



Master of Business Administration Programme

FREQUENTLY ASKED QUESTIONS (FAQ)

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You are advised to read the whole FAQ at least once. In addition, you can navigate the contents by using the search function. The default hot-key for the search function is Ctrl+F. The keywords are provided in some questions to assist the search.

To international student: Please also read the International Student Guide which could be found on the Moodle page of the MBA programme.

A. Academic inquiries

1. I need support to develop my academic skills, what should I do?

You should attend the Academic Skills workshops, which are held regularly. You will receive information about these workshops by email. You can also find more details in the Announcements section of the MBA Moodle page:

<https://moodle.uwtsd.ac.uk/course/view.php?id=13268>

2. I find it difficult to understand a lecture, what should I do?

You are advised to take notes, read the learning contents, especially the slides, ask the lecturers, and to engage with the lecture's activities. In addition, you should watch the recording of the lecture, which could be found on the Moodle page of the module. If you do not know where to find it, please ask your lecturer.

3. Where can I find information for my assessment or research?

You are advised to use the University's e-library at <https://www.uwtsd.ac.uk/library>, or any other relevant sources such as <https://scholar.google.com/>

If you want additional support, please contact London Library.

4. Where can I find extra help for my assignments ?

There are several support that you can use to help understand and develop your assignments.

First, you should first ask your lecturer of the particular module to support you with the task and topic of your assignment. Lecturers also organise in-class sessions to help you with your assignments.

Second, you can receive support by attending the Academic Support Tutor (AST) which is organised online. You can also find more details in the Announcements section of the MBA Moodle page: <https://moodle.uwtsd.ac.uk/course/view.php?id=13268>

Third, if you require support with academic writing skills, please refer to the academic skill question.

Fourth, if you need support with finding information and resources, please contact London Library.

Keyword: assignment, assessment, report, essay

5. I am unfamiliar with references. What should I do?

You should seek help from your lecturer or schedule a meeting with London Library.

6. I have never done a presentation before. What should I do?

Many students feel unsure about presentations at first, but there are several effective ways to build your confidence and skills. A good starting point is to familiarise yourself with what makes a strong presentation. Look at examples online, including videos that explain structure, delivery techniques, and visual design. This will help you understand the key elements of an effective presentation.

Next, plan time to practise. Rehearsing out loud — ideally more than once — will help you become more comfortable with your material and improve your delivery. You may find it helpful to record yourself so you can review your pace, clarity, and body language.

It is also valuable to practise with your peers. Presenting to a small group and receiving constructive feedback can significantly improve your confidence and highlight areas for refinement. Over time, regular practice and reflection will help you develop strong presentation skills.

B. Assessments and Submission

7. Where can I find information about my submission deadlines?

The submission deadline for each assessment item could be found in the respective assessment brief.

8. Where can I find submission links for my assessments?

London Assessments will email you to notify you when the submission links are ready.

Submission links are available on each module's page on Moodle.

Go to the Moodle page of the module you want to submit and click on the final submission links that have the name of the assessment that you want to submit (e.g. A1 or A2).

If you cannot see on your module's page your submission links at least one week before the assessment deadline, please contact London Assessments.

9. I cannot submit my assignment on time before the submission deadline, can I have an extension?

We do not have an extensions option; however, you may be eligible for Extenuating Circumstances (EC) if an incident outside of your power has affected your ability to submit an assignment. If you think you may be eligible for Extenuating Circumstances, please contact London Assessments.

10. Can I ask my friend to submit the work for me?

You are advised to submit the work by yourself.

11. I submitted the wrong file. What should I do?

You can re-submit your work. If you face difficulties in doing so, please email London Assessment team for assistance.

12. When and where can I find my mark and the marker's feedback on the assessment that I submitted?

Students should expect a provisional mark for their work 20 working days after the submission deadline. The provisional marks could be viewed from the original Turnitin submission link.

Students can view their final marks on MyTSD after the Exam Board (held once a term) has verified their final marks.

To learn how to find the feedback, please read the “How to view your feedback on Moodle” guide.

13. What does similarity and similarity index mean on submissions?

When you submit an assessment on a final submission link, it is automatically submitted on a platform called Turnitin. Turnitin automatically detects any similarity in the submitted work to other work submitted elsewhere or published elsewhere. This way it informs students and staff about any text that has been copied from other sources. The similarity index indicates the level of similarity – generally it should be less than 15%.

In relation with this topic, students should be aware of the Academic Misconduct Policy of the University (available here:

https://www.uwtsd.ac.uk/sites/default/files/2024-01/Academic_Misconduct_Policy_2022-23.pdf)

Please review the Academic Misconduct tile in this MBA-London (MBA_LON) page for more information.

Keyword: Similarity Index, Academic Misconduct

14. I did not pass an assignment and have to do Resit or Rework. What do Resit and Rework mean?

If you have not passed any of your modules, you should contact London Assessments to provide you information about your new submission deadlines for Resit or Rework on your assignment(s).

'Resit' and 'Rework' mean:

- a. ***RESIT = Brand new piece of work needs to be submitted. If you submit the same piece of work as previously, or a highly similar one, then you may be referred for Academic Misconduct.***
- b. ***REWORK = Improve upon your previously submitted work, any similarity from your previous work will be ignored.***

For more information on your Resit and/or Rework assessments, please contact London Assessments.

15. I was told that I am required to resit/rework. What support will I receive?

The assessment team will contact you to clarify the supporting tutor who would be able to support you. Usually, the tutor will have a meeting with all the resit students for 2-3 hours to provide the support.

C. Attendance

16. My current schedule is not working for me. What should I do?

Different groups may have different schedules, so you may want to check which group's schedule most suit you, and then request to change your group accordingly.

Keyword: Group, schedule, timetable, scheduled classes.

17. I want to change my group. What should I do?

At the beginning of the term, London Timetabling will send you an email to clarify the process and deadline of the group change request. Please make sure to follow the process. If you cannot find that email, please email London Timetabling.

18. How many classes can I miss?

You are expected to attend all the classes.

19. I am unable to attend classes for one week. What should I do?

You are advised to engage with Moodle and reach out to your lecturers to catch up on missed work.

20. I have a question about my attendance, whom should I contact?

For any matters related to your attendance, interruption of studies, withdrawal, etc. you should contact London Student Engagement Team.

21. I attended the lecture, but the Celcat record says I was absent. What should I do?

Please contact your lecturer and provide evidence to support your view. To prevent this issue, please be attentive in the lecture and ensure that the lecturer records your attendance accurately. Also, the policy of the university only allow the Celcat record to be updated within one week after the attendance check date.

22. Can I attend classes of other groups?

No, you cannot. This is due to concerns regarding health and safety, logistical challenges, and classroom management and continuity.

D. Certificate, Transcript, and Graduation Ceremony

23. When can I collect my certificates and transcript?

You should contact Registry Services Team 1 for more information.

24. Can the University send the certificates and transcripts by post?

The certificates and transcripts can be posted. If you would want the documents to be shipped abroad, please email Registry Services Team 1 with the full address after you receive your final Exam Board decision.

There is no fee associated with this service for the 1st copies of the documents.

25. I am studying in Term 2 and need a transcript to apply for a job. Where can I request one?

You should contact Registry Services Team 1 for more information.

26. I have received my official Exam Board results. Where can I request my formal certificate and a transcript for job applications?

You should contact Registry Services Team 1 for more information.

27. I want to know more about my graduation ceremony, such as the date, time, location, fee, etc.

London Graduation will send Graduation invitations via email a few months before the graduation date to confirm the date and time of the Graduation ceremony. The invitation will provide details about the processes for registering to attend graduation, ordering graduation robes, and requesting guest tickets.

There is no fee other than the gown rental. You will need to book and pay directly with the gown provider.

The invitation email is sent to a student's personal email address, so please check that the email address listed on MyTSD is correct.

28. I want to invite my family members to join the ceremony. Does the university provide invitations or support the visa application in any way?

Please contact London Graduation. We can provide you with a letter for guests who require assistance applying for a visa.

E. Visa, jobs, travel, and career

29. I need a term letter so I can apply for part-time jobs. What should I do?

Normally a term letter is sent to you within the first four weeks of a term. Note that if there are no further taught elements or timetabled academic activities remaining on

your course, and your course has formally completed, the University is not able to issue a term dates letter. If you face any challenges, please contact Immigration Compliance.

30. I have completed my course and need a course completion or award confirmation letter. Where can I request this?

Requests for course completion or award confirmation letters should be sent to Immigration Compliance. Please note that confirmation can only be issued once the University has formally recorded completion or award outcomes.

31. I am a Term 3 student and have submitted my final assessment. Can I work full-time? Do I need a letter?

Work rights are determined by UKVI visa conditions and not by assessment submission alone. Where a student has submitted their final coursework or dissertation and is awaiting exam board outcomes, Immigration Compliance may be able to issue a **student status letter** confirming that final assessments have been submitted and that results are pending. This letter confirms academic status only. It does **not** confirm work eligibility or provide permission to work full-time. Students remain responsible for checking their visa conditions and seeking independent advice if required. For queries about student status letters, please contact Immigration Compliance.

32. Can international students work full-time during term time?

During term time, international students are normally restricted to part-time work in line with their visa conditions. Full-time work is generally permitted only during official vacation periods. Term dates and vacation periods vary by programme and stage of study. Students should refer to their term dates letter and their visa conditions. The University cannot provide individual advice on employment eligibility.

33. My visa is expiring soon. What should I do?

You should contact Immigration Compliance as soon as possible so that we can confirm your academic status and advise what information the University can provide. Please note that the University cannot provide immigration advice. You remain responsible for ensuring you hold valid immigration permission at all times.

Keyword: visa, expiration, expiring, expired, international students

34. How do I apply for the Graduate Route visa?

You can only apply for the Graduate Route once the University has formally confirmed to UKVI that you have successfully completed your course. Immigration Compliance will notify eligible students when this report has been made. You must not submit a Graduate Route application before this confirmation. You must apply before your current Student visa expires. The University cannot advise on the visa application process. For full details, please refer to the Home Office guidance or seek independent immigration advice.

35. I want career's advice, whom should I contact?

You should contact our London campus Career Service. To do so, please use the following link to book an one-on-one appointment with a career adviser:

<https://forms.uwtsd.ac.uk/view.php?id=203215>

Once your request has been submitted, you will receive an automated confirmation email. A member of our team will get in touch with you as soon as possible.

Careers Service has an online careers resource called '**MyCareer**' that you can use 24/7. Here you can access career resources, job opportunities, CV360 checker, courses, and so much more: <https://uwtsd.careercentre.me/Members>. You can log in using your university email and password.

You can also visit our Careers Service page here: <https://www.uwtsd.ac.uk/experience-facilities/student-support-wellbeing/careers-service>

Keywords: part-time job, career, development

F. Programme-related questions

36. Where can I find the policies, procedures, and forms relevant to me?

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

37. I do not know how to enrol. Can you please advise?

You should follow the online enrolment guide available on MyTSD at https://mytsd.uwtsd.ac.uk/tsd_docs/enrolment/Student_Guide_Online_Enrolment_MOLE_V1.0.pdf.

38. How can I download my enrolment letter?

This letter can be downloaded in your MyTSD profile. If it is not available to you, for example because the system is on maintenance, please contact Immigration Compliance for support.

39. Does the university have a student's code of conduct?

Yes, we do. Please kindly visit <https://www.uwtsd.ac.uk/sites/default/files/2024-01/UWTSD-Student-Code-of-conduct-2021.pdf>

40. I am facing challenges which make it difficult for me to continue my study here. What should I do?

You should contact the Programme Manager for support.

Normally, Interruption of Studies (IOS) is one possible choice. To learn more about it, please contact London Student Engagement Team.

41. I want to have a new lecturer/supervisor. What should I do?

You should contact your Programme Manager for guidance.

42. I do not have access to the Moodle pages of my current modules, what should I do?

You should contact London Assessment.

43. When is the term break?

Please visit <https://www.uwtسد.ac.uk/about/key-dates> for term dates.

G. Other questions

44. I have an IT-related issue, whom should I contact? (For example: ID card not working, cannot log-in to the email / Hwb / MyTSD / MS Teams, etc.)

You should visit the IT Desk Support for direct support. Alternatively, you can contact IT by calling 0300 500 5055 or logging a ticket via the Student Portal – Student Centre at <https://uwtسد.service-now.com/csp>

Keyword: ID card, email, Hwb, MyTSD, MS Teams, 365, SPSS

45. I have a disability, whom should I contact for support during my studies?

You should contact London campus's Disability Service.

46. I have a question about my student finances, whom should I contact?

You should contact London Finance.

47. I need support for my wellbeing/ mental health, what should I do?

Your wellbeing is important as it impacts your studies and overall experience of the course. Examples of the issues are getting behind studies and unsure what to do, disorientation, anxiety, depression, bereavement, relationship concerns, stress, panic attacks, struggling with identity and sexuality, eating disorders, substance misuse, and other.

Please submit the Support Request Form (SRF) [UWTSD Wellbeing Service](#) to access the wellbeing service. Once submitted, the form is reviewed by the wellbeing team and you would usually be offered an appointment with a member of the team. For more information about the service, please visit our wellbeing page - [Wellbeing Support | University of Wales Trinity Saint David](#)

48. I need to travel outside the UK for personal reasons. What should I do?

Before making travel plans, you should contact Immigration Compliance to confirm whether travel is appropriate based on your course stage and student record. Travel should not interfere with required academic engagement or visa compliance.

Keyword: leave, travel, return

49. I need the bank letter. What should I do?

Please visit myTSD and print the letter there.

50. Who are course representatives (course rep)? What do they do?

Course reps represent their group to formally communicate with the institute. Usually, they attend the Student-Staff Committee (SSC) meeting to provide feedback and discuss with the institute's various departments about current issues and suggestions. A course rep, one elected, usually stay in their position for the duration of their study.

51. What are the benefits of being course reps?

Course reps receive many benefits, as follow:

1. The opportunity to practice their people and management skills in real situations.
2. The opportunity to enhance their CV.
3. Training and development opportunities (including sessions on networking and public speaking)
4. The ability to advocate for the student body via the SSC meeting which can have a positive impact on their learning environment
5. The opportunity to connect with the wider rep community (a tea and coffee morning will be happening next week but I'm just waiting for the date to be finalized)
6. SU merchandise for reps only which includes a tote bag, a note book and a rep pin
7. Social events pub on by the SU which include free food and drinks
8. Opportunity to become an SVR which entitles them to a financial bursary of £450

52. I want to be a course representative (course rep). What should I do?

Please contact the Student Union.

53. What are the recommended resources that I should use?

In addition to other resources, the following may be useful:

- LinkedIn online courses: offer short courses with certificates. A direct link is provided at the front page of the MBA Moodle page. You can also visit it through digicentre at

<https://digitalskills.uwtsd.ac.uk/>

- MyCareer platform: UWTSD Students have full 24/7 access to the leading university Careers platform. Through this platform you have access to Careers information, self-assessment, Career planner, CV360 checker and much more. 24 hours a day, 7 days a week. You can visit it at: [https://www.uwtsd.ac.uk/study/experience-and-](https://www.uwtsd.ac.uk/study/experience-and-facilities/student-support-and-wellbeing/careers-service)

[facilities/student-support-and-wellbeing/careers-service](https://www.uwtsd.ac.uk/study/experience-and-facilities/student-support-and-wellbeing/careers-service)

- The JISC Discovery Tool is a part of the Digital Skills Framework, which is designed to help you evaluate your current levels of digital confidence and reflect on your development needs. The framework can be used by all staff and students at the University including Teaching Staff, Students, Researchers and Leaders. You can visit it by using digicentre or use this direct link: <https://uwtsd.potential.ly/>

54. I have a question but is not listed above and I am not sure which department/person to contact about it.

For general enquiries, please contact London Reception. They will direct you to the relevant department/person.

H. Contact points

The MBA Programme Manager: Dr Hoang Nguyen @ h.nguyen@uwtsd.ac.uk

No	Service	Email / Contact point
1	London Assessment	londonassessments@uwtsd.ac.uk
2	London Admission	londonadmissions@uwtsd.ac.uk
3	London Reception	londonreception@uwtsd.ac.uk

4	London Library	infoskills@uwtsd.ac.uk
5	Wellbeing	https://www.uwtsd.ac.uk/study/experience-facilities/student-support-wellbeing/wellbeing-support
6	London Disabilities	disability@uwtsd.ac.uk
7	London Finance	financelondon@uwtsd.ac.uk
8	Counselling	counselling@uwtsd.ac.uk
9	London Facilities	londonfacilities@uwtsd.ac.uk
10	Learning Support	https://www.uwtsd.ac.uk/experience-facilities/student-support-wellbeing/learning-support studyskillsdistance@uwtsd.ac.uk
11	IT Service Desk	https://uwtsd.service-now.com/
12	London Student Engagement Team	londonstudentengagement@uwtsd.ac.uk
13	Career Service	https://www.uwtsd.ac.uk/experience-facilities/student-support-wellbeing/careers-service maristela.parfitt@uwtsd.ac.uk
14	London Certificates	londoncertificates@uwtsd.ac.uk
15	Registry Services Team 1	Registryteam1@uwtsd.ac.uk
16	London Graduation	londongraduation@uwtsd.ac.uk
17	Immigration Compliance	immigrationcompliance@uwtsd.ac.uk
18	Student Union	union@uwtsd.ac.uk
19	MyTSD	https://mytsd.uwtsd.ac.uk/

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