



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

PROGRAMME OF STUDY HANDBOOK

Master of Business Administration

**Master of Business Administration
(Tourism Management)**

**Master of Business Administration
(International Hotel Management)**

ACADEMIC DISCIPLINE: BUSINESS

LEVEL 7

INSTITUTE OF MANAGEMENT AND HEALTH

2022-2023

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INTRODUCTION

This handbook provides you with information about your Programme of Study for the academic year 2022/23. 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 advance warning in the event of any alteration.

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 academic representative for your programme of study, through module evaluation questionnaires, through informal meetings with your academic support tutor, teaching staff, or Programme Manager, through focus groups 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. 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. Your opinion is valued.

PROGRAMMES OF STUDY AND PROGRAMME MANAGERS

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

Programme of Study	Programme Manager	Tel. No.	E-mail
Master of Business Administration	Glenn Behenna Dr Gareth Hughes (Interim PM)	01267 676728 01792 481139	g.behenna@uwtsd.ac.uk gareth.hughes@uwtsd.ac.uk
Master of Business Administration (Tourism Management)	Kathryn Flynn	01792 481105	Kathryn.flynn@uwtsd.ac.uk
Master of Business Administration (International Hotel Management)	Dr Jayne Griffith-Parry	01792 482067	j.griffith-parry@uwtsd.ac.uk

SUPPORT DURING YOUR STUDIES

A member of academic staff will be identified at the beginning of the academic year to act as a point of first contact for support issues. Further support can also be accessed through the [Student Services](#) department.

ADMINISTRATIVE PROCEDURES

All relevant forms (e.g. essay submission form, dissertation form, extension request form) can be found in the postgraduate student section on the University's VLE and / or on the University's intranet.

Contact details for the Institute office administrative lead for the programme of study:

IMH Admin: imh.admin@uwtsd.ac.uk for MBA Swansea campus based programmes.

Sian Davies: s.e.davies@uwtsd.ac.uk for MBA Online Part-Time (Carmarthen) programme.

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 Manager.

The current External Examiners for the Programmes of Study are:

Programme of Study	External Examiner for 2022/23 (forename/surname)	External Examiner for 2021/22 (if different to current)
Master of Business Administration	Mr Julian Campbell	No change
Master of Business Administration (Tourism Management)		
Master of Business Administration (International Hotel Management)		

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 2022/23

The academic year 2022/23 will be divided up as follows:

Induction 26/09/22 - 30/09/22

Semester 1: 26/09/22 - 27/01/23

Semester 2: 30/01/23 - 14/07/23

Examination Boards: normally November, March and June annually

Please note that dates are subject to change depending upon developments relating to the Coronavirus/Covid-19 pandemic.

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 and that you read and agree to the Enrolment Agreement.

My Student Record / MyTSD

You can view your personal details on [MyTSD](#) and make requests to amend data when your circumstances change. It is important to keep your personal details up to date. You can use MyTSD to:

- enrol for the new academic year
- generate a 'Confirmation of enrolment' letter
- generate a council tax exemption letter and/or bank letter
- view enrolment and module registration details
- amend your address
- check your financial information (e.g. fees due)
- submit a programme change request
- apply for 'Extenuating Circumstances'
- check your module results and examining board decision
- request to withdraw from your studies

Failure to keep your personal details up to date can result in a range of problems including:

- delays in obtaining your student loan;
- failure to contact you in an emergency;
- not being able to borrow materials from the Library and Learning Resources; and
- not being able to use the Information Technology services.

Please take time to check the enrolment information provided on MyTSD.

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 Programme Manager.

As part of each programme's procedures relating to DBS, continuing students will normally be required to inform their Programme Manager 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.

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. Study at Master's level is called Level 7 in the National Qualifications Framework. The basic characteristics of the relevant levels of study are outlined by the Welsh Assembly government and available on their website:

<https://gov.wales/sites/default/files/publications/2018-02/level-descriptors.pdf>

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.

All assessed written coursework needs to be submitted in electronic copy via Turnitin; alternative instructions will be provided by the Programme Manager for any forms of coursework that cannot be submitted via 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 Manager about the options available to you.

You will receive confirmation of your assessment marks at the end of each year. Any marks released prior to formal approval by the Progression / Award Examining Board are provisional.

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 and forms part of the *Mitigating Circumstances Policy*:

<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' which forms part of the *Academic Appeal Policy* associated with in Chapter 12 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

You are responsible for ensuring that:

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

- ix) You keep a copy of work presented for assessment wherever feasible.
- x) You make your work available for sampling for external examining purposes.

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 - this may also take place via Microsoft Teams
- 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 Hwb**
Access your Hwb dashboard either by logging into a campus PC and opening Internet Explorer, or accessing <https://hwb.uwtsd.ac.uk> from any browser on an internet-connected device. Click on the Moodle tile.
2. **From the University Website**
Navigate to <https://uwtsd.ac.uk> and select Quick Links (top left side of screen) and then Moodle.
3. **URL Input**
Open any browser on an internet-connected device and navigate to <https://moodle.uwtsd.ac.uk/>

If you are already signed into the Hwb or Office 365 you should be automatically signed into Moodle when you connect, if not log in using your Network username and password which are the same as used to access a campus PC.

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.

Further information on using online and digital resources can be found at <https://digitallearning.uwtsd.ac.uk/>

ASSESSMENT FEEDBACK VIA TURNITIN

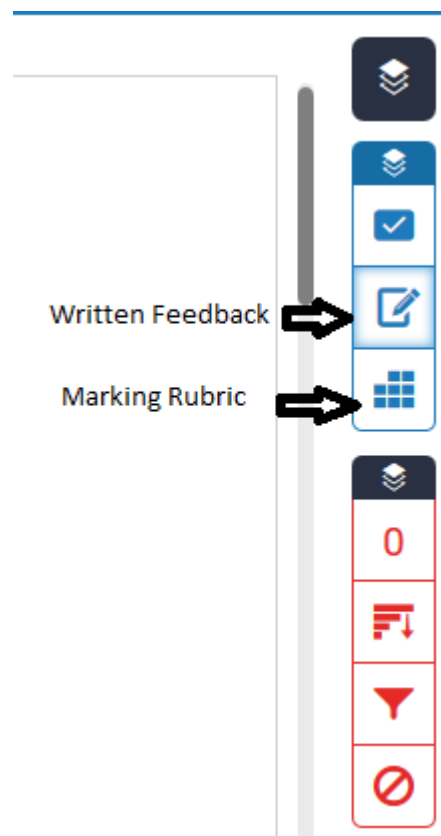
For feedback provided through Turnitin, there are two areas to get your feedback: written feedback, and the marking rubric.

Written feedback will comment on the overall work.

The marking rubric will focus on how the piece of work meets the criteria listed in the relevant rubric.

The marking rubric does not give a mathematically calculated result based on the sum of individual components, but is used holistically to help determine the mark.

Written Feedback and the Marking Rubric can be found by clicking the buttons as shown when you view your submitted assignment in Turnitin.



PROGRAMMES OF STUDY

(1) Master of Business Administration

Programme Learning Outcomes Master of Business Administration

The following level 7 MBA learning outcomes conform in full to the expectations of the QAA FHEQ (2014) and were developed with reference to the QAA Characteristics Statement for Master's Degrees (2015) and the QAA subject benchmark for Master's degrees in Business and Management (2015). The learning outcomes are categorised as follows: knowledge and understanding skills, cognitive/intellectual skills (CS), practical skills (PS) and key skills (KS).

Knowledge and understanding (KU)

Graduates of the programme will be able to demonstrate a systematic understanding of knowledge, and a critical awareness of current problems and/or new insights, much of which is at, or informed by, the forefront of the business management discipline. This includes the following:

KU1	The development, access and operation of markets for resources, goods and services.
KU2	Marketing approaches for segmentation, targeting, positioning generating sales and the need for innovation in product and service design.
KU3	Management of customer expectations, service and orientation.
KU4	The sources, uses and management of finance and the use of accounting and other information systems for managerial applications.
KU5	Strategic and operational HRM, meeting future organisational requirements, people development, HR systems.
KU6	The management of operations and resources.
KU7	The development, management, application and implementation of information systems for business intelligence and their impact upon organisations.
KU8	The comprehension and use of relevant communications for application in business and management, including the use of digital tools.
KU9	The development of strategic priorities to deliver business at speed in an environment where digital technology has reshaped traditional revenue and business models.
KU10	Business innovation, creativity, intrapreneurial and entrepreneurial behaviour and enterprise development, and the management and exploitation of intellectual property.
KU11	The development and implementation of appropriate strategies within a changing environment, with consideration to globalisation and inter-cultural perspectives.
KU12	Leadership and management of people within organisations - leadership, organisational behaviour and motivation.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Cognitive (thinking) skills (CS)

Graduates will be able to demonstrate a range of cognitive and intellectual skills together with techniques specific to business and management. Graduates will be able to:

CS1	Think critically and be creative: manage the creative processes in self and others; organise thoughts, analyse, synthesise and critically appraise. This includes the capability to identify assumptions, evaluate statements in terms of evidence, detect false logic or reasoning, identify implicit values, define terms adequately and generalise appropriately.
CS2	Solve complex problems and make decisions: establish criteria, using appropriate decision-making techniques including identifying, formulating and solving business problems; the ability to create, identify and evaluate options; the ability to implement and review decisions.
CS3	Evaluate critically current research, methodologies and advanced scholarship, conduct research and enquiry into business and management issues through research design, the collection and analysis of qualitative and quantitative data, synthesis and reporting.
CS4	Selecting appropriate leadership style for different situations; setting objectives, motivating, monitoring performance, coaching and mentoring.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Practical skills (PS)

Graduates will be able to:

PS1	Demonstrate originality in the application of knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the business discipline.
PS2	Use information and knowledge effectively in order to abstract meaning from information and to share knowledge, including the use of quantitative skills.
PS3	Recognise the need for and initiate change and to be able to manage change.
PS4	Recognise and address ethical dilemmas, corporate social responsibility and sustainability issues, applying ethical and organisational values to situations and choices.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Key skills (KS)

Graduates will be able to demonstrate a range of qualities and transferable skills necessary for employment. These include:

KS1	Effective communication: networking, listening, oral and written communication of complex ideas and arguments, using a range of media, including the preparation of business reports.
KS2	High personal effectiveness: critical self-awareness, self-reflection and self-management; time management; conflict resolution, displaying commercial acumen, the ability to continue to learn through reflection on practice and experience.

KS3	Soft skills: understanding the needs of others and empathy towards them; sensitivity to diversity in people and in different situations.
KS4	Effective performance within team environments and the ability to recognise and use individuals' contributions in group processes and to negotiate and persuade or influence others; team selection, delegation, development and management.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

PROGRAMME STRUCTURE

Typical delivery tables for each of the modes

The tables below indicate the typical delivery schedule for each of the durations and attendance modes. The cluster of modules per semester is the same for on-campus, online and blended modes to allow students to select the delivery mode that best suits them. The team reserves the right to re-organise the delivery of modules per semester, in accord with resource availability. The delivery tables reflect the semester pattern of the September intake point. January/February intake students will join their September intake counterparts at the mid-point of year 1 – they will study the taught modules in reverse order.

FULL-TIME STUDY (ONE CALENDAR YEAR) - – online, on-campus and mixed modes

The full-time delivery of the programme will be scheduled over 12 months, divided into three semesters of approximately 4 months duration. the six compulsory taught modules will be delivered during the first and second semesters and students will complete their Part II module (e.g. Dissertation) in the third semester. The research methods workshops that support the Part II Dissertation will be delivered prior to commencement of Part II; these will comprise approximately 20 hours of taught contact time. Students will be provided with dissertation supervision during the summer months with a view to the submission deadline set at the start of the following academic year. It is anticipated that this will be attractive to home students who are looking for a fast-track mode prior to taking up full-time employment or indeed studying alongside part-time employment. Following a recent demand by Chinese students already studying for a Master's degree in China, it is also anticipated that there will be continued demand for this format by international double Masters students.

Below is a typical delivery schedule, the delivery pattern of options may vary depending on staff availability and student numbers.

Module Code	Title	Module type (core, compulsory or optional)	Credits
Year 1, Part 1 – Semester 1			
BMMB7012 BMMB7012D	Marketing Management	Compulsory	20
BMMB7013 BMMB7013D	Strategic Management	Compulsory	20
BMMB7006 BMMB7006D	Global Business Challenges	Compulsory	20
Year 1, Part 1 – Semester 2			
BMMB7007 BMMB7007D	Human Resource Management	Compulsory	20
BMMB7005 BMMB7005D	Finance for Business Managers	Compulsory	20
BMMB7000	Change and Stability Management	Compulsory	20
Year 1, Part 2 - Semester 3			
BMMB7003 BMMB7003D	Dissertation	Optional	60
BMMB7009	International Independent Study module	Optional	60

PART-TIME STUDY (THREE CALENDAR YEARS) – online, on-campus, mixed mode

The part-time delivery on campus of the programme will be scheduled over three calendar years divided into five semesters of approximately 4 months duration. Three taught modules will be delivered during each of the first and second years. Students will complete their Part II Dissertation in year 3. The research methods workshops that support the Part II Dissertation will be delivered prior to commencement of Part II; these will comprise approximately 20 hours of taught contact time. Below is a typical delivery schedule.

Module Code	Title	Module type (core, compulsory or optional)	Credits
Year 1, Part 1			
BMMB7013 BMMB7013D	Strategic Management	Compulsory	20
BMMB7000	Change and Stability Management	Compulsory	20
BMMB7005 BMMB7005D	Finance for Business Managers	Compulsory	20
Year 2, Part 1			
BMMB7012 BMMB7012D	Marketing Management	Compulsory	20
BMMB7007 BMMB7007D	Human Resource Management	Compulsory	20
BMMB7006 BMMB7006D	Global Business Challenges	Compulsory	20
Year 3, Part 2			
BMMB7003 BMMB7003D	Dissertation	Optional	60
BMMB7009	International Independent Study module	Optional	60

(2) Master of Business Administration (Tourism Management)

Programme Learning Outcomes MBA Tourism Management

Knowledge and understanding (KU)

Graduates of the programme will be able to demonstrate a systematic understanding of knowledge, and a critical awareness of current problems and/or new insights, much of which is at, or informed by, the forefront of the business management and tourism management disciplines. This includes the following:

KU1	The development, access and operation of markets for resources, goods and services within the tourism sector.
KU2	Marketing approaches for segmentation, targeting, positioning generating sales and the need for innovation in product and service design.
KU3	Management of customer expectations, service and orientation within the tourism sector.
KU4	The sources, uses and management of finance and the use of accounting and other information systems for managerial applications.
KU5	Strategic and operational HRM, meeting future organisational requirements, people development, HR systems for organisations in the tourism sector.
KU6	The management of operations and resources.
KU7	The development, management, application and implementation of information systems for business intelligence and their impact upon tourism organisations.
KU8	The comprehension and use of relevant communications for application in tourism management, including the use of digital tools.
KU9	The development of strategic priorities to deliver tourism business at speed in an environment where digital technology has reshaped traditional revenue and business models.
KU10	Business innovation, creativity, intrapreneurial and entrepreneurial behaviour and enterprise development in the tourism sector, and the management and exploitation of intellectual property.
KU11	The development and implementation of appropriate strategies within a changing environment, with consideration to globalisation and inter-cultural perspectives.
KU12	Leadership and management of people within tourism organisations - leadership, organisational behaviour and motivation.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Cognitive (thinking) skills (CS)

Graduates will be able to demonstrate a range of cognitive and intellectual skills together with techniques specific to tourism management. Graduates will be able to:

CS1	Think critically and be creative: manage the creative processes in self and others; organise thoughts, analyse, synthesise and critically appraise. This includes the capability to identify assumptions, evaluate statements in terms of evidence, detect false logic or reasoning, identify implicit values, define terms adequately and generalise appropriately.
CS2	Solve complex problems and make decisions: establish criteria, using appropriate decision-making techniques including identifying, formulating

	and solving business and tourism problems; the ability to create, identify and evaluate options; the ability to implement and review decisions.
CS3	Evaluate critically current research, methodologies and advanced scholarship, conduct research and enquiry into tourism management issues through research design, the collection and analysis of qualitative and quantitative data, synthesis and reporting.
CS4	Selecting appropriate leadership style for different situations; setting objectives, motivating, monitoring performance, coaching and mentoring.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Practical skills (PS)

Graduates will be able to:

PS1	Demonstrate originality in the application of knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the business and tourism disciplines.
PS2	Use information and knowledge effectively in order to abstract meaning from information and to share knowledge, including the use of quantitative skills.
PS3	Recognise the need for and initiate change and to be able to manage change.
PS4	Recognise and address ethical dilemmas, corporate social responsibility and sustainability issues, applying ethical and organisational values to situations and choices.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Key skills (KS)

Graduates will be able to demonstrate a range of qualities and transferable skills necessary for employment. These include:

KS1	Effective communication: networking, listening, oral and written communication of complex ideas and arguments, using a range of media, including the preparation of business reports.
KS2	High personal effectiveness: critical self-awareness, self-reflection and self-management; time management; conflict resolution, displaying commercial acumen, the ability to continue to learn through reflection on practice and experience.
KS3	Soft skills: understanding the needs of others and empathy towards them; sensitivity to diversity in people and in different situations.
KS4	Effective performance within team environments and the ability to recognise and use individuals' contributions in group processes and to negotiate and persuade or influence others; team selection, delegation, development and management.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

PROGRAMME STRUCTURE MBA (Tourism Management)

Typical delivery tables for each of the modes

The tables below indicate the typical delivery schedule for each of the durations and attendance modes. The cluster of modules per semester is the same for on-campus and blended modes to allow students to select the delivery mode that best suits them. The team reserves the right to re-organise the delivery of modules per semester, in accord with resource availability. The delivery tables reflect the semester pattern of the September intake point. January/February intake students will join their September intake counterparts at the mid-point of year 1 – they will study the taught modules in reverse order.

FULL-TIME STUDY (ONE CALENDAR YEAR) - –on-campus and mixed modes

The full-time delivery of the programme will be scheduled over 12 months, divided into three semesters of approximately 4 months duration. the six compulsory taught modules will be delivered during the first and second semesters and students will complete their Part II module (e.g. Dissertation) in the third semester. The research methods workshops that support the Part II Dissertation will be delivered prior to commencement of Part II; these will comprise approximately 20 hours of taught contact time. Students will be provided with dissertation supervision during the summer months with a view to the submission deadline set at the start of the following academic year. It is anticipated that this will be attractive to home students who are looking for a fast-track mode prior to taking up full-time employment or indeed studying alongside part-time employment. Following a recent demand by Chinese students already studying for a Master's degree in China, it is also anticipated that there will be continued demand for this format by international double Masters students.

Below is a typical delivery schedule.

Module Code	Title	Module type (core, compulsory or optional)	Credits
Year 1, Part 1 – Semester 1			
BMMB7012 BMMB7012D	Marketing Management	Compulsory	20
BMMB7007 BMMB7007D	Human Resource Management	Compulsory	20
BMMB7015	Contemporary Global Issues in Business	Compulsory	20
Year 1, Part 1 – Semester 2			
BMMB7013 BMMB7013D	Strategic Management	Compulsory	20
BMMB7005 BMMB7005D	Finance for Business Managers	Compulsory	20
BMMB7011	Managing Change within Tourism Organisations	Compulsory	20
Year 1, Part 2 - Semester 3			
BMMB7003 BMMB7003D	Dissertation	Optional	60
BMMB7009	International Independent Study module	Optional	60

PART-TIME STUDY (THREE CALENDAR YEARS) – on-campus, mixed mode

The part-time delivery on campus of the programme will be scheduled over three calendar years divided into five semesters of approximately 4 months duration. Three taught modules will be delivered during each of the first and second years. Students will complete their Part II Dissertation in year 3. The research methods workshops that support the Part II Dissertation will be delivered prior to commencement of Part II; these will comprise approximately 20 hours of taught contact time.

Below is a typical delivery schedule.

Module Code	Title	Module type (core, compulsory or optional)	Credits
Year 1, Part 1			
BMMB7012 BMMB7012D	Marketing Management	Compulsory	20
BMMB7007 BMMB7007D	Human Resource Management	Compulsory	20
BMMB7015	Contemporary Global Issues in Business	Compulsory	20
Year 2, Part 1			
BMMB7013 BMMB7013D	Strategic Management	Compulsory	20
BMMB7005 BMMB7005D	Finance for Business Managers	Compulsory	20
BMMB7011	Managing Change within Tourism Organisations	Compulsory	20
Year 3, Part 2			
BMMB7003 BMMB7003D	Dissertation	Optional	60
BMMB7009	International Independent Study module	Optional	60

(3) Master of Business Administration (International Hotel Management)

Programme Learning Outcomes MBA (International Hotel Management)

Knowledge and understanding (KU)

Graduates of the programme will be able to demonstrate a systematic understanding of knowledge, and a critical awareness of current problems and/or new insights, much of which is at, or informed by, the forefront of the international hotel management discipline. This includes the following:

KU1	The development, access and operation of markets for resources, goods and services within the international hotel management sector.
KU2	Marketing approaches for segmentation, targeting, positioning generating sales and the need for innovation in product and service design.
KU3	Management of customer expectations, service and orientation in the international hotel management sector.
KU4	The sources, uses and management of finance and the use of accounting and other information systems for managerial applications.
KU5	Strategic and operational HRM, meeting future organisational requirements, people development, HR systems in the international hotel management sector.
KU6	The management of operations and resources.
KU7	The development, management, application and implementation of information systems for business intelligence and their impact upon international hotels
KU8	The comprehension and use of relevant communications for application in business and management, including the use of digital tools.
KU9	The development of strategic priorities to deliver business at speed in an environment where digital technology has reshaped traditional revenue and business models.
KU10	Business innovation, creativity, intrapreneurial and entrepreneurial behaviour and enterprise development, and the management and exploitation of intellectual property.
KU11	The development and implementation of appropriate strategies within a changing environment, with consideration to globalisation and inter-cultural perspectives orientation in the international hotel management sector. .
KU12	Leadership and management of people within organisations - leadership, organisational behaviour and motivation.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Cognitive (thinking) skills (CS)

Graduates will be able to demonstrate a range of cognitive and intellectual skills together with techniques specific to business and management. Graduates will be able to:

CS1	Think critically and be creative: manage the creative processes in self and others; organise thoughts, analyse, synthesise and critically appraise. This includes the capability to identify assumptions, evaluate statements in terms of evidence, detect false logic or reasoning, identify implicit values, define terms adequately and generalise appropriately.
CS2	Solve complex problems and make decisions: establish criteria, using appropriate decision-making techniques including identifying, formulating and solving business problems; the ability to create, identify and evaluate options; the ability to implement and review decisions.
CS3	Evaluate critically current research, methodologies and advanced scholarship, conduct research and enquiry into business and management issues through research design, the collection and analysis of qualitative and quantitative data, synthesis and reporting.
CS4	Selecting appropriate leadership style for different situations; setting objectives, motivating, monitoring performance, coaching and mentoring.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Practical skills (PS)

Graduates will be able to:

PS1	Demonstrate originality in the application of knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the business discipline.
PS2	Use information and knowledge effectively in order to abstract meaning from information and to share knowledge, including the use of quantitative skills.
PS3	Recognise the need for and initiate change and to be able to manage change.
PS4	Recognise and address ethical dilemmas, corporate social responsibility and sustainability issues, applying ethical and organisational values to situations and choices.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Key skills (KS)

Graduates will be able to demonstrate a range of qualities and transferable skills necessary for employment. These include:

KS1	Effective communication: networking, listening, oral and written communication of complex ideas and arguments, using a range of media, including the preparation of business reports.
KS2	High personal effectiveness: critical self-awareness, self-reflection and self-management; time management; conflict resolution, displaying commercial acumen, the ability to continue to learn through reflection on practice and experience.

KS3	Soft skills: understanding the needs of others and empathy towards them; sensitivity to diversity in people and in different situations.
KS4	Effective performance within team environments and the ability to recognise and use individuals' contributions in group processes and to negotiate and persuade or influence others; team selection, delegation, development and management.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

PROGRAMME STRUCTURE MBA (International Hotel Management)

FULL-TIME STUDY (ONE CALENDAR YEAR) – online, on-campus and mixed modes

The full-time delivery of the programme will be scheduled over 12 months, divided into three semesters of approximately 4 months duration. The six compulsory taught modules will be delivered during the first and second semesters and students will complete their Part II module (e.g. Dissertation) in the third semester. The research methods workshops that support the Part II Dissertation will be delivered prior to commencement of Part II; these will comprise approximately 20 hours of taught contact time. Students will be provided with dissertation supervision during the summer months with a view to the submission deadline set at the start of the following academic year. It is anticipated that this will be attractive to home students who are looking for a fast-track mode prior to taking up full-time employment or indeed studying alongside part-time employment. Following a recent demand by Chinese students already studying for a Master's degree in China, it is also anticipated that there will be continued demand for this format by international double Masters students.

Below is a typical delivery schedule.

Module Code	Title	Module type (core, compulsory or optional)	Credits
Year 1, Part 1 – Semester 1			
BMMB7012 BMMB7012D	Marketing Management	Compulsory	20
BMMB7007 BMMB7007D	Human Resource Management	Compulsory	20
BMMB7004 BMMB7004D	Environmental Sustainability in the Hospitality Industry	Compulsory	20
Year 1, Part 1 – Semester 2			
BMMB7013 BMMB7013D	Strategic Management	Compulsory	20
BMMB7005 BMMB7005D	Finance for Business Managers	Compulsory	20
BMMB7008 BMMB7008D	Intercultural Leadership in an Age of Globalisation.	Compulsory	20
Year 1, Part 2 - Semester 3			
BMMB7003 BMMB7003D	Dissertation	Optional	60
BMMB7009 BMMB7009D	International Independent Study module	Optional	60

PART-TIME STUDY (THREE CALENDAR YEARS) – online, on-campus, mixed mode

The part-time delivery on campus of the programme will be scheduled over three calendar years divided into five semesters of approximately 4 months duration. Three taught modules will be delivered during each of the first and second years. Students will complete their Part II Dissertation in year 3. The research methods workshops that support the Part II Dissertation will be delivered prior to commencement of Part II; these will comprise approximately 20 hours of taught contact time.

Below is a typical delivery schedule.

Module Code	Title	Module type (core, compulsory or optional)	Credits
Year 1, Part 1			
BMMB7012 BMMB7012D	Marketing Management	Compulsory	20
BMMB7007 BMMB7007D	Human Resource Management	Compulsory	20
BMMB7004 BMMB7004D	Environmental Sustainability in the Hospitality Industry	Compulsory	20
Year 2, Part 1			
BMMB7013 BMMB7013D	Strategic Management	Compulsory	20
BMMB7005 BMMB7005D	Finance for Business Managers	Compulsory	20
BMMB7008 BMMB7008D	Intercultural Leadership in an Age of Globalisation.	Compulsory	20
Year 3, Part 2			
BMMB7003 BMMB7003D	Dissertation	Optional	60
BMMB7009 BMMB7009D	International Independent Study module	Optional	60

Where appropriate, the University may allow students to study modules in addition to the 120 credits studied for the level of study e.g. Welsh medium or IT modules. Students would need to discuss this with their Programme Manager.

Module details are correct on 1 September 2022, and will not normally be changed during the year. In the unlikely event changes having to be made to these details during the year, you will be notified in writing. Module descriptors are presented in the accompanying Module Directory document.

ADDITIONAL INFORMATION FOR STUDENT TAKING THE MODULE THROUGH DISTANCE LEARNING

If you are taking this programme of study by online/distance learning, additional general information about studying through this mode of study is given to students in the *University Regulations – Distance Learning Student Guide*.

All Masters programmes in the MBA Cluster at Carmarthen Institute for Management and Health are aimed at individuals seeking to gain understanding of their existing managerial practice or wish to seek a managerial position. Learners will re-think business approaches by engaging together online, sharing practice, interrogating existing practice and driving change through an online collaborative learning community.

The Institute Staff at Carmarthen have significant experience of supporting learners at a distance. As an online learner on your MBA you will benefit from a programme of study that is designed to be relevant to your current work. The programme will engage you regularly with other MBA students as well as your tutors. You will be learning with other people in different locations and in different business contexts, giving you an opportunity to experience a range of different perspectives.

The programmes are delivered through our online Virtual Learning Environment where you will get access to all your key learning activities, resources and your learning group using the latest communications tools and social media applications. Our University support services are on hand to guide you through your studies.

The programmes provide opportunity for a stimulating learning experience led by staff informed by scholarship, professional practice and external engagement. The values of sustainable development, global citizenship and collaboration are central to the programme's content and learning approach.

This programme's aim to develop creative leaders who will collaboratively address present global challenges and opportunities with the insights, skills and influences to shape the future of business.

Students on the online MBA and MBA Sustainability Leadership programmes will develop knowledge and understanding of organisations, the external context in which they operate and their management through critical engagement with their own practice.

The University of Wales. Trinity Saint David has significant experience of supporting MBA learners at a distance. As an online learner on the MBA you will benefit from a programme of study that is designed to be relevant to your current work and ambitions. The programme will connect you with key arguments and issues facing organisations and with your online tutors you engage with other MBA students across the world to

address key challenges. You will be learning with other people in different locations and in different contexts, giving you an opportunity to experience a range of different approaches, practices and perspectives on Business.

The programmes are delivered through our online Virtual Learning Environment where you will get access to all your key learning activities, resources and your learning group using the latest interactive communications tools and applications. Our University support services are on hand to guide you through your studies.

ASSESSMENT OF PART I

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.

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

All work in Part I 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.

COURSEWORK DEADLINES

Coursework deadlines vary between modules and study modes. Students will receive information on coursework deadlines in the first session of each module. It will also be available on Moodle throughout the course.

Please note that for modules with multiple assessment deadlines and / or examinations, coursework deadlines and full information about examinations is given in the module information booklet handed to students at the start of the module.

All assessed written coursework needs to be submitted in electronic copy via Turnitin; alternative instructions will be provided by the Programme Manager for any forms of coursework that cannot be submitted via Turnitin.

DISSERTATION/PORTFOLIO PREPARATION AND ASSESSMENT

Each candidate accepted into Part II will be required to submit a dissertation/portfolio not exceeding 15,000 words or the equivalent. The word limit does not include appendices (if any), essential footnotes, the formal declarations and statements or the bibliography and index. The appendices can act as a repository of raw data. It should be noted that examiners are not obliged to read the appendices when examining a piece of work.

If a piece of work is clearly above the indicated word limit, then the student should discuss editorial action with their supervisors before submission.

The module code for the dissertation/portfolio is: **BMMB7003 / BMMB7003D**

DISSERTATION

It is expected that students reaching the dissertation stage of a Master's Programme of Study will have acquired and practised research skills relevant to the modules studied. Students will be allocated a supervisor who will advise them on the issues arising at various stages in the research project.

Dissertations must be submitted in accordance with the University's requirements.

Please note that you must hand in your dissertation at least 3 months before your intended graduation date e.g. if you would like to graduate in July, you should hand in your dissertation no later than 1 April in order to make sure that all the marking and examination procedures are completed in good time. Master's dissertations will normally be marked within the University's agreed 30 clear working days turn-around time.

Details of the responsibilities of the student and dissertation support entitlement can be found in the Supervision Policy for Taught Master's Students (Appendix GA30). <http://www.uwtسد.ac.uk/academic-office/appendices-and-forms/>

Nature and demands of tutorial supervision for this Programme of Study

The nature of the supervision process and the responsibilities of the supervisor and student are detailed in GA30: *Supervision Policy for Taught Master's Students*.

Master's Dissertation Repository

Eligibility

Master's dissertations that are awarded a distinction, or are otherwise awarded a pass and written in the Welsh language or in the academic disciplines of Welsh, Celtic Studies or Welsh history are archived to the University repository.

Master's dissertations that do not meet the above criteria, and undergraduate dissertations, are not held by Library and Learning Resources. Research degree theses are outside the scope of this document and are covered by the [electronic research theses submission process](#).

Print copies of dissertations and theses are no longer accepted by Library and Learning Resources. Historical printed dissertations and theses accepted prior to the implementation of the current policy will continue to be retained in LLR collections.

Master's dissertations accepted for archival in the repository will be electronically harvested by the National Library of Wales for the [Theses Collection Wales](#). Unlike research degree theses, UWTSD Masters dissertations are not archived by the British Library ETHOS service or ProQuest.

Submitting to the repository

On submission of your dissertation for marking, you should also upload an additional PDF copy with the following form: <https://purl.org/uwtسد-llr/masters-dissertations>

- a. The form requests the data required for inclusion in the university repository, and the necessary copyright clauses.
- b. You will need to sign in to your UWTSD account before completing the form to act as a digital signature verification.
- c. You will be asked to upload your dissertation, and provide a personal email address to allow LLR to follow up any queries.
- d. The form includes a reference to the language of the dissertation and the subject matter to assess repository eligibility.
- e. Dissertations that are not eligible for inclusion will be removed from the repository.

Contacts

Queries over the submission process should be sent by email to the LLR repository team: repository@uwtsd.ac.uk

Information for students and staff is available on the LLR Open Access web pages: <https://www.uwtsd.ac.uk/library/open-access-and-research/>

UNIVERSITY ATTENDANCE POLICY

Attendance is an important indicator of your engagement with and success in your studies. All students are therefore required to attend all scheduled classes and tutorials and Institutes will record individual academic attendance. It is important that:

- you familiarise yourself with the attendance policy relevant to you (see <https://www.uwtsd.ac.uk/academic-office/other-forms-and-policies/>);
- you are fully aware of procedures to follow in case of unexpected absences.
- you are aware that disciplinary action will be taken for any sustained periods of unauthorised absence.

This is particularly important for **international students with a UKVI Student Visa**. Failure to adhere to the requirements and conditions of the Attendance Policy will lead to withdrawal from your programme and the University will also inform the UKVI to withdraw your student visa sponsorship.

Appeal against withdrawal due to poor attendance – Information on how to appeal against withdrawal due to poor attendance is provided on the University's website (<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>).

CODES OF CONDUCT

The University is committed to providing all students with a safe and inclusive learning environment where all students have the potential to succeed to the best of their ability.

The University expects all students to abide by the Student Code of Conduct (see <https://www.uwtsd.ac.uk/studentcharter/>).

The University also has Support for Study and Fitness to Practise Policies (see <https://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>).

In addition, many programmes have a professional code of conduct that you are expected to adhere to. Your Programme Manager will provide you with appropriate details.

ABOUT ACADEMIC MISCONDUCT AND PLAGIARISM

The University defines academic misconduct as ‘any act, intentional or otherwise, whereby a person may obtain for himself/herself or for another, an unpermitted advantage...’. Committing academic misconduct 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 academic misconduct 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 academic misconduct. 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. Normally, 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 12 of the *Academic Quality Handbook* and the associated *Academic Misconduct Policy*, which can be seen on the University website or obtained from the Institute Offices.

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

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**. The University recognises four referencing styles: APA,

Harvard, IEEE and MHRA and provides a handbook for each of these styles. For your course of study you should be using Harvard Referencing. The handbooks can be found online: <https://www.uwtsd.ac.uk/library/infoskills/referencing-handbooks/> or in print from the Library and Learning Resources. A Referencing Essentials session will be provided during the first term of your first year but as a general rule of thumb observe the following:

- *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, depending on which Referencing style you are asked to use.*
- *Paraphrasing or summarising the work of others involves putting their ideas into your words. This is fine, but again, acknowledge your source.*
- *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'** and your Referencing Handbook will provide you with specific guidance to help you to do this correctly. For support, contact your tutor or Academic Liaison Librarian. 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 Academic Misconduct

There are other types of academic misconduct, 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 academic misconduct.

LIBRARY AND LEARNING RESOURCES

Library and Learning Resources (LLR) supports the learning, teaching and research activities of staff and students across the University with library services available at Birmingham, Carmarthen, Lampeter, London and Swansea including online resources, social learning spaces, special collections and archives.

The library prioritises the purchase of e-books over print wherever possible and loan periods are regularly reviewed by the library to ensure that they are appropriate and provide equitable access to resources. It is expected that at least all Essential reading list items are available from the library. The LLR follows 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 *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: <https://uwtsd.ac.uk/library/need-more/>.

Learning Spaces

As well as collections, the library provides a variety of modern and flexible learning spaces, reflecting different styles of working e.g. group study spaces and quiet areas, as well as IT facilities, wireless internet, photocopying and printing facilities and excellent customer service.

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 providing access to 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.

InfoSkills

All students are provided with a library tour, a Basic Skills session and a Referencing Essentials session in the 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 throughout the year to help students develop their Information Skills further to support their academic success and employability. These include sessions on identifying fake news, using statistics, Copyright awareness, and managing your online identity. 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, and also attend other relevant Institute meetings where invited, including the Institute Board. For further information on InfoSkills provision go to:

<https://www.uwtsd.ac.uk/library/infoskills/>

Special Collections and Archives

The Library is also home to the Special Collections of UWTSd, including the University's oldest printed books, manuscripts and archives. The Special Collections include over 35,000 printed works, 8 medieval manuscripts, around 100 post medieval manuscripts, and 69 incunables. Material from the Archives includes the institutional archive of St David's College, later The University of Wales, Lampeter, and Trinity College Carmarthen, both constituent members of the University of Wales Trinity Saint David. Students are encouraged to use these wonderful resources as part of their studies, regardless of discipline. Visits and workshops are often arranged within the purpose-built reading rooms in the Lampeter campus library and there is a regular programme of exhibitions across the campuses and online.

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 on Facebook, Instagram or Twitter for up-to-date news, service developments and information on new services and resources: @UWTSDLib

DIGITAL CREATIVITY AND LEARNING (DCL)

Digital learning

Digital learning encompasses a wide variety of learning models and approaches, digital technologies, and services, therefore, playing a vital role in how content is delivered and how students learn. The current Covid situation has been a catalyst to elevating the significance of high-quality digital teaching and learning resources, and also the importance of ensuring parity for both face-to-face and remote learning experiences.

A well-developed package of digital learning materials can:

- Improve learning experience
- Widen participation and collaboration
- Improve accessibility
- Develop key employability skills

IT SERVICE DELIVERY

IT support is available through our [IT Service Desk](#) who are available to help and assist you over the phone, in person or via our online Web Help Desk system.

To request IT Support, visit our [Web Help Desk](#) service. Alternatively, we also provide telephone support 24 hours a day, 365 days a year so no matter when you may need assistance, we're here to help by calling us on 0300 500 5055.

Wi-Fi

All students can access our [eduroam wireless network](#) on their laptop, mobile phone or tablet.

Eduroam is the wireless network available to use across all campuses. Eduroam also provides you with Wi-Fi access at any other eduroam enabled institution across the world.

Open Access Computers & Booking Facilities

Students can access general IT facilities through our [open access computer areas](#) across our University campuses.

What do computer rooms offer?

- PCs connected to the University's data network
- Usually a multifunctional device (MFD) offering colour and black and white printing, copying and scanning or a colour laser printer
- May also contain wireless access and more specialised equipment such as plotters, Sports Analysis Equipment and audio visual equipment
- Long opening hours with many of them open 24/7
- Ability to [pre-book a PC](#) to use remotely to make sure you have access at the time you need to study.

Student IT Exclusives

We provide students with access to free or heavily discounted software and computer solutions through our [Student IT Exclusives offers](#).

Free Microsoft Office 365

As a UWTSD student, you can download Microsoft Office 365 Pro Plus including Word, Excel and PowerPoint to use free for the duration of your studies at UWTSD.

Adobe Creative Cloud

Students studying on eligible courses are able to access Adobe Creative Cloud suite for free which can be installed on your personal device during your studies.

You can also purchase a copy of Adobe Creative Cloud directly from Adobe's Website and save over 65% discount paying on a monthly basis.

Free Windows 10 & 11

We are able to provide all students with a license to use Microsoft's latest operating system for free from our On the Hub store.

Software Discounts

We've created an online store where all students can download a huge range of free or heavily discounted software for use at home.

The EDU store

Discounts are available for students on a range of products including the Microsoft Surface, Apple devices, Phones & Smart Watches. Free 4 year warranty on all Apple products & free next day delivery on all orders.

Select Easy Upgrade

Get the Apple Product you want right now. Spread the cost with low monthly payments, upgrade to the latest device at the end of the plan or pay off the balance with the Easy Upgrade Store

Apple's Education store

You can get great Apple education pricing by visiting the Apple Education Store.

Free Autodesk

Download a range of Autodesk software including Fusion 360, Inventor Professional, Revit, AutoCAD, 3ds Max & Maya.

Print, Copy & Scan

Students have access to print, copy and scanning services which are available across all University Learning Resource Centres as well as specific computer rooms and open access areas.

UWTSD use Multi-Functional Devices (MFDs) which all have print, copy and scan functions available in full colour or black and white.

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, Well-being 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 online (and in person where possible) – no appointment necessary. Please see the Student Services study skills webpages for further details: <http://www.uwtsd.ac.uk/study-skills/>.

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 *Student Complaint Policy* associated with in Chapter 12 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/>