academic year 2018/2019 will be divided up as follows:

Induction 24/09/18 - 28/09/18

Semester 1: 24/09/18 - 25/01/19

Semester 2: 28/01/19 - 12/07/19

Examination Boards: normally November, March and June annually

INFORMATION ABOUT YOU AND YOUR PROGRAMME OF STUDY

Information about you and your programme of study is held by the University on a central Student Record System managed by the University Registry. It is essential that the University Registry has an accurate record of your personal details at all times. It is equally important to ensure that you are enrolled on the correct Programme of Study and on the correct modules. Failure to register properly or to inform the Registry of any changes to your personal details is likely to cause some or all of the following problems:

- failure to keep you generally informed;
- not being able to borrow materials from the Library and Learning Resources;
- not being able to use the Information Technology services;
- failure to contact you in an emergency;
- delay in progressing from Part I to Part II, where applicable;
- delay in graduation as a result of not completing sufficient credits at the correct level;
- general inefficiencies in administrative processes resulting in delays for other students.

Please take time to check the enrolment information provided by the University Registry and be sure to notify the Registry of any errors or changes.

DISCLOSURE AND BARRING SERVICE (DBS) – ENHANCED

If your programme involves you coming into contact with children or vulnerable adults, you will be required to undertake a DBS check (Enhanced). Further details will be provided by the University Registry or Head of School.

As part of each programme's procedures relating to DBS, continuing students will normally be required to inform their Programme Director immediately of any change to their criminal convictions status.

You will also be asked to complete a formal self declaration during the enrolment period at the beginning of the academic year, which confirms your criminal conviction status. This declaration will be kept within Registry.

MODULAR TERMINOLOGY

Programme of Study (Course)

A Programme of Study or course is the collection of modules leading to a particular award.

Module

A module is an academically coherent unit of learning activity with defined aims/learning outcomes, content and assessment scheme.

Module Credit Rating

Every module has a credit rating. Credit is an award made to a learner in recognition of the verified achievement of designated learning outcomes at a specified level.

Level of Study

A level is assigned to each module to define the standard of its academic demand. The basic characteristics of study at Master's level, which is called Level 7 in the National Qualifications Framework. The basic characteristics of the relevant levels of study are outlined in section 6.1.5 of Chapter 6 of the University's *Academic Quality Handbook*, a copy of which is available on the Academic Office section of the website: <http://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>

Students should note that the expectations and demands of work at Level 7 is higher than those at undergraduate Levels 4-6, and that this will be reflected in the assessment and marking of the module assessments.

ASSESSMENT

At the start of each module, tutors will provide on Moodle full details of the means by which you will be assessed in that module. This will include a full assessment brief and guidelines on the criteria that will be used for marking your work as well as clear information about when the assessments are due and the turn-around feedback time for the assessments. It will also detail how you will be able to discuss the feedback on your work and your performance and what to do if you have any questions. Information and guidance regarding assessment will normally be held in the module handbook or in its own section on Moodle. Contact your module leader should you have any concerns.

Assessed written coursework should be returned in the manner as stated by your tutor, be it electronically via email to wbl@uwtsd.ac.uk or through Turnitin.

The University offers programmes in both English and Welsh. The normal expectation is that you will be assessed in the same language in which the programme or modules are delivered. If you have been taught in English and wish to be assessed in Welsh, or vice versa, you should consult your Programme Director about the options available to you.

Where you have submitted work, you will receive confirmation of your assessment marks following each Award Examining Board, these are normally held three times a year. Any marks released prior to formal approval by the Progression / Award Examining Board are provisional.

Each module will be assessed independently in ways which reflect the objectives and learning outcomes of the module and the programme of study as a whole and the learning and teaching strategies employed within the module.

Details of assignments, guidance on the objectives of the assessment and criteria applied in marking will be provided at the beginning of each module.

Classification: Full information about the classification of results and regulations for progression can be found in Chapter 6 of the *Academic Quality Handbook*.

Details of what constitutes 'satisfactory progress' can be found in Chapter 6 of the *Academic Quality Handbook*. For further information on 'progress' see the *University Regulations – Postgraduate Student Guide*.

All work will normally be marked within the University's agreed 20 clear term-time working days turn-around time for assessed coursework. You will be contacted by the module co-ordinator if this is not possible.

Extenuating Circumstances

If you believe that there are extenuating circumstances which may have adversely affected your ability to complete coursework or examinations, you should follow the University's procedures for Extenuating Circumstances for Taught Provision, which can be found on the Academic Office section on the University's website:

<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>

Additional needs in terms of assessment

If you have any additional needs in terms of assessment, it is your responsibility to liaise with Student Services regarding those needs at the start of the academic year, so that a Statement of Compensatory Measures can be drafted in line with the University's procedures for assessment of students with additional needs.

<http://www.uwtsd.ac.uk/services-for-disabled-students/>

Academic Appeals

Information about how to appeal is provided in the 'Academic Appeal Procedure' in Chapter 13 of the *Academic Quality Handbook*, and in supporting documentation published on the Academic Office section on the University's website:

<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>

Additional advice is available from the Students' Union. It is very important that you note carefully the grounds on which appeals may be made and submit your appeal on the appropriate form because incomplete or ineligible appeals cannot be processed.

Assessment Regulations

The rules and regulations that govern the assessment of your Programme of Study are available in Chapters 6 and 7 of the University's *Academic Quality Handbook*, a copy of which is available on the Academic Office section of the website:

<http://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>

Responsibilities of students in relation to the assessment process

As noted in section 7.3 (5) of Chapter 7 of the *Academic Quality Handbook*, students are responsible for ensuring that:

- i) They are correctly enrolled on their programme of study (including re-enrolment for each academic year after initial enrolment).
- ii) They read and understand the information provided about how they will be assessed, how their final award will be determined, and the action to take in the event that they experience difficulties relating to assessment.
- iii) They attempt every assessment component of a module.
- iv) They attend examinations and other assessment events, including re-examination and re-assessment events, as required; and that they are available to attend oral examinations if required to do so within the published dates of terms or semesters, or other date notified to them in advance.
- v) They submit work for assessment as required and in accordance with the required format and deadline.
- vi) They inform their School or Student Services of any disability or long term impairment which might require special provisions for assessment.
- vii) They familiarise themselves with the University's definition of unfair practice and undertake assessments in a manner that does not attempt to gain unfair advantage.
- viii) They follow the prescribed procedures in the event that they experience extenuating circumstances or wish to appeal against the decision of an Examining Board.
- ix) They keep a copy of work presented for assessment wherever feasible.
- x) They make their work available for sampling for external examining purposes and for archiving.

VIRTUAL LEARNING ENVIRONMENT (VLE)

Moodle is the University's Virtual Learning Environment (VLE). The VLE is used to support learning and teaching. It can be accessed by **enrolled** students from anywhere in the world using the internet and a web browser.

Some of Moodle's features allow students to:

- Access course materials
- Facilitate communication between students and tutors
- Support group tasks
- Take online assessments with automatic marking and feedback facilities

Moodle can be used for administration tasks such as:

- Displaying announcements e.g. lecture venue changed
- Submission of assignments electronically
- Administration of online surveys, such as module questionnaires

How to Access:

You can access Moodle in 3 different ways:

1. From MyDay
Access your MyDay dashboard either by logging into a campus PC and opening Internet Explorer, or accessing <http://myday.uwtsd.ac.uk> from any browser on an internet-connected device. Click on the Moodle tile.
2. From the University Website
Navigate to <http://uwtsd.ac.uk> and select Quick Links (top left side of screen) and then Moodle. Select Moodle from the Carmarthen/Lampeter/London link. Log in using your username (your Moodle username is your Student Number, which you will receive from the Registry upon successful completion of your

Registration) and password (your Moodle password is the same password you use for all other University access, including student email and on-campus PC's). If you are accessing Moodle for the first time, your password will follow the format "dobDD.MM.YY". If you have forgotten your password, please select the "forgot password" link and follow the on-screen instructions.

3. URL Input

Open any browser on an internet-connected device and navigate to <http://moodle.uwtsd.ac.uk>

Your **My Courses** block will include links to the individual Moodle pages for all modules on which you are enrolled, as well as the main page for WIWBL and the WIWBL Learner Zone student support page. Please note it can take 24hrs for enrolment data to feed into Moodle.

If you are missing courses/modules in the **My Courses** block please contact your **lecturers** to ask if they use Moodle. Please note it can take 24hrs for enrolment data to feed into Moodle. If you have problems finding resources (timetables, lecture notes, assignment briefs etc.) please contact the **lecturer** that delivers the course/module.

For any technical issues or error messages contact the **IT Service Desk** via:

Web: <https://webhelp.uwtsd.ac.uk>

Tel: 0300 500 5055

Or email: ITServiceDesk@uwtsd.ac.uk

In any correspondence please include your name and username (your student number) together with details of your issue.

PROGRAMMES OF STUDY

The postgraduate (PG) awards available under the Professional Practice Framework are below, with your programme of study highlighted in bold:

Postgraduate Award title	Credits Required	Level(s)
PG Cert in Professional Practice	60	7
PG Diploma in Professional Practice	120	7
MA in Professional Practice	180	7
Professional Doctorate	540	8

Programme Learning Outcomes

The Programme Aims are from the latest QAA Business and Management subject benchmarking statement (2015), although individually negotiated programme outcomes for knowledge and understanding will vary depending on the QAA Benchmarking area and may not be limited to these. It is, however, anticipated that the Cognitive Skills, Practical Skills, and Key Skills below will be included. Cross-referencing to the Business and Management benchmarking statement is indicated in brackets after each programme outcome as an example only. In all cases due regard

will be given to ethical considerations. There is an expectation that the outcomes should be broad, analytical and highly integrated.

On completing this programme students would achieve the following outcomes:

Knowledge and Understanding

Students following business and management programmes will be expected to demonstrate knowledge and understanding of:

- Organisations, the external environment in which they operate, how they are managed and how they respond to change including issues such as sustainability, corporate social responsibility and enterprise development.
- The internal aspects, functions and processes of organisations.
- The processes, procedures and practices for effective management.
- The effect of the external business environment upon the strategy, behaviour and management of organisations including issues such as sustainability, corporate social responsibility and enterprise development.

Cognitive Skills

- The capability to think through the implications of courses of action.
- The capability to identify assumptions, evaluate statements in terms of evidence, to detect false logic and reasoning.
- To identify implicit values, to define terms adequately and generalise appropriately.
- The ability to create, evaluate and assess a range of options together with the capacity to apply ideas and knowledge to a range of situations.

Practical Skills

- Effective self-management in terms of time, planning and behaviour, motivation, self-starting, individual initiative and enterprise.
- Interpersonal skills of effective listening, negotiating, persuasion and presentation.
- The ability to conduct work-based investigations either individually or as part of a team for projects and presentations.

Key Skills

- Effective communication, oral, and in writing, using a range of media which are widely used in business.
- Numeracy and quantitative skills including data analysis, interpretation and exploitation.
- The effective use of Communication and Information Technology for business applications.
- Effective problem solving and decision making using appropriate quantitative and qualitative skills.
- Effective performance as an individual and within a team environment.
- Learning to learn and developing an appetite for learning; reflective, adaptive and collaborative learning.

The above example contains generic knowledge and understanding and learning outcomes specific only to those students following business and management type programmes, and so are referenced to the Subject Benchmarking Statement. Students following other subject areas will reference the knowledge and understanding learning outcomes to the appropriate QAA Subject Benchmarking Statement. All

students need to cross-reference their programme to the cognitive, practical and key skills learning outcomes, and they will be guided in this by their Programme Adviser when negotiating their Work-based Learning Programme Plan and, if appropriate, a claim for APEL using the Recognition and Accreditation of Learning module.

PROGRAMME STRUCTURE

Level 7

Compulsory Modules

- AQH definition 6.1.3: A compulsory module is a module that must be studied (but unlike a core module could potentially be condoned).

The table below shows the current composition of the programme:

Module Code	Module Title	Credits
BMPF7058	Leading Service Improvement Project	30
BMPF7057	Reflection on Clinical Leadership	30

The above modules will be offered in 2018/19

Module details are correct on 1 September 2018, and will not normally be changed during the year. In the unlikely event of the School having to make changes to these details during the year, you will be notified in writing. Module descriptors are presented in the accompanying **Module Directory** document.

COURSEWORK DEADLINES

Coursework deadlines will be set by the tutor for each module and are presented in the accompanying **Module Directory** document.

All assessed written coursework needs to be submitted in electronic copy via wbl@uwtsd.ac.uk or via Turnitin – this MUST be agreed with the tutor in advance.

ABOUT UNFAIR PRACTICE AND PLAGIARISM

The University defines unfair practice as ‘any act, intentional or otherwise, whereby a person may obtain for himself/herself or for another, an unpermitted advantage...’. Committing unfair practice in assessment is one of the most serious offences in academic life, and its consequences can be severe. It undermines the integrity of scholarship, research, and of the examination and assessment process.

It is very important to understand that it is no defence to claim that unfair practice has been committed unintentionally, accidentally, due to extenuating circumstances or a long-term impairment (irrespective of whether or not these circumstances or long-term impairment have been acknowledged by the University).

Plagiarism is one type of unfair practice. Plagiarism is passing off, or attempting to pass off, another's work as your own. It includes copying the words, ideas, images or research results of another **without acknowledgement**, whether those words etc. are published or unpublished. It is plagiarism, for example, to copy the work of another student, of a member of staff or a published article without crediting the author. Persons who allow their work to be plagiarised are also guilty.

It should be noted that re-submitting work that has already been submitted for a different assessment task without noting that this is the case is also regarded as plagiarism (and is called self-plagiarism) and will be treated as such.

Plagiarism is one of the worst offences in academic life, and its consequences can be severe. It undermines the integrity of scholarship, research, and of the examination and assessment process. The guidance that follows explains what is meant by plagiarism, describes the University's regulations for dealing with it, and provides help in avoiding it.

When enrolling as a student at the University of Wales Trinity Saint David you have consented to your work being scrutinised both electronically and in person to check for cases of plagiarism. In many Schools your work will be submitted electronically via Moodle.

For submissions outside of the Moodle platform, it is equally important that you reference your sources accurately. In some cases you will be expected to submit both hard and electronic copies, which can be checked against the database of the UK Higher Education Plagiarism Detection Service. For handwritten, portfolio and process workbook submissions check with your module tutor if you are in any doubt about whether you have infringed the regulations. They are here to assist you; ensure that you take advantage of their expertise.

Plagiarism: Regulations, Procedure and Penalties

Full details of the University's procedures and penalties for dealing with issues of plagiarism can be found in Chapter 13 of the *Academic Quality Handbook*, which can be seen on the University website or obtained from the Faculty Offices. These details are also summarised in the *University Regulations – Postgraduate Student Guide* which is published on the Academic Office section on the University's website: <http://www.uwtsd.ac.uk/academic-office/university-regulations-student-guide/>

Avoiding Plagiarism

Coursework, dissertations, or creative work are meant to be your own original work. Obviously you will use the work of others. Not only is this inevitable, it is expected. All scholarship builds on the work of others. The important thing to remember is always to **acknowledge your sources**. Your School will provide sessions on referencing and plagiarism but as a general rule of thumb observe the following guidelines:

- *Anything that is copied or quoted from another source, including electronic sources such as the internet, must be in quotation marks and attributed to the original author. This may be in the body of the text or as a footnote. Full details of a source should be contained in a bibliography. Whatever method is used, always acknowledge your source and give full details of it (i.e. author, date, page number).*
- *Synthesising the work of others involves putting their ideas into your words. This is fine, but again, acknowledge your source. This can be done in a number of ways depending on the context. For example: 'Hart (2003, 52) maintains that...' 'Hart*

(2003, 52) provides evidence for...': 'It is argued, or submitted by Hart (2003, 52) that...' Then give the source of the original work.

- Where you are generally indebted for your ideas to one or two main sources, this can be a bit trickier. If the ideas or the way they are presented come from one or two sources, make this clear. Do the same if they come from lectures. It is important not to claim originality where it does not exist but to indicate in general where the information comes from.
- Full citations in timed unseen examinations are obviously not expected, but you should indicate general indebtedness and always credit any quotations you have managed to remember.

The golden rule is; **'if in doubt, provide references'**. Consult your tutors if you have any problems, in particular with the method of citing books and articles, which may differ from subject to subject. There are no penalties for asking for advice and guidance; there are severe penalties for plagiarism and failure to reference means your work could be considered to be plagiarised.

Other types of Unfair Practice

There are other types of unfair practice, including, but not limited to producing work as a group where it is an individual task (called collusion), fabricating data or making false claims to have carried out research, using the service of an essay bank/essay mill, having an unauthorised source of information in an examination, prohibited communication during an examination. The same regulations, procedures and penalties apply to all types of unfair practice.

LIBRARY AND LEARNING RESOURCES

Library and Learning Resources (LLR) supports the learning, teaching and research activities of staff and students across the University with libraries at Carmarthen, Lampeter, London and Swansea and includes online resources, social learning spaces, special collections and archives. There are seven libraries across the Carmarthen, Lampeter, London and Swansea campuses.

The library provides different loan periods so that the changing needs of students can be accommodated and prioritises the purchase of e-books over print wherever possible. Loan periods are regularly reviewed by the library to ensure that they are appropriate and provide equitable access to resources. The LLR recently launched a Fairer Fines policy which means students are only fined on items if they are in heavy demand or requested by another library user.

The LLR provides a new *Need More?* service which aims to provide a one stop shop for all learning resource needs, for example, if a book, journal or thesis is needed which is not in the library stock then it may be purchased or borrowed from another library. Further information can be found here: <http://www.uwtsd.ac.uk/library/library-guide/need-more/>.

Online Library

The LLR offers a wide range of printed and electronic resources. including an extensive collection of online e-journals and e-books that are available 24/7. Users may access an extensive collection of online e-journals and e-books that are available 24/7 including scholarly journals, newspapers, company reports and reference material.

The library catalogue searches the whole range of print and online library materials and gives access to your library account from anywhere.

Information and Digital Literacy Skills

All students take part in general induction tours of the Library in their first few weeks at the University. Academic Liaison Librarians will help students to develop the skills required to find, use and evaluate information sources within their subject areas. Numerous sessions are offered and organised to teach students how to use e-resources, journals/e-journals, e-books and useful websites as well as support for referencing, ethical use of information and accessing a wide range of information sources in accessible formats. The LLR operates an open door policy which enables students to ask for help and advice on the information resources available throughout the academic year. Academic Liaison Librarians are welcomed to Staff / Student Committees, School Board meetings and also attend other relevant Faculty meetings where invited, including Faculty Board. For further information on Digital and Information Literacy Skills provision go to: <http://www.uwtsd.ac.uk/library/digital-and-information-literacy/>

Services for Researchers

The LLR also provides advanced support for Research Students including support for the Researcher Development Framework such as Research Data Management, Data Plans, Open Access and measuring the impact of research through use of bibliometric and altmetrics. Access to other libraries is also available via the SCONUL scheme as well as access to scanning and postal loans services via the *Need More?* service.

For recent service developments, updates and contact information please visit the University Library website at <http://www.uwtsd.ac.uk/library/>. Please also follow the Library and Learning Resources Facebook and Twitter feeds for up-to-date news, service developments and information on new services and resources.

STUDENT SERVICES

A professional support service providing high quality information, advice, guidance, practical and emotional support to enable all students to reach their full potential. Support available includes the Careers Service, Financial Support, Learning Support, Counselling Service and support for students from a care background. For further details see <http://www.uwtsd.ac.uk/student-services/>.

STUDY SKILLS

All students have access to study skills support to assist them in their studies. Details of provision are available from the Student Services offices on each campus and at <http://www.uwtsd.ac.uk/study-skills/>.

Topics covered include:

- Developing effective study strategies
- Planning and writing assignments
- Preparing presentations
- Planning for seminars
- Preparing for exams

Drop-in study skills sessions and 1:1 appointments are available on the Carmarthen, Lampeter and Swansea campuses during term time – no appointment necessary. Distance learning students are also able to access the Study Skills Distance service using e-mail, telephone or Skype. Please see the Student Services study skills webpages for further details: <http://www.uwtsd.ac.uk/study-skills/>.

Students will be given access to the Wales Institute of Work-based Learning “Learner Zone” page through the University of Wales Trinity Saint David Moodle pages, and are encouraged to make use of it. Information covered on the Learner Zone includes:

Returning to learning
Study skills support
Plagiarism and referencing guidance
Links to external resources

COMPLAINTS

You have a right to make a complaint about any specific concern about the provision of your Programme of Study or a related academic service. Full details of the complaints process can be found in the ‘Procedure for Student Complaints’ in Chapter 13 of the *Academic Quality Handbook* and in supporting documentation published on the Academic Office section on the University’s website: <http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>