



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

University Regulations

Postgraduate Student Guide (*Taught Degrees*)

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The University of Wales: Trinity Saint David was established during the summer of 2010 following the merger of Trinity University College, Carmarthen with the University of Wales, Lampeter. It is part of the University of Wales Alliance and is represented on key University of Wales Committees. As a student of the University, you will benefit from the resources which exist on the two campuses of Carmarthen and Lampeter.

1 STUDYING AT THE UNIVERSITY OF WALES TRINITY SAINT DAVID

This handbook provides you with information about the various procedures and regulations within the University. It is intended for students on taught degree programmes and does not cover research degree students.

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

The handbook makes frequent reference to a number of other important sources of information relating to the University and to the way in which Programmes of Study (that is the name we give to your degree course) operate. These include the *Academic Quality Handbook (AQH)*, and in particular the 'Taught Degree Regulations' and 'General Assessment Policy' chapters, *Programme of Study Handbooks* and the *Procedures for Academic Appeals and Complaints*. If you study for a Programme of Study as a distance learner, you will need to consult in addition to this guide the *Distance Learning Student Guide*.

Each of these documents is available from each Faculty Office and from the Quality Assurance Unit. You should also bear in mind that, occasionally, information contained in this booklet might not apply to certain aspects of your particular Programme of Study. For example, information about formal examinations does not apply to Programmes of Study that do not assess your work through a formal examination.

These documents are also available in electronic form, both in Welsh and English, on the University's Intranet and via the University's Virtual Learning Environment (VLE).

1.1 Communicating with Your University

As a student you are represented on each of the University's main committees by the Student President or representative. Each year a student representative is elected for each Programme of Study. The representative will attend the programme's Board of Study and Annual Review on your behalf. A key forum for communicating your views to the School and Faculty is your School's Staff-Student Committee, which meets once each term to discuss a range of matters including individual degree programmes and learning resources. In addition there is the University-wide Student Forum where elected representatives are asked to give feedback to the University on a range of broader issues (e.g. accommodation, catering, learning resources, sports facilities).

At the end of each module, you will receive a module questionnaire, and at the end of the programme, you will be asked to complete a General Programme Questionnaire, both of which you should use to provide feedback to your tutor, the Programme

Co-ordinator and the University. In addition to these questionnaires and surveys run by the School and University, the University also takes part in the annual PTES survey, a national survey for postgraduate taught students. The results of this survey give the University valuable additional information and allows it to benchmark its performance against other Higher Education Institutions. The University values all the information that you provide by any of these means, and makes every effort to respond to the issues which you raise.

You can also contact your Programme Co-ordinator by e-mail if you require any information to support your studies.

1.2 Your University and You

A specific member of staff is identified to take responsibility for the management of each Programme of Study. Their duties include responsibility for ensuring that you are registered for the correct Programme of Study and for keeping you informed of all Programme of Study details during your time at the University. Throughout this document, this member of staff is referred to as the Programme Co-ordinator.

1.3 Modules and Credits

All the University's degree courses are modular. Degree courses are called Programmes of Study. They consist of modules, which are units of study, each with its own level, credit rating and assessment requirements.

The University year is divided into three terms or two semesters depending upon your Programme of Study. For campus-based students your timetable will usually be given to you by your Programme Co-ordinator during the induction period for that programme.

All modules have a unique code. Programme of Study handbooks explain the valid combinations of core, compulsory and optional modules for a particular Programme of Study. It is very important that you consult with your Programme Co-ordinator and read the relevant Programme of Study handbook(s) to ensure that you are following an acceptable combination of modules. These handbooks also include any programme specific requirements that are not addressed elsewhere in this or in other general University documents.

1.4 Structure of Your Degree

You will need to gain 180 credits to qualify for a Taught Master's degree.

- | | | |
|------------|---------------------|-------------|
| • Part I: | Taught Modules | 120 credits |
| • Part II: | Dissertation Module | 60 credits |

The University uses the level descriptors defined in the *Credit and Qualifications Framework for Wales* (see AQH section 6.1.5.4). According to this framework, level 7 is used for work at Master's level.

Every modular system of assessment must ensure that it gives you adequate opportunities to acquire these credits. For full-time Master's students this normally means gaining 120 credits at Part I during the first year of study. Part-time students enrolled on a Master's degree will have to gain exactly the same credits but over a longer period (see Section 7).

The pass mark for every module is 40%. If you achieve a mark of 40% or more you will be awarded the credits for that module. Students **must** complete Part I of the

Programme of Study successfully before being permitted to proceed to Part II, the dissertation. Further details regarding the structure of modular degrees are available in section 6.7 in the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*.

There are two exit points in Part I, if you decide not to complete the Master's, or if the Progression/Award Board decides to terminate study (see *AQH* section 6.7).

On the successful completion of

- 60 credits at Part I you may be awarded a Postgraduate Certificate

On the successful completion of

- 120 credits at Part I you may be awarded a Postgraduate Diploma.

1.5 Language Policy

The University's Language Policy confirms that the University gives equal status to both the Welsh and English languages throughout its activities. This policy gives the right to all who are associated with the University to correspond and to receive a service in their chosen language. The University sees its natural bilingual context as a strength and will develop and extend its provision of bilingual opportunities for the community it serves.

For assessment through the medium of Welsh, see section 7.2.7 of the *Academic Quality Handbook*.

1.6 Future Research Opportunities

Your Master's Degree will provide you with a solid grounding for further academic study and research. Trinity Saint David has an excellent research tradition and caters for students from a wide variety of backgrounds. The University currently offers a variety of postgraduate qualifications, including the MPhil and PhD research degrees and a number of professional doctorates. Further details can be accessed on the University's website.

2 ENROLLING ON A MASTER'S PROGRAMME

2.1 Induction

By the time you come to University, in most cases the Registry will already have recorded details of the programme that you intended to follow when you accepted a place at Trinity Saint David. Your first registration will be to confirm or amend these details. At the beginning of the academic year and / or at the start of each semester you will be asked to complete module registration forms which must be returned to Registry.

Full-time students are normally required to complete the 120 taught credits in one year. Part-time students will normally be expected to complete at least 40 credits per year and are normally required to complete the 120 taught credits over a period of no longer than three years in order to give them sufficient time to complete Part II of the Master's degree.

The maximum time allowed for the completion of a Master's degree is two years from the time of initial registration for full-time students, and four years for part-time students.

The maximum number of credits which may be accredited via the Accreditation of Prior and Experiential Learning (APEL) process towards a Master's degree is 120. For the process of accreditation of prior learning please see chapter 10 in the *Academic Quality Handbook*.

Details of the modules on which you are enrolled may be obtained from the Registry, and advice on an appropriate module selection for your Programme of Study can be obtained from your Programme Co-ordinator.

You are responsible for registering the full details of your studies with the University. It is your responsibility to ensure that you enrol on modules at the correct level and with the correct total credit value. Official registration forms are supplied by the Registry. Any change in your module choices must be approved by the appropriate Programme Co-ordinator and registered according to the procedures in 2.7.

2.2 Registration for a Master's Degree

It is vitally important that the University Registry has an accurate record of your personal details at all times. It is equally important to ensure that you are registered on the correct Programme of Study and on the correct modules.

Failure to inform the Registry of any changes in this respect is likely to cause some or all of the following problems:

- failure to keep you generally informed;
- failure to contact you in an emergency;
- clashes on your examination timetable (where appropriate);
- failure to progress to the dissertation as a result of not completing sufficient credits at Part I;
- delay in graduation as a result of not completing sufficient credits.

The University reserves the right to charge you an administration fee if you fail to provide the required information without good cause by the end of the second teaching week of each semester.

2.3 Accessing Resources for Study

Another reason why you need to register properly is that the Registry must keep full and accurate details of your programme and assessment record. This enables the University to ensure that the combination of modules that you are studying is appropriate for the programme on which you are enrolled and has sufficient credit value to allow you to complete the current stage of your studies. The same system keeps an up-to-date record of your assessment details.

The Registry will enter the information onto the University database and create a list of students enrolled for each module.. The completed registration process will allow you access to the Virtual Learning Environment (VLE), library resources and computer facilities.

Trinity Saint David has implemented a VLE system. There are currently two VLEs: Moodle, which is mainly used from the Lampeter campus and Blackboard, used mainly from the Carmarthen campus. Your Programme of Study Handbook will let you know which VLE is used for your programme of study. Most Higher Education institutions have a VLE and both Moodle and Blackboard are widely used across the sector. The University uses this resource in a variety of ways. Where appropriate this includes:

- Web-based access to programme or module resources (such as handouts, podcasts, etc.);
- collaborative learning - areas such as discussion forums, wikis and blogs;
- personal and social learning facilities;
- online assessment submissions;
- communicating with your lecturer and fellow students;
- access to support services;
- support for bilingual provision;
- online and distance learning.

The management and day to day support of VLEs is the responsibility of the Department of Knowledge and Information (DKI). More detailed information about the relevant VLE for your studies is available through the following links:

Moodle: <http://learning.tsd.ac.uk>

Blackboard: <http://blackboard.tsd.ac.uk>

2.4 Accessing My Timetable (campus-based students)

The main University timetable is held on a package called Celcat which can be viewed through a web browser. To access the timetable, you will need to login at this internet address:

<https://celcat.tsd.ac.uk>

then load the 2011-2012 timetable using the username **student** and the password **celcat**. Guidelines for using Celcat can be found on the University intranet.

In some subject areas, particularly those of a practical nature, it is not always possible to keep changes to the timetable entirely up to date. The University will do its best to ensure that any changes to the timetable are placed on Celcat as quickly as possible. Please contact your Programme Co-ordinator who will have more information regarding your timetable.

2.5 Contacting you during your studies

Staff from different parts of the University may need to contact you for a variety of reasons. For example, the Registry may need to provide you with your examination timetable, or may need to pass on a message from one of your tutors. In the event that the University needs to contact you, it will normally do so by using your **University E-mail Address**. However, should you need to be contacted in an emergency we would first try to contact you by telephone.

It is therefore important that you check your University e-mail on a regular basis, and that your account is properly maintained by deleting any unnecessary e-mails; otherwise the system will become overloaded. If you fail to read a message that was sent to you by e-mail, the consequences will be your responsibility. If we fail to deliver an e-mail message because your account was full, any consequences will also be your responsibility.

Failure to read electronic mail sent to you and/or failure to manage your mailbox properly will be regarded as your responsibility. In addition to your University e-mail account, the University will use the address and telephone number that you provided during enrolment. You must ensure that you can be contacted quickly and easily by the relevant Department(s), Faculties or Schools. Should we need to contact you the University will use the address and telephone number on the University database that can only be modified by the Registry. You must therefore ensure that the Registry is informed in writing of any change of address. If we fail to

contact you because you have not kept us properly informed, any consequences will be your responsibility.

2.6 Using Your Student Number

When you first register as a student, you will be allocated a student number. It is not unusual for two students to have the same name, but no other student will share your student number, now or in the future. It is important that you use your student number as well as your name in your dealings with staff in different parts of the University. This will not only improve the efficiency of many administrative processes, it will also reduce the possibility of error. You must also include your student number on all assignments and examination papers.

2.7 Changing Modules

You can only change programme or module by completing the appropriate forms. These are available from the Registry. These forms require the signed approval of the appropriate Programme Co-ordinator(s). The form(s) must be returned to the Registry after completion so that your academic details can be amended. Changes will not normally be permitted after the fourth week of a semester.

Students wishing to change from one postgraduate Programme of Study to another should initially discuss the matter with the relevant Programme Co-ordinator.

Once the change has been approved in principle, the student will need to submit a Notification of Change of Postgraduate Programme of Study Form (Form F10) for further consideration by the RP(E)L Board. This Board will also require a report from the Programme Co-ordinator supporting the suggested change, together with any other relevant additional information as outlined in the AP(E)L process (Chapter 10 of the *Academic Quality Handbook*). Students will be advised in writing by the Quality Assurance Unit of the decision made by this Board, including details of any conditions that apply, e.g. students may be asked to undertake an additional module.

Students wishing to change a module should complete the Notification of Change of Module Form (Form F14) which should be approved by the Programme Co-ordinator and then returned to the Registry.

2.8 Changing Mode of Study

Requests for changing the mode of study from Full Time to Part Time or vice versa should be made on the Notification of Change of Mode of Postgraduate Study Form (Form F09). Any resulting changes to module selections should also be detailed on this form and approved by the Programme Co-ordinator. Completed forms should be submitted to the Quality Assurance Unit.

In the event that the request is approved, the Registry will update the time-limit for completion, and inform the student of the decision in writing.

The Registry will update the paper and electronic student records, and inform the Finance Department, so that a credit note and/or an invoice can be raised to reflect the changes made.

A letter will be sent to the student by the Registry advising them of their revised time-limit.

2.9 Leaving the University

If you decide to withdraw from your studies, it is extremely important that you discuss the matter with your Programme Co-ordinator and with Student Services, and then

complete the appropriate withdrawal form, which is available from the Registry or from the Intranet (*F11 - Postgraduate Notification of Withdrawal Form*). The form will need to be signed by your Programme Co-ordinator and by the Dean of Faculty. Failure to fully complete all the details on this form may have financial implications for you in relation to tuition fees and student loan. The completed form should be returned to the Registry.

2.10 Fees

Programme fees and enrolment fees are payable in full upon enrolment. If fees are to be paid by a sponsor, then you should produce documentary evidence of grant aid/sponsorship when registering.

Programme fees are normally charged on an annual basis to full-time students but in the event of a student discontinuing the programme, fees will be charged pro-rata up to the date at which the Registry is informed in writing on the appropriate form that they have withdrawn. Part-time students are normally required to complete at least 40 credits in one year. Normally, only on successful completion of 40 credits are students allowed to sign up for further credits the following year.

If students would like to pay their fees in instalments, a payment plan will need to be agreed with the Finance Office.

2.11 Accommodation

Hall of residence charges are payable termly in full.

Students living in University halls of residence will be held responsible for any damage to their individual rooms and to communal areas, and will be charged for any damage caused by them or by third parties both to private living areas and to communal areas.

2.12 Student University Debt

Details of the various mechanisms that are in place to help you manage your finances are available from Student Services or from the web-site. You can apply for various academic scholarships and bursaries to provide you with financial support during the course of your studies.

If you are experiencing financial difficulties, you are strongly advised to get in touch with Student Services. It may also be possible for you to gain financial support for your studies from the Financial Contingency Fund. This fund is managed by the Financial Contingency Fund Committee and meets every two weeks during term time. Emergency applications are normally dealt with within 24 hours.

Money Doctor Surgeries are held on a regular basis to provide advice and guidance for dealing with student debt. However, any student who is in debt to the University and who has not made acceptable arrangements to manage and repay the debt may be **excluded from University services**, including accommodation, access to the VLE and Library/LRC. In such cases, the University may not produce your transcript and may not allow you to progress. **No reference or award certificate** will be provided for any student who is in debt to the University. In addition, the University may take appropriate steps to recover any outstanding debts, and recover or replace any University property.

Where a student no longer attends the University, and where the University receives no response from the student to communication in the form of letters, telephone calls

or e-mail messages, the University may instigate legal proceedings to recover the debt.

If you are in debt you are strongly advised to get in touch with Student Services or with the Finance Department so that they can help you identify a mechanism for dealing with your debt.

3 RESOURCES FOR STUDY AT MASTER'S LEVEL

This section outlines the general resources available in terms of Information Services and the Learning Resources Centre. Details of the availability of resources of a more specialist nature are provided in Programme of Study Handbooks. Further information is also provided for distance students in the University's *Distance Learning Student Guide*.

3.1 Information Services

The University recognises that Information Technology is an indispensable tool in the delivery and management of learning and is essential to support both the academic and administrative activities of the University.

For students, there are a number of strategically situated facilities on both campuses, managed by the Department of Knowledge and Information (DKI) teams, e.g. three PC and two Apple Mac laboratories, PCs in the Library and in Learning Zones such as Y Cwad on the Carmarthen campus; and at Lampeter in the Library, as well as three Computer Rooms in the Arts building. There are additional specialist facilities in some areas at Lampeter, e.g. in the School of Archaeology, History and Anthropology, and in the School of Business.

Access to networked facilities, including web-based e-mail and the Internet, is made available to all students registered at the University. Rooms in campus-based halls of residence have been wired for computer network connectivity for those students seeking to use their own workstations. Network-capable devices that do not have a wired interface may be able to connect to the wireless networks which are available on both campuses. Contact the IT Service Desk for more information.

PC workstations are loaded with standard software including Microsoft Office and a web browser. Additional course-specific software may be made available according to academic needs. There are also Macintosh systems; and a number of MacBooks (laptops) and Windows-based Laptops are available for loan from the Learning Resources Centre at both campuses.

Technical support is available during UK office hours and all requests are dealt with taking account of priority. Calls to the IT Service desk designated number will cost UK callers no more than 10p per minute. For UK callers with 'inclusive' packages these calls will be free. Callers from outside the UK will be subject to the standard rates for calls to a landline in the UK.

3.2 Learning Resources Centre (LRC)

The University's Learning Resources Centre (LRC) offers a wide range of resources and facilities to support study and research at postgraduate level. Together the libraries on Carmarthen and Lampeter campuses hold over 380,000 items, including books, DVDs, journals and teaching resources, which are searchable via the LRC catalogue. Most items are available for loan, with a small number of resources held in storage to support research and made available on request. If the Learning

Resources Centre does not stock the material you require, you may apply for an Inter-Library Loan (ILL), subject to approval by the School. This enables us to request the material you require from another library.

In addition to the University's printed collections, the LRC subscribes to an extensive range of electronic resources, including e-books and e-journals, which are accessible off-campus through the LRC website. Guides to many of our electronic resources along with subject specific links appropriate to postgraduate level study are available on the LRC Blackboard and Moodle pages.

Master's students can also access the Roderic Bowen Library and Archives (RBLA) on the Lampeter Campus. The RBLA houses the University's Special Collections which include early printed books (1470-1850) and manuscripts (the earliest from the thirteenth century), as well as the University Archives. There is also an extensive selection of open access reference books on historical bibliography and manuscript studies.

The Special Collections are among the most important collections of early printed books and manuscripts in Wales. They include the library of the University's founder, Bishop Burgess, (and as such represents the working library of a nineteenth century bishop), the Bowdler Tract collection; the core of which dates from the seventeenth century; and thousands of books donated in the nineteenth century by the retired East India Company surgeon Thomas Phillips. All material is catalogued and searchable via the University's online public access catalogue.

The collections are available to all members of the University, although in the interests of security and preservation, materials must be consulted in the reading room of the RBLA. The RBLA is open, by appointment, 9.30-4.30 Monday – Friday. Students are welcome to call in at any time but are advised to e-mail rodericbowenlibrary@tsd.ac.uk or telephone: 01570 424716 in advance.

Study facilities are provided on both campuses. On the Carmarthen Campus, students are welcome to use Y Cwad, a new purpose-built zone for social and technology enhanced learning featuring group study rooms, a range of laptops and student PCs, a café, shop and colour photocopying. On the Lampeter Campus, carrels are available in the Library for quiet study which can be booked in advance. The libraries on both campuses feature wireless Internet access, student PCs, photocopiers and printing facilities.

In addition to books, the Learning Resources Centre provides:

- subscriptions to a wide range of journals and newspapers in electronic and paper format;
- a growing collection of e-books on a variety of subjects;
- a comprehensive range of databases;
- DVDs; Blu-Ray discs, videos and CDs with playback facilities;
- laptop computers, MacBooks, netbooks, scanners, digital still cameras and a camcorder for loan;
- reading magnifiers and a TV reader to assist users with visual impairment;
- artefacts;
- photocopying, printing and scanning, subject to copyright regulations;
- document binding;
- networked computers providing access to the Internet, e-mail and the Microsoft Office suite;
- wireless Internet access.

To help you make the most of LRC resources LRC staff offer training and support in information skills as well as providing assistance via e-mail or telephone. Staff can provide tutorials on finding and evaluating resources.

The LRC's catalogue is searchable via the Internet which enables you to renew or reserve materials on or off campus. Self service machines are also available within the LRC to allow quick and easy borrowing and return of material.

To ensure the most effective use of its stock, the LRC operates a number of different loan categories. This flexibility enables heavily used items to be consulted by many students within a short period of time in order to meet assignment deadlines or to facilitate group seminar work. If the LRC does not stock the material you are looking for, you can request it through the Suggest a Resource scheme. Suggestion forms are available in the Learning Resources Centre.

The Centre is a signatory to local and national Higher Education Library access agreements to support you in your studies. The Centre is also a member of local borrowing schemes which enable access for the wider community, as well as allowing University students and staff to access material held in local public and academic libraries. Anyone with an address in Wales can apply online for a reader's ticket to access the collections of the National Library of Wales in Aberystwyth. Visit the National Library of Wales website for further details:

<http://www.llgc.org.uk/index.php?id=readertickets>

Further information regarding the Learning Resources Centre's services, including opening hours, is available at <http://lrc.tsd.ac.uk> or on the telephone numbers at the back of this booklet.

3.3 Student Services

Student Services is there to offer advice, information, guidance, support and counselling to any student who needs assistance.

Student Services offers a range of services to students including:

- Careers Service;
- Financial assistance from the Financial Contingency Fund, advice regarding the Student Loans Company, Scholarships & University Bursaries etc;
- Money Doctors – Guidance on managing student debt;
- Study Skills Support – advice on studying, preparing and presenting assignments etc;
- Screening for Specific Learning Differences (SpLD);
- Learning Support for students with specific learning differences;
- Support for disabled students (including support in relation to Disabled Student Allowance (DSA) applications;
- Limited number of visual and audio aids for students with vision and/or hearing impairments;
- Student Counselling Service;
- Mental Health Advisory Service
- Accommodation and Hall Wardens.

Further information on all these services is available on the Student Services web-pages on the University website.

Carmarthen Campus

The Student Services Centre, Myddfai Building (behind the Students' Union), is open throughout the year between 9:00am and 5:00pm from Monday to Thursday and between 9:00am and 4:30pm on Fridays. Student Services staff may also be available to meet with individual students and groups of students at other times (by prior arrangement).

Lampeter Campus

The Student Services Centre at The Willows is open between 9:00am and 5:00pm from Monday to Thursday and between 9:00am and 4:30pm on Fridays. Student Services staff may also be available to meet with individual students and groups of students at other times (by prior arrangement).

Most of the services are delivered throughout the year, whilst some services are limited to University term-time only.

3.4 Student Union

The Student Union at Trinity Saint David works by bringing together students from all backgrounds, across both campuses of the University. The SU aims to ensure that student concerns are at the centre of University decision making. The SU provides students with University-wide representation, through full and part time student officers and course representatives. The University also employs a Student Representation Co-ordinator to provide further support for students undertaking this role.

Trinity Saint David Student Union (TSDSU) is currently affiliated to the National Union of Students (NUS), so that Trinity Saint David (TSD) students also have representation at the national level. TSDSU offers a number of useful services to ensure that students get the most out of their University experience. Full information can be found on the TSDSU website.

4 YOUR PERSONAL TUTOR

4.1 Pastoral Care

The University of Wales: Trinity Saint David has been particularly commended for the high reputation its support services has established amongst its students, and for the work of all its teaching and support staff in sustaining a caring culture throughout the University.

The University environment aims to be supportive of all students whether full-time, part-time or distance learners. Systems for student support are focused on enabling students to take control of their own personal development, by providing opportunities for the exercise of choice, decision-making, and responsibility. As Master's students you are encouraged to undertake independent research and extensive background reading alongside the taught component of your programme.

Educational, personal and vocational guidance services offer impartial, confidential and readily accessible support and advice to all students and prospective students.

There is strong commitment to equality of opportunity for all students, with additional resources and strategies being invested in those students who are likely to be disadvantaged in their learning or career development.

All students are asked to develop a Professional Development Plan (PDP), and they may contact their Personal Tutor and Careers Adviser for further information. Further information on PDPs is available to all students by accessing the Student Services Blackboard or Moodle site.

4.2 Personal Tutor System

The University is committed to providing a consistent and supportive personal tutor system for all students. The Personal Tutor System is recognised by all teaching staff to be an integral part of the academic framework of the University (see *AQH* section 12.7).

The success of the system at the University of Wales: Trinity Saint David can be largely attributed to the excellent informal relationship that exists between staff and students and to the commitment of staff to the welfare of students. The code of practice for Personal Tutors reflects this ethos of support. All personal tutors adhere to the Code of Practice for Personal Tutors (see *AQH* section 12.7.3)

4.3 How the Personal Tutor System Works

The personal tutor system is part of a University-wide service provided to students in addition to services provided by Student Services. Other components of this network include the Chaplaincy, Careers Service, the Accommodation Officers, Learning Support for students with Specific Learning Differences (SpLD), Study Skills Support, Student Counselling Service and Mental Health Adviser.

All academic staff are potentially Personal Tutors and personal tutorial lists are issued at the beginning of each academic session by the Academic Schools.

Students will be informed of their Personal Tutor at the start of their studies and will be provided with an outline of what they can expect from the personal tutorial system, and what they can contribute to it. Students will be asked to indicate that they have been given these details.

For further information on the personal tutor system, see *AQH* 12.7.4.

5 ASSESSMENT

The rules and regulations that govern the assessment of your Programme of Study are available in the '*Taught Degree Regulations*' and '*General Assessment Policy*' chapters of the *Academic Quality Handbook*. You are strongly advised to read this section which provides a detailed explanation of the awarding of credit, progression from Part I to Part II, ultimately, the classification of your degree.

You should also pay careful attention to the assessment details for individual modules in your *Programme of Study Handbook(s)*, or in the module booklet that accompanies a module.

You cannot pass a module without attempting every assessment component associated with the module.

The marks are the result of assessment carried out during and/or at the end of the module. These marks form the numerical basis for the calculation of degree classification.

5.1 Learning and Assessment

The assessment set within your module aims to establish whether the knowledge, understanding, skills and techniques that are the designated learning outcomes have

been acquired. These also measure your success in mastering the content of the module and achieving those learning outcomes.

Within your Programme of Study assessment may take several forms, including coursework (e.g. an essay), seminar presentations and/or examinations. Tutors deliberately adopt a wide range of methods of assessment and link these to the learning and teaching techniques appropriate for each module and for the programme of study as a whole. If a module has more than one assessment component, marks do not necessarily have the same weighting allocated for each element.

In the event that you are reassessed in a failed module in which there is only one assessment component, the maximum mark that you can be awarded for that module is 40%. In the event that you are reassessed in a failed module in which there is more than one assessment component, the maximum mark that you can be awarded for the component(s) in which you are reassessed is 40% (see the *'Taught Degree Regulations'* and *'General Assessment Policy'* chapter of the *Academic Quality Handbook*).

5.2 Submission Deadlines and Procedures

All essays and other written work for assessment purposes must be submitted to meet deadlines. You will be informed of these deadlines by your module tutor.

No marks will be awarded for assignments that are submitted later than the agreed deadline.

If you know that you are going to experience real difficulty in meeting a deadline you should contact your Programme Co-ordinator, not the module tutor, in good time.

Extensions to deadlines are rarely given, except in cases of certificated illness or serious personal difficulties (see *AQH* sections 7.2.15-17).

You should submit your work either electronically or two hard copies plus an electronic copy. Please check with your Programme Co-ordinator regarding the submission process (please see your *Programme of Study Handbook* for how to submit for your individual course). As part of the submission process you will be asked to confirm your ownership of the work.

5.3 Marking Criteria

It is not possible to compile a single set of marking criteria that can be applied to various modes of assessment at every level in every subject. As a result, subject and task-specific marking criteria will be available from your module tutors for every module that you study. If you have not received the assessment criteria for a module, you should contact your Programme Co-ordinator.

Confirmed marks are those that have been agreed by the full Progression/Award Board and endorsed by the External Examiners.

Unconfirmed marks include the marks of assessment undertaken during or at the end of the first semester and marks of continuous assessment which have yet to be presented to a Progression/Award Board.

All marks remain unconfirmed until they have been agreed by External Examiners and a Progression/Award Board.

Where a member of staff suspects unfair practice outside a formal written examination the University will apply the Unfair Practice Procedure (see *AQH* section 7.7).

5.4 Unfair Practice

The University has clear procedures to deal with unfair practice and will investigate all allegations of unfair practice in accordance with the procedures set out in Chapter 7 of the *Academic Quality Handbook*.

5.5 Examinations

The University's examination procedures are designed to ensure that your examinations are conducted fairly and are well-organised. If you are required to sit an examination as part of your studies, the procedures you must follow are set out below. Further information on examinations for distance learning students can be found in chapter 13 of the *AQH*.

5.5.1 Key Examination Information

- Examinations will be held at times specified in the examination timetable;
- Candidates should be in their seats punctually at the time fixed for the commencement of the examination. No candidates will be allowed to enter the examination room more than half-an-hour after the time fixed, or to leave until forty-five minutes after the time fixed for the commencement of the examination in each subject. No candidate will be allowed to leave the examination room during the last fifteen minutes of the examination;
- Candidates will enter the examination room only when the invigilator gives permission, and will be assigned seats;
- A candidate wishing to leave the examination room temporarily must first attract the attention of the invigilator who will arrange for the candidate to be escorted. Any candidate who leaves the examination room without the express permission of the invigilator shall be deemed to have withdrawn from the examination and shall not be re-admitted to the examination room;
- The examination paper must not be touched until the invigilator gives permission;
- Candidates must not leave their desks for any purpose. Should a candidate require paper etc he/she should attract the attention of the invigilator by raising a hand and inform the invigilator quietly of his/her needs;
- Students will be required to use student identification numbers on all examination scripts, to facilitate anonymous marking. These numbers will be available in advance of the examination as well as in the examination room. The candidate's identification number must be placed on every piece of work handed in. To avoid any possible error, the candidate's name should also be placed on the cover of each examination script used and concealed using the label provided;
- At the end of the examination candidates are to remain seated in their places until permitted to leave by the invigilator;
- Absence through illness must be reported as soon as possible, and the student must take responsibility for submitting a supporting original Medical Certificate to the Registry. A copy may also be kept by the Programme Co-ordinator until the appropriate Progression/Award Board has met, after which it will be shredded. It should be noted that such information is confidential and must be securely kept in a manner which complies with the requirements of the Data Protection Act.

5.5.2 Examination Materials/Equipment

- Coats, cases and books brought into the examination room must be left at the front or rear of the room as directed by the invigilator. Candidates must not take mobile phones into an examination room;
- Candidates may take to their examination desk only such books, mathematical or other tables, printed documents, manuscripts, notes, formulae, electronic equipment or other source of information or assistance as have been approved by the Examining Board. Handbags, pencil cases etc, if taken to the desk must not contain any examination or course related material other than that approved by the Examining Board. In some cases, where appropriate, candidates will be provided by the University with such materials and/or equipment as the examiners consider necessary;
- Materials, equipment and dictionaries which candidates are permitted to bring into the examination room shall bear no marks or notes of any kind other than the name of the owner and anything which is regarded as normal in the nature or construction of the item in question. No borrowing from other candidates during the examination is permitted.

5.5.3 Support Needs and Examinations

- If you are a disabled student and/or have support needs you require assistance with writing a script, you may answer papers by means of an amanuensis, by using a word processor or by a different approved means. Student Services will consult with your Programme Co-ordinator in order to select the amanuensis or equipment that will offer you the most appropriate assistance. If you are entitled to use a computer arrangements to securely record your work will be made clear to you at the start of each of your examinations. You will normally be able to take examinations in a separate room to the main examinations;
- In order to make the necessary arrangements for you to take an examination in circumstances in which you can perform to the best of your abilities please ensure that your support needs have been communicated to the Registry;
- More information about support for disabled students can be found in Chapter 7, Section 7.2.14 of the *Academic Quality Handbook*.

5.5.4 Unfair Practice in Examinations

You may be required to sit formal examinations at times laid down by the University. Problems arising from examinations and assessment (e.g. absences from examinations, illness, unfair practices) are dealt with in accordance with the regulations set out in Chapter 6, '*Taught Degree Regulations*' and Chapter 7, '*General Assessment Policy*' of the *Academic Quality Handbook*.

If an invigilator suspects that a candidate has engaged in an unfair examination practice, the University will apply the Unfair Practice Procedure.

5.6 Verification of Results

In certain, well-defined circumstances, it is possible to ask for verification of any results for work that contributes towards your final award. Please consult section 7.5 of the *Academic Quality Handbook* for information as to when a request for verification would be appropriate.

5.7 Procedures for Appeals

An Academic Appeal is a request for the review of a decision of an Examination Board, a Faculty Board or other relevant University procedure that had implications for a student's progression, assessment and award. Full details of the appeal

process can be found in 7.5 of the *Academic Quality Handbook*, and also in the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet and from the Quality Assurance Unit. In the event that you are not satisfied with the outcome of an appeal, you are entitled to take the issue to the *Office of the Independent Adjudicator (OIA) for Higher Education*.

6 REFERENCING AND AVOIDING PLAGIARISM

You must acknowledge all sources of information from which you have drawn in the preparation of your work. Acknowledgments identify the intellectual owners of the ideas you have used, and failure to provide them constitutes a type of theft known as plagiarism. Plagiarism is a very serious academic offence.

6.1 Referencing

Referencing is one of the most important skills you need to learn in your academic career. Referencing (or citing) means you have acknowledged your academic sources for the ideas, concepts, and information that you evaluate in your assessed coursework. Usually your sources will be an article or book; however, it is important that you acknowledge other sources such as CDs, DVDs, the internet, personal communication from colleagues etc. It is essential that any information you have used is referenced correctly. Failure to reference means your work could be considered to be plagiarised which is the equivalent of cheating and is a very serious offence which is not acceptable in the University.

Referencing provides the evidence that you have undertaken your own research enabling you to find the information necessary for in-depth learning. It allows you to gain a broad perspective on different issues and to consider different aspects and points of view in the subjects you study. For full guidance on correct referencing please consult your School or Programme Referencing Handbook.

6.2 What is Plagiarism?

Plagiarism 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. 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.

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 knowingly 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 (i.e. self plagiarism) is also regarded as plagiarism and will be treated as such.

With every piece of coursework you present for assessment, you will be asked to confirm that it is your own original work.

All tutors are required to be vigilant in the detection of plagiarism and are required to take action in all cases where it is suspected. When a tutor suspects plagiarism other than in an examination, e.g. in relation to assessed coursework, dissertations or theses, the tutor responsible for the module shall seek to detect the sources of the

alleged plagiarism. In doing so, the tutor shall exercise their professional judgement with regard to the nature and/or extent of their investigations and, in attempting to detect internet plagiarism, whether to avail themselves of the Plagiarism Detection software used by the University.

Full details of *Unfair Practice Procedure* are set out in section 7.7 of the *Academic Quality Handbook*.

6.3 How to Avoid Plagiarism

Coursework, dissertations, or creative work are meant to be your own original work. Obviously you will make reference to the work of others. Not only is this inevitable as all scholarship builds on the work of others. The important thing to remember is always to acknowledge your sources. The Golden Rule is: if in doubt, provide references.

Consult your tutors if you have any problems, in particular with the method of citing books and articles, which may differ from subject to subject. There are no penalties for asking for advice and guidance; there are severe penalties for plagiarism. Details of these are in Section 7.7 of the *Academic Quality Handbook*.

6.4 Penalties for Plagiarism

Plagiarism by students in coursework, other forms of continuous assessment, examinations, dissertations, or theses will be dealt with according to the *Unfair Practice Procedures*. These can be found in Section 7.7 of the *Academic Quality Handbook*.

If the student denies the allegation of unfair practice and/or the student has been found guilty of unfair practice by the University on a previous occasion, the Quality Assurance Unit will establish a Committee of Inquiry. If you are found guilty of unfair practice, this may prevent you from graduating.

6.5 Committee of Inquiry

If a student denies the allegation of unfair practice, or the allegation and any concurrent allegation of unfair practice against the student is in modules totalling more than 40 credits and/or the student has been found guilty of unfair practice by the University on a previous occasion, the Quality Assurance Unit will establish a Committee of Inquiry and the Quality Assurance Unit will inform the student. No member of the Committee of Inquiry shall come from a School in which the candidate has studied. The membership, terms of reference, procedures and the penalties available to the Committee of Inquiry are detailed in Section 7.8 of the *Academic Quality Handbook*.

7 PROGRAMME OF STUDY

Section 6.7 of the *University's Academic Quality Handbook* will give you full information about the assessment of a Master's degree, all the progression regulations and the role and function of each of the examination boards associated with this degree. You should consult this document carefully since it sets out in detail the regulations that govern the assessment of your *Programme of Study*.

The examination boards will consider the overall progress of the students and consider the implications of any failed modules. If you fail a module you may, at the discretion of the Progression Board, be offered a resit, capped at 40%. This Board will consider your overall progress as a student. Information about procedures are set

out in the 'Taught Degree Regulations' Section 6.7 of the *Academic Quality Handbook*.

Please note that the Board reserves the right to recommend that students who have made very little progress be advised or required to withdraw (see section 7.4 of the *Academic Quality Handbook*). For part-time students, normally at least 40 credits will have to be completed each academic year and Part I will have to be completed at the latest at the end of three years of study.

Regulations for progression can be found in section 6.7.4 of the *Academic Quality Handbook*.

On successful completion of Part I (120 Credits) you may be allowed to progress to the Dissertation element in Part II of the award. Progression to Part II is at the discretion of the Progression/Award Board, as set out in section 6.7 in the *Academic Quality Handbook*. The Progression/Award Board may recommend instead that you should exit with a Postgraduate Diploma.

If you fail to progress to the next stage of your studies, you have the opportunity to appeal against the Progression/Award Board's decision. Full details of the procedure can be found in section 7.5 of the University's *Academic Quality Handbook*.

8 ACADEMIC PROGRESS

When you enrol on your Programme of Study, you will be provided with a Programme of Study Handbook. This will explain what is required of you in terms of matters such as, for example, attendance, teaching and assessment. It is your responsibility to become familiar with this information.

8.1 Attendance

Monitoring your attendance, progress and conduct is, in the first instance, the responsibility of the Programme Co-ordinator for the programme on which you are enrolled. All Schools have an attendance policy and all Schools adhere to the central University attendance policy.

Attendance registers at scheduled classes or tutorials will be maintained for all campus-based students. Non-attendance and occasional non-attendance is usually an indication of poor commitment. Irregular attendance will generate a request to meet with your Programme Co-ordinator. The University reserves the right to comment upon your attendance at lectures and other time-tabled activities in your final reference.

For 'attendance' of distance learning students, please see the University's *Distance Learning Student Guide*.

8.2 Extensions and Mitigating Circumstances

All coursework must be submitted on time. You will be deemed to have failed any work which is submitted after the deadline without having obtained an official extension in advance.

Extensions of deadlines are granted to students only in keeping with the guidelines outlined in section 7.2 of the *Academic Quality Handbook*.

Extensions can normally only be authorised in advance of the published deadline by the Programme Co-ordinator or named member of staff authorised to give extensions

within the School and in certain subject areas, extensions are not possible, for example, due to the practical nature of subject area or assessment task. All Schools provide information with regard to extensions in their *Programme of Study Handbooks*.

Any requests for extensions to assignment deadlines can be considered only by your Programme Co-ordinator (or published nominee), not by your module tutor.

When authorising extensions, Programme Co-ordinators will ensure that there is evidence to support the request for extension as set out in section 7.2 of the *Academic Quality Handbook*.

In the event that a request for an extension is refused, the mark awarded for an assessment component that is submitted **after** the agreed submission deadline will be capped at 40%.

8.3 Progression

The regulations for progression from Part I to Part II of your Master's degree are available in the '*Taught Degree Regulations*' chapter of the *Academic Quality Handbook*. You should bear in mind that, whenever decisions taken by a Progression Board prevent students from progressing to the next stage of their degree programme, you may appeal to have the decision reviewed.

8.4 Unsatisfactory Progress

For unsatisfactory progress, please see section 7.4 of the *Academic Quality Handbook*.

8.5 Academic Appeals

You have a right to appeal against any decision made by the University that requires you to withdraw from your Programme of Study or that has implications for your progression. Appeals which question the academic or professional judgement of tutors or examiners are not admissible. Appeals made on grounds that you are dissatisfied or disappointed with an assessment result shall not be admissible. Full details of the appeal process can be found in section 7.5 of the *Academic Quality Handbook* and the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Quality Assurance Unit

In the event that you are not satisfied with the outcome of an appeal, you are entitled to take the issue to the *Office of the Independent Adjudicator* (OIA) for Higher Education. Full details of the procedure are available from the Quality Assurance Unit or from the OIA.

8.6 Academic Complaints Procedure

You have a right to make a complaint about any specific concern about the provision of your Programme of Study or related academic service. Full details of the complaints process can be found in section 7.6 of the *Academic Quality Handbook* and the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Quality Assurance Unit.

In the event that you are not satisfied with the outcome of your complaint, you are entitled to take the issue to the *Office of the Independent Adjudicator* (OIA) for Higher Education. Full details of the procedure are available from the Quality Assurance Unit or from the OIA.

9 YOUR DISSERTATION

Detailed guidelines for the supervision of taught Master's dissertations can be found in section 7.12 of the *Academic Quality Handbook*. This section includes details of the responsibility of the relevant Dean of Faculty, the Programme Co-ordinator, supervisor, and student.

Information about Dissertation support entitlement can be found in section 7.12.5 of the *Academic Quality Handbook* and in the Programme of Study Handbook. Distance students will be able to find further information in the University's *Distance Learning Student Guide*.

Your dissertation is worth 60 credits and is usually 20,000 words in length. For the format used for candidates following a taught Master's programme of study in the Creative and Performing Arts, please see section 6.7.5 of the *Academic Quality Handbook*.

9.1 Agreeing a Dissertation Topic

Students who are about to progress from Part I to Part II should begin to develop ideas for their dissertation whilst completing the second block of 60 credits, in consultation with relevant staff. Students are required to submit a provisional title and brief outline of the proposed research on the Postgraduate Dissertation Proposal Form (F07) following completion of the 120 taught credits.

The dissertation should be the high point of your Master's programme in that it gives you the opportunity to undertake a substantial programme of research on a topic of your own choice. Careful thought needs to be given to the selection of a topic. In particular, you should take the following into consideration:

The topic should be **SPECIFIC** and you should avoid very general topics as these are likely to be too broad in scope and unmanageable within the context of a Master's dissertation. It is important to identify a problem or question to a specific topic as the focus for your dissertation in consultation with your Dissertation Supervisor.

Availability of data/information/resources: It is important at the outset to establish that the necessary data and resources are available or can be generated to meet the aims of the project.

Logistical matters: Potential issues such as travel, subsistence, laboratory requirements, availability of contacts, etc. need to be borne in mind.

A timetable for the work needs to be established at the outset. Care must be taken to ensure that the programme of work needed to meet the aims of a particular project can be realistically completed in the time available. It is your responsibility to identify times which are convenient for both you and your supervisor. Regular contact with your supervisor is crucial to the successful completion of your dissertation.

Any dissertations that involve human participants, human material, human data or animals will require ethical approval from the University's Ethics Committee. Your Programme Co-ordinator will be able to give you information about how approval should be obtained.

9.2 Intellectual Property Rights

Intellectual Property Rights means the ownership of any copyright, design rights, invention, discovery or improvement produced by a student or students in the course of their studies. They aim to protect the interests of both the student and the

University and are to be interpreted in a spirit of reasonableness. The regulations for issues relating to Intellectual Property Rights are detailed in the University's policy on Student Intellectual Property Rights, a copy of which is available on the University Intranet and VLE.

9.3 Preparing Your Dissertation for Submission

Tutors shall use the Postgraduate Dissertation Supervision Form (F08) to monitor students' progress, reporting absences from tutorials and taking any appropriate subsequent action.

All theses must be submitted to the Registry, with the appropriate submission forms. You will need to complete the Notice of Candidature Form (F17). These forms can be obtained from the Registry and must be completed in full and submitted with the dissertation to be examined.

Students wishing to graduate at the July ceremony should submit their dissertation for examination no later than 1 April to be eligible to attend the degree ceremony

For the submission of Taught Master's Dissertations and retrieval of failure see section 6.7.5 of the *Academic Quality Handbook*.

You are required to submit **two** copies of dissertation in temporary binding and **one** electronic copy to the Registry. Please see below for details on presentation and binding.

In order to graduate, all your financial obligations to the University must be met.

9.4 Layout of Your Dissertation

All copies of dissertations must be presented in permanent and legible form in typescript or print **and** electronic format. The electronic copy should be in a format approved by your Programme Co-ordinator.

9.4.1 Text

- A4 paper should be used and should be of good quality and sufficient opacity for normal reading. Text should be printed on one side of the page only;
- The characters employed in the main text (but not necessarily in illustrations, maps etc.) shall be not less than 12pt. Characters used in all other text (notes, footnotes, captions etc.) shall be not less than 10pt. Printing should be of even quality with clear black characters and capable of photographic reproduction. Double or one-and-a-half spacing should be used in the main text; but single spacing should be used in the Summary (Abstract) and in any indented quotations and footnotes;
- Margins: binding edge – not less than 40mm. Other margins – not less than 20mm.

9.4.2 Illustrations, Maps and Other Materials

- Drawings and sketches should be in black ink; unnecessary detail should be omitted, and the scale should be such that the minimum space between lines is not less than 1mm;
- Colour graphics for charts, diagrams etc. and colour photographs may be used, but candidates must ensure that material is capable of being photocopied. Copies produced by xerographic or comparable permanent processes are also acceptable. Candidates must ensure that they do not infringe copyright regulations;

- Diagrams, maps and similar documents should be submitted in a portfolio of reasonable size and should bear the particulars stated necessary for the volume;
- You may submit non-book material such as audio or video tapes with your dissertation, if such material forms a useful addition to, or explanation of, the work contained in your written submission and if such material constitutes the most appropriate method of presenting the information concerned. Any material of this type should be enclosed in a container which is suitable for storage on a library shelf and which bears the same information as that required on the spine of the thesis, so placed as to be readily legible when the container is in its stored position. If considering the submission of audio or video tapes as adjuncts to their thesis please consult your supervisor and the library staff for advice at an early stage of your project.

9.4.3 Binding Your Dissertation

Dissertations should be submitted for examination in **temporary binding** in the first instance. This allows for quite substantial corrections to be made before hard-binding, if required by the examiners. If you prefer you may submit hard-bound copies (risking the need to have them rebound). **Please note that temporary binding should not be confused with no binding.**

Temporarily-bound theses must be able to withstand handling, transit to and from examiners and the examining process itself. Care must be taken to ensure that the form of any temporary binding used is sufficiently secure not to burst or fall apart. Check with your Programme Co-ordinator regarding acceptable binding at this stage.

Spring back or spiral binding is recommended. Ring folders or lever-arch folders are not acceptable types of temporary binding, since conversion to permanent binding will be more time consuming and expensive.

Your final, permanently bound volume/s should have on the spine:

- your surname and initials;
- the full (or abbreviated) title of your work;
- the name of the degree for which it was submitted;
- the year of submission;
- the volume number, if the work comprises more than one volume.

This information should be printed along the spine in such a way as to be readable when the volume is lying flat with the front cover uppermost.

A copy of all dissertations which have passed will be deposited in the University's Learning Resources Centre and a second copy will be retained by the relevant School for its own use.

A further copy may be required to be deposited in the National Library of Wales, along with an electronic copy in the University's digital repository (see *AQH 7.2.13*):

9.5 Matriculation Checklist

Please ensure that the following tasks have been completed:

- The Matriculation procedure has been completed at the beginning of the taught Master's degree scheme. This is **NOT** necessary for previous graduates of the University of Wales;

- Two printed copies of the completed dissertation, plus one copy in an approved electronic format, including the required declaration statements together with signatures and the summary, are completed;
- Both sides of the Notice of Candidature Form have been completed.

On completion the dissertations and Notice of Candidature Form should be submitted to the Master's Administration Officer via the Registry.

Please note that if you omit any of the above, there will be a delay in the examination of your dissertation.

9.6 Master's Dissertations Viva-Voce Examinations

Regulations with regard to the use of a viva-voce examination in relation to a Master's dissertation can be found in section 7.7.6 of the *Academic Quality Handbook*.

9.7 Dissertation Support Entitlement

Dissertations shall not normally be accepted for assessment unless they have undergone a process of tutorial supervision. The nature and demands of such tutorial supervision shall be made explicit in the Programme of Study Handbook. Please see also section 7.12.5 of the *Academic Quality Handbook*.

10 YOUR CONDUCT AT UNIVERSITY

In order to make your time at Trinity Saint David a safe and pleasant experience, the University has a framework of regulations. It is important that they are clear to all and so they need to be quite formal. For your information the regulations governing student conduct are set out below.

For distance learning students, additional information can be found in the University's *Distance Learning Student Guide*.

10.1 General Regulations

Students must observe all regulations that govern the effective organisation and management of specific areas of activity within the University. These include those relating to financial requirements, health and safety, the use of learning, computing, child care, refreshment, sport and recreational facilities, any professional codes of practice pertaining to any element of the students' programme of study and residential accommodation. There are also separate regulations pertaining to student use of Students' Union facilities.

10.2 Appropriate Behaviour

Whilst you are on the University campus, in University premises off campus or engaged in University activities, you must not:

- a) commit physical assault, serious threatening behaviour or oral or written abuse to other students, staff or visitors to the University;
- b) make malicious allegations against other members of the University;
- c) damage University property or property of other students, staff or visitors;
- d) misappropriate any University property, funds or assets;
- e) act in any way which is likely to cause injury to any other person within the University community, including impairing the safety of premises or equipment

- and interfering with anything provided in the interests of Health and Safety at Work;
- f) commit any criminal act whilst on University premises or engaged in University activities;
 - g) engage in any activity or behaviour which contravenes the University's Equality and Diversity Policy, which is available on the University intranet;
 - h) behave in any way which unreasonably interferes with the legitimate freedoms of any other student, member of staff, or visitor, or which disrupts or interferes with activities properly carried out by the University.

You must not behave in the community in such a way as may be reasonably deemed to harm the reputation of the University or its relationship with the local community.

All students are expected to behave in a way that is consistent with fitness to practise principles. Respecting others is fundamental to these principles both on campus and within any academic submission.

Respecting the dignity of those with whom an individual works and/or studies regardless of race, age, disability, gender, religion, belief, colour, ethnicity, language, lifestyle and/or sexual orientation.

Behaving in a professional, honest, decent and courteous manner is essential as is using language that is appropriate and that does not offend others. Any contravention of this section will be dealt with as a breach of general regulations.

10.3 Attendance

You must ensure that you satisfy programme and module attendance requirements and should bear in mind that it is the University's responsibility to report unsatisfactory attendance to grant awarding authorities, and where appropriate, to employers or other sponsors.

You are responsible for notifying the Programme Co-ordinator without delay of any prolonged absence through illness or other unavoidable cause, and should provide any necessary documentary evidence to support your absence.

You must not attempt to secure an unfair advantage over others in assessment, as detailed in the University procedures for dealing with allegations of unfair practice in assessment (Chapter 7 of the *Academic Quality Handbook*).

You are required to register during the official registration periods that are determined by the University.

You must make sure that you are aware of, and abide by, the regulations as specified in the University's policy on '*Student Intellectual Property Rights*', a copy of which is available on the intranet and in the University's policy on Ethics and Research. Information about Ethics and Research can be found in the *Programme of Study Handbooks* and your Programme Co-ordinator and/or tutors will also inform you of any specific ethical guidelines linked to your field of study.

10.4 Health and Safety

The University Health and Safety policy can be found on the University Intranet and VLE. Everyone has a responsibility for reading and adhering to the Health and Safety policy. Failure to observe any part could result in disciplinary and/or legal action being taken by the University against offenders.

- You can find out the details of all regulations linked to Health and Safety from the Pro Vice-Chancellor (Finance and Resources);
- Information relating to health issues such as meningitis may also be obtained from the Director of Student Services;
- You must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations;
- Interfering with any safety equipment, for example, obscuring smoke alarms will be regarded as a serious disciplinary offence. You should note that it is a criminal offence to set off a fire alarm maliciously. Any student found to be guilty of such actions may be liable to criminal prosecution as well as disciplinary action;
- Students undertaking learning activities on campus without staff supervision must comply strictly with University regulations relating to such situations;
- Students on field courses are required to comply with any health and safety instructions given by tutors or other individuals involved with the organisation and operation of the course - the associated University Policy is available on the University Intranet and VLE;
- Students on teaching practice are required to comply with the health and safety regulations of the school to which they have been allocated for their teaching practice;
- Students on work placements are required to comply with the health and safety regulations of their allocated workplace setting;
- You must adhere to the University policy on smoking when you are on the University campus and on excursions and events organised by the University;
- Accidents must be notified promptly to the Programme Co-ordinator and to the Pro Vice-Chancellor (Finance and Resources);
- You must keep away from areas that have been designated as out of bounds to students.

Full details of areas that are out of bounds to students are available from the Pro Vice-Chancellor (Finance and Resources). Any breach of this regulation constitutes a serious offence for which the student may be liable to criminal prosecution as well as disciplinary action.

A students' car park is available adjacent to the campus. Students are not permitted to park cars or motor cycles on campus unless permission has been previously obtained. Students' vehicles, motor cycles and cycles must be parked in designated areas.

10.5 Regulations Governing the Use of Information Technology

The rules for the use of IT at the University are contained in the *Information Services Acceptable Use Policy (AUP)*, and other policy and procedural documents. These can be found on the University Intranet. Each user is responsible for reading and adhering to the contents of these documents. Failure to observe any part could result in disciplinary and/or legal action being taken by the University against offenders. In addition, it is the responsibility of all users to familiarise themselves with current IT legislation, and act in accordance with it.

10.6 Disciplinary Issues

Students who contravene the general regulations may be issued with an oral warning by the student's Dean of Faculty, one of the Pro Vice-Chancellors or the Director of Student Services. This will follow appropriate consultation with the student's Head of School and will be recorded. Students have the right for oral warnings to be issued in the presence of a Students' Union representative or other representative (such as a friend, fellow-student, member of Student Services, or family member).

In the case of more serious breaches of the general regulations students will be required to attend a Disciplinary Committee, which is empowered to take a number of actions. These would include suggesting that the student attends one or more counselling sessions, issuing a warning, requiring compensation, setting a fine, exclusion from a particular service, suspension, expulsion, or termination of the student's studies.

In the event that further investigations are necessary before the Disciplinary Committee can be convened, the Vice-Chancellor or his/her nominee may suspend the student for a period of up to 14 days while the investigation is conducted. Such suspension shall be notified to the student in writing by first-class post at the student's last known address and shall include a copy of these procedures. Suspension shall normally be interpreted as exclusion from all University services, including residential accommodation. The student may make representations about his or her case (including oral representations) to the Vice-Chancellor, or his/her nominee, for which purpose he/she may be accompanied by a chosen representative. Legal representation is not allowed. If the suspension does not result in any disciplinary action, the University will ensure so far as possible that the student has not been disadvantaged by the suspension.

10.7 Disciplinary Committee

A Disciplinary Committee is convened whenever one or more students have contravened any of the regulations governing student conduct. The Vice-Chancellor will nominate a University representative to present the case for the University.

The Disciplinary Committee will have access to relevant material evidence and may request the attendance of witnesses. The student's personal tutor or counsellor will be invited to attend or to submit a written report.

The student may make representations about his or her case (including oral representations), and may be accompanied by a chosen representative to the Disciplinary Committee. Legal representation will not be allowed.

The student will be informed that he/she is required to attend a Disciplinary Committee not less than 7 days before a meeting of the Disciplinary Committee. The correspondence shall include a copy of this procedure and students will be advised to contact either the Students' Union or Student Services for advice.

The student will be informed in writing of the Disciplinary Committee's decision within one week of the meeting of the Disciplinary Committee. In the event that a penalty has been imposed, the student will also be informed of his/her right to appeal.

Membership

Pro Vice-Chancellor (Chair)
Dean of Faculty
One member of academic staff
Secretary: Central appointment

In the event that the Disciplinary Committee is convened to deal with an academic issue, the Disciplinary Committee will normally be chaired by the Pro Vice-Chancellor (Academic).

Membership of the Disciplinary Committee will be reviewed by the Vice-Chancellor if necessary in order to ensure that the members have had no previous involvement with a particular case, or any association with the student(s) concerned.

Terms of Reference

- i. To consider the evidence submitted in relation to the offence;
- ii. To consider reports from the University representative;
- iii. To decide whether the student has contravened the regulations;
- iv. To determine any penalty to be imposed, if appropriate;
- v. To inform the student of its decision as soon as practicably possible.

In the event that it is decided that the alleged offence has not been established and there be no case to answer, the University will ensure so far as possible that the student has not been disadvantaged.

10.8 Disciplinary Procedures

All documentation to be considered by the Committee will be made available to the Committee and student in good time, and not normally less than four working days before the date of the hearing. The deadline for the submission of evidence to be considered by the panel will be advised when committee arrangements are confirmed. Any information submitted after this point will only be considered at the discretion of the Chair of the Committee. Only information of direct relevance to the alleged incident may be considered by the Committee.

In the event of a Disciplinary Committee being convened to consider an offence involving more than one student, the students in question may elect to be seen separately or as a group, provided this is considered appropriate by the Disciplinary Committee.

- The University representative shall put the case in the presence of the student and his/her representative and may call witnesses;
- The student (or his/her representative) shall have the opportunity to ask questions of the University representative and of any witnesses;
- The Committee members shall have the opportunity to ask questions of the University representative and witnesses;
- The student (or his/her representative) shall make a response in the presence of the University representative and may call witnesses;
- The University representative shall have the opportunity to ask questions of the student and of any witnesses;
- The Committee members shall have the opportunity to ask questions of the student and of any witnesses;
- The University representative followed by the student (or his/her representative) shall have the opportunity to sum up their cases if they so wish;
- The student's personal tutor or counsellor shall attend to present his or her report unless they are unable to do so, in the event of which a written report will be made available to the Committee and the student;
- The University representative, the student (or his/her representative) and the Committee members shall have an opportunity to ask questions of the student's personal tutor or counsellor;
- The University representative, the student and his/her representative and the student's personal tutor or counsellor shall withdraw;

- Witnesses may not be present prior to giving evidence and will withdraw after giving evidence but may be recalled;
- The Committee shall deliberate in private, only calling the University representative and the student (or his/her representative) to clear points of uncertainty on facts already given. If recall is necessary both parties are to return even if the point giving rise to doubt concerns only one of the parties;
- If it is decided that the allegations have been substantiated, all the parties will be informed of the decision and the disciplinary action. In exceptional circumstances, the decision may be postponed until further information is available;
- The decision will be confirmed in writing to the student and his/her representative within 7 days.

10.9 Possible Penalties

The Disciplinary Committee is empowered to issue a written warning, set a fine, demand compensation, suggest that a student attends counselling sessions, be excluded from a particular service, suspended or expelled, or any combination of these penalties. The Disciplinary Committee is also authorised to exercise its discretion in identifying an appropriate alternative penalty. In all cases, the Disciplinary Committee will ensure that penalties are proportionate to the offence committed and that there is consistency in the level of penalties applied.

10.9.1 Counselling

Counselling or advice may be carried out in an informal manner by a member of University staff, and repeated as necessary.

10.9.2 Compensation and Fines

The Disciplinary Committee may require the student to pay compensation to the University, to the owner or possessor of property damaged or to the person injured. The Disciplinary Committee may allow time for the student to pay the compensation or order the sum to be paid in prescribed instalments. In addition to compensation the Disciplinary Committee may require students to repair or otherwise make good any damage that may have resulted from their action or inaction.

The Disciplinary Committee may require the student to pay a fine to the University and may allow time for the student to pay the fine or order the sum to be paid in prescribed instalments.

10.9.3 Written Warning

The Disciplinary Committee may issue a written warning. Students have the right for written warnings to be issued in the presence of a Students' Union representative or representative. Written warnings will remain on record for a specified period, normally three years, and during this period, will form part of the evidence presented in any subsequent disciplinary meetings. Written warnings may be noted on the student's University reference.

Warnings will be notified to any subsequent Disciplinary Committee so that they have a full record of any contravention of the regulations. However, the details of any written warning and penalty will not be considered as evidence unless it is of direct relevance to the alleged misdemeanour.

10.9.4 Disciplinary Suspension

The Disciplinary Committee has the authority to suspend a student from any or all of the services of the University on disciplinary grounds. Such suspension shall be notified to the student in writing by first-class post at the student's last known address and shall include a copy of these procedures. Suspension shall normally be interpreted as exclusion from all University services, including residential accommodation.

10.9.5 Expulsion

The Disciplinary Committee has the authority to expel a student or terminate the studies of a student. Such expulsion shall be notified promptly to the Chair and Clerk to the Board of Governors.

10.10 Misconduct which is also a Criminal Offence

The following procedures apply where the alleged misconduct would also constitute an offence under the criminal law if proved in a court of law:

- a) Where the offence under the criminal law is considered by the University not to be serious, action under these regulations may continue but such action may be deferred pending any police investigation or prosecution;
- b) In the case of all other offences under the criminal law, no disciplinary action (other than investigatory suspension pursuant to 10.9 above) may be taken under these regulations unless the matter has been reported to the police and either prosecuted, or a decision has been taken not to prosecute, at which time the Vice-Chancellor may decide whether disciplinary action under these regulations may be taken;
- c) Where a finding of misconduct is made and the student has also been sentenced by a criminal court in respect of the same facts, the court's penalty shall be taken into consideration in determining the penalty under these regulations.

10.11 Disciplinary Appeals

10.11.1 Disciplinary Appeals Procedure

- (i) The University will seek to ensure that all student disciplinary appeals are dealt with fairly, seriously, constructively, promptly and with due regard for confidentiality.
- (ii) Students who appeal against the decision of a Disciplinary Committee shall not suffer any disadvantage or recrimination as a result of making an appeal in good faith, irrespective of whether the disciplinary appeal is found to be justified (upheld) or not.
- (iii) Students have the right of appeal against the decision taken by a Disciplinary Committee. Appeals shall be made to the Clerk to the Board of Governors within 14 days of the date of being informed of the Disciplinary Committee's decision, and should include full details of the grounds for making the appeal. The Clerk will make arrangements for such appeals to be heard by a committee of the Board of Governors. Any Governor who has been concerned in the proceedings of the Disciplinary Committee shall not take part in the meeting of the Committee at which any appeal against the Disciplinary Committee's decision is considered.
- (iv) A meeting of the Disciplinary Appeals Panel will normally be convened within three weeks, or as soon as practically possible, of the acknowledgement of a written appeal from the student following the outcome of a Disciplinary Committee.

Acknowledgement of a written appeal should be made within seven working days of receipt of the written appeal from the student.

- (v) Papers to be considered by the panel will be circulated to panel members and the appellant in good time before the appeal hearing, which shall not normally be less than 4 working days. Papers to appellants will normally be sent by recorded delivery or collected by prior arrangement. The University may correspond with appellants by electronic means.
- (vi) Only information relevant to the case will be considered by the panel. Any additional papers may be tabled if the Chair of the panel considers them relevant to the case. In this event the appellant will be given reasonable time to consider the contents.
- (vii) The student may make representations about his or her case including oral representations to the Disciplinary Appeals Panel. At the appeal hearing, students have the right to be accompanied by a Students' Union representative or 'friend'. Representatives with legal experience and/or qualifications may accompany the appellant, but would not be permitted to act in a legal capacity.
- (viii) The decision of the Committee considering the appeal shall be final and shall be notified to the student within a period of 7 working days following the meeting with a Completion of Procedures letter, by first class post to the last known address of the student. The letter will include an explanation of the decision and, if appropriate, details of the proposed remedy.
- (ix) If the appeal is successful, the University will ensure so far as possible that the student has not been disadvantaged by any disciplinary action.
- (x) The decision of the Disciplinary Appeals Panel is final. In the event that the student is not prepared to accept the decision, the student will be advised, via the Completion of Procedures letter, that he/she can take his/her grievance to the Office of the Independent Adjudicator (OIA) for Higher Education.
- (xi) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within three months of the date of the Completion of Procedures letter. Full details of the procedure will be available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk.
- (xii) This procedure applies to all students of the University. The term 'student' refers to any person enrolled or registered to follow a Programme of Study or module(s) delivered by the University of Wales: Trinity Saint David.

10.11.2 Disciplinary Appeals Panel

A Disciplinary Appeals Panel will be convened whenever a student appeals against a Disciplinary Committee decision, and will be composed of two members of the Governing Body, and the Clerk to the Governors. No staff member of the Governing Body, who may be asked to sit on the Disciplinary Appeals Panel, shall come from a School in which the student has studied or who has been involved with the disciplinary proceedings in any way. The Disciplinary Appeals Panel will be provided with full documentation relating to the Disciplinary Committee's decision. The appellant will be provided with a copy of the relevant documentation made available to the Panel before the hearing.

The Disciplinary Appeals Panel shall have discretion, as appropriate, to consult with, or take evidence from, relevant colleagues and the appellant. The appellant will be

invited to appear before the Disciplinary Appeals Panel and shall have the right to be accompanied by a representative of his/her choosing. Legal representation shall not be allowed. A representative will not be permitted to answer questions on the appellant's behalf.

Terms of Reference

- (1) To consider whether there were any defects or irregularities in relation to the Disciplinary Committee's implementation of policies or procedures.
- (2) To consider whether there were any defects or irregularities in earlier stages of the process for communicating with the student.
- (3) To consider the information provided in relation to the disciplinary process.
- (4) To uphold the appeal or to confirm the earlier decision of the Disciplinary Committee.
- (5) To provide detailed recommendations on the remedy in the event that the appeal is upheld.
- (6) To provide full details of the outcome of the appeal and a summary of the reasons for any decisions.

10.11.3 During the Disciplinary Appeals Meeting

- (1) The appellant shall present the disciplinary appeal in the presence of the University Representative and may call witnesses.
- (2) The University Representative shall have the opportunity to ask questions of the appellant and of any witnesses.
- (3) Members of the Disciplinary Appeals Panel shall have the opportunity to ask questions of the appellant and of any witnesses.
- (4) The University Representative shall make a response in the presence of the appellant and may call witnesses.
- (5) The appellant (or his/her representative) shall have the opportunity to ask questions of the University Representative and of any witnesses.
- (6) Members of the Disciplinary Appeals Panel shall have the opportunity to ask questions of the University Representative and of any witnesses.
- (7) The University Representative followed by the appellant (or his/her representative) shall have the opportunity to sum up their cases if they so wish.
- (8) The University Representative, the appellant and his/her representative shall withdraw.
- (9) Witnesses may not be present prior to giving evidence and will withdraw after giving evidence but may be recalled.
- (10) The Panel shall deliberate in private, only calling the University Representative, the student (and his/her representative) to clear points of uncertainty on facts already given. If recall is necessary both parties are to return even if the point giving rise to doubt concerns only one of the parties.

- (11) If it is decided that the appeal is justified (upheld), all the parties will be informed of the decision and the remedy. In exceptional circumstances, the decision may be postponed until further information is available.
- (12) The decision will be confirmed in writing to the student and his/her representative within 7 days following the Disciplinary Appeals Panel.

10.11.4 Outcome of the Appeal

In the event that the Disciplinary Appeals Panel upholds or partially upholds the Appeal, the penalty determined by the Disciplinary Committee will be reconsidered. In the event that the Disciplinary Appeals Panel rejects the Appeal the penalty imposed by the Disciplinary Committee shall stand.

10.12 Student Grievance Policy

For the purposes of this policy, grievances could be concerns, problems or complaints that arise within the context of being a student of the University of Wales: Trinity Saint David. The University will seek to ensure that all student grievances are dealt with fairly, seriously, constructively, promptly, with due regard for confidentiality and as near to their source as possible. In some circumstances, in order to deal with a grievance, it may be necessary to disclose information to third parties. In such circumstances, the aggrieved person and any individual who is the subject of the grievance will be informed of the intent to make such disclosure before the disclosure is made.

It is recognised that grievances may focus on allegations directed against another person as distinct from a grievance against University policy or against a decision made by a University representative. Any individual against whom a grievance is made will have similar rights to the aggrieved person at all stages of the procedure, including the right to be represented.

Students who bring forward grievances shall not suffer any disadvantage or recrimination as a result of making a grievance in good faith, irrespective of whether the grievance is found to be justified (upheld) or not.

If a grievance is upheld, the University shall take appropriate action, which shall be referred to as the 'remedy'.

10.12.1 Scope

- This Grievance Policy applies to all students of the University. The term 'student' refers to any person enrolled or registered to follow a Programme of Study or module(s) delivered by the University of Wales: Trinity Saint David;
- This policy covers non-academic grievances. The procedures for dealing with grievances relating to academic issues can be found in the *Procedure for Academic Appeals and Complaints* document or section 7.5 of the *Academic Quality Handbook*, which is available from the University web-site and intranet;
- Anonymous grievances will not be dealt with under this policy. Staff who receive anonymous grievances will be expected to use their discretion and judgement in dealing with them. However, any member of staff who is unsure how to deal with an anonymous grievance should refer it to his/her line manager in the first instance or to the Pro Vice-Chancellor (Academic). Due to the nature of the grievance, it will not be possible to provide a response to an anonymous grievance;
- Accordingly, students are advised to provide contact details, so that they can be informed of any outcome;

- In the event of a student commencing any legal proceedings in relation to a grievance, the University procedures for dealing with grievance matters will be suspended or abandoned.

10.12.2 Informal Grievance Procedure

- Most grievances can be resolved quite simply and swiftly in an informal manner, at local level, by discussing the issue or concern with the relevant person;
- If the grievance is against a member of staff at the University of Wales: Trinity Saint David, the matter should first be raised with the individual concerned, so that any possible misunderstandings can be clarified. If this does not resolve the issue, the student(s) making the grievance and the individual concerned should arrange to meet with the individual's line manager;
- If the grievance is about a service expected to be provided by the University of Wales: Trinity Saint David, the student(s) making the grievance should arrange to meet with the person responsible (usually this will be the manager of the unit involved, e.g. Student Services, Learning Resources, or Estates and Facilities);
- If the grievance relates to another student (or group of students), the student(s) making the grievance should discuss the matter with the Director of Student Services or the Students' Union in the first instance;
- If the grievance cannot be settled informally, at local level, then it should be dealt with under the Formal Grievance Procedure.

10.12.3 Formal Grievance Procedure

- A grievance, either by an individual student or group of students (the aggrieved), shall be made in writing to the Director of Student Services on the Application for the Consideration of a Grievance Form. Full details of the grievance shall be provided;
- The Director of Student Services shall request that the aggrieved person(s) authorises in writing the disclosure of the written grievance, if it transpires that a person is the subject of the grievance;
- The Director of Student Services (or his/her representative) shall investigate the grievance, normally within three weeks of the grievance being received, and shall determine whether to uphold or reject the grievance. His/her decision shall be communicated in writing to the aggrieved, normally within three weeks of the submission of an Application for the Consideration of a Grievance. The aggrieved should also be provided with an explanation of reasons for the decision and, if appropriate, details of the proposed remedy. In giving due consideration to the grievance, the Director of Student Services shall have discretion to consult, as appropriate, with relevant colleagues and the aggrieved. If the aggrieved is invited to appear before the Director of Student Services he/she shall have the right to be accompanied by a person of his or her choosing. Legal representation shall not be allowed. An accompanying person will be permitted to address the meeting in order to present and sum up the case of the aggrieved and to confer with the aggrieved but will not have the right to answer questions on behalf of the aggrieved;
- If a grievance is rejected, the aggrieved shall have the right of appeal. Appeals will be considered by a Grievance Board. Such appeals should be submitted in writing to the Pro Vice-Chancellor (Academic) within two weeks of being informed in writing of the outcome of the grievance. Full details of the grounds on which the appeal is being made against the decision not to uphold the grievance should be provided by the student;
- A meeting of the Grievance Board will be convened normally within three weeks of receipt of a written appeal from the student following the rejection of a grievance;
- The decision of the Grievance Board shall be communicated to the appellant in writing, by means of a Completion of Procedures letter, normally within three weeks

of the meeting of the Grievance Board. The letter will include an explanation of the decision and, if appropriate, details of the proposed remedy;

- The decision of the Grievance Board is final. In the event that the student is not prepared to accept the decision, the student will be advised, via the Completion of Procedures letter, that he/she can take his/her grievance to the Office of the Independent Adjudicator (OIA) for Higher Education;
- Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within three months of the date of the Completion of Procedures letter. Full details of the procedure will be available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk.

10.13 Grievance Board

A Grievance Board will be convened whenever a student appeals against a decision to reject a grievance. The Grievance Board will be provided with full documentation relating to the grievance. The Grievance Board shall have discretion, as appropriate, to consult with, or take evidence from, relevant colleagues and the appellant (student making the grievance). If an appellant is invited to appear before a Grievance Board he/she shall have the right to be accompanied by a representative of his/her choosing. Legal representation shall not be allowed. A representative will not be permitted to answer questions on the appellant's behalf.

Membership

The Vice-Chancellor or nominee (Chair)

Two members of academic staff nominated by the Pro Vice-Chancellor (Academic)

An appropriately qualified and experienced external member

Secretary: Central appointment

No member of the Grievance Board shall come from a School in which the student has studied or who has been involved with the grievance in any way.

Terms of Reference

- (1) To consider whether there were any defects or irregularities in relation to the implementation of policies or procedures;
- (2) To consider whether there were any defects or irregularities in earlier stages of the process for communicating with the student;
- (3) To consider the information provided in relation to the grievance and the reason(s) for its rejection;
- (4) To uphold the grievance or to confirm the earlier decision to reject the grievance;
- (5) To provide detailed recommendations on the remedy in the event that the grievance is upheld;
- (6) To provide full details of the outcome of the grievance and a summary of the reasons for any decisions.

10.14 During the Grievance Procedure

- The appellant shall present the grievance in the presence of the University Representative (normally the Director of Student Services) and may call witnesses;
- The University Representative shall have the opportunity to ask questions of the appellant and of any witnesses;
- Members of the Grievance Committee shall have the opportunity to ask questions of the appellant and of any witnesses;

- The University Representative shall make a response in the presence of the appellant and may call witnesses;
- The appellant (or his/her representative) shall have the opportunity to ask questions of the University Representative and of any witnesses;
- Members of the Grievance Committee shall have the opportunity to ask questions of the University Representative and of any witnesses;
- The University Representative followed by the appellant (or his/her representative) shall have the opportunity to sum up their cases if they so wish;
- The University Representative, the appellant and his/her representative shall withdraw;
- Witnesses may not be present prior to giving evidence and will withdraw after giving evidence but may be recalled;
- The Committee shall deliberate in private, only calling the University Representative, the student (and his/her representative) to clear points of uncertainty on facts already given. If recall is necessary both parties are to return even if the point giving rise to doubt concerns only one of the parties;
- If it is decided that the appeal is justified (upheld), all the parties will be informed of the decision and the remedy. In exceptional circumstances, the decision may be postponed until further information is available;
- The decision will be confirmed in writing to the student and his/her representative within 7 days.

10.15 Notes and Records

Notes and records compiled during a grievance investigation will be filed in accordance with Data Protection legislation and in line with the University Data Protection policy.

11 GENERAL INFORMATION

11.1 Units and Departments

The University is committed to providing the best possible portfolio of services to its students. We would particularly draw your attention to the following individuals and services. They have been provided for your use, and you should avail yourselves of them when necessary.

Department/Unit/Service	Contact Details	Carmarthen	Lampeter
Pro Vice-Chancellor (Academic)	Dr Catrin Thomas c.e.thomas@tsd.ac.uk	01267 676691	01570 424705
Pro Vice-Chancellor (Finance and Resources)	Mr Gwyndaf Tobias g.tobias@tsd.ac.uk	01267 676788	01570 424709
Pro Vice-Chancellor (Innovation, Skills and Community)	Ms Meri Huws m.huws@tsd.ac.uk	01267 676627	01570 424966
Dean of Faculty of Arts and Social Studies	Mr Roger Maidment r.maidment@tsd.ac.uk	01267 676606	
Dean of Faculty of Education and Training	Mr Gwilym Dyfri Jones g.d.jones@tsd.ac.uk	01267 676675	
Dean of Faculty of Humanities	Dr Mirjam Plantinga m.plantinga@tsd.ac.uk		01570 424911
Director of Student Services	Mr Dai Rogers d.rogers@tsd.ac.uk	01267 676677	01570 424874
Student Services	Carmarthen campus: studentservices@tsd.ac.uk Lampeter campus: student.support@tsd.ac.uk	01267 676830	01570 424876
Finance	Carmarthen campus: financecc@tsd.ac.uk Lampeter campus: financelc@tsd.ac.uk	01267 676704	01570 424929
Head of Learning Resources	Ms Sally Wilkinson s.a.wilkinson@tsd.ac.uk	01267 676778	01570 424772
Learning Resources Centre	Library and Y Cwad (Carmarthen Campus) carmarthenlrc@tsd.ac.uk	01267 676780 (Library) 01267 676786 (Y Cwad)	
	Library (Lampeter Campus) lampeterlrc@tsd.ac.uk		01570 424498 (Library)
	Roderic Bowen Library and Archives (RBLA) rodericbowenlibrary@tsd.ac.uk		01570 424716 (RBLA)
IT Service Desk	ITServiceDesk@tsd.ac.uk	0300 500 5055	0300 500 5055
Accommodation Officers	Carmarthen campus: d.doyle@tsd.ac.uk Lampeter campus: a.harris@tsd.ac.uk	01267 676714	01570 424995

Registry	registry@tsd.ac.uk	01267 676716	01570 424831
Quality Assurance Unit	quality@tsd.ac.uk	01267 676831	01267 676831
Chaplaincy	Carmarthen campus: The Revd Ainsley Griffiths ainsley.griffiths@tsd.ac.uk Lampeter campus: Father Mathew Hill m.hill@tsd.ac.uk	01267 676607 07946 036936	01570 424823 07964 631997
Health and Safety	HealthAndSafety@tsd.ac.uk	01570 424789	01570 424789
Students' Union	Rikki Miller (President) supresident@tsd.ac.uk Mattias Eken (Welfare Officer Lampeter Campus) suwelfarelamp@tsd.ac.uk Abi Jones (Welfare Officer Carmarthen Campus) suwelfarecarm@tsd.ac.uk	01267 237794	01570 422619
Office of the Independent Adjudicator for Higher Education (OIAHE)	www.oiahe.org.uk	0118 959 9813	0118 959 9813

11.2 Faculty of Arts and Social Studies

Faculty of Arts and Social Studies			
School/Faculty	Contact Details	Carmarthen	Lampeter
Dean	Mr Roger Maidment e-mail: r.maidment@tsd.ac.uk	01267 676606	
Administrator	Ms Sarah Cornelius Fax: 01267 676742 e-mail: s.cornelius@tsd.ac.uk	01267 676695	
School of Creative Arts	Miss Caroline Thraves e-mail: c.thraves@tsd.ac.uk	01267 676634 or 01554 748208 (Coleg Sir Gâr)	01267 676634 or 01554 748208 (Coleg Sir Gâr)
School of Business	Ms Conny Matera-Rogers e-mail: c.matera-rogers@tsd.ac.uk	01570 424952	01570 424952
School of Sport, Health and Outdoor Education	Mr Ceredig Emanuel e-mail: c.emanuel@tsd.ac.uk	01267 676643	
School of Performing Arts:			
<i>English-medium</i>	Mr Mark Kelley e-mail: m.kelley@tsd.ac.uk	01267 676662	
<i>Welsh-medium</i>	Mr Iestyn Llwyd e-mail: i.llwyd@tsd.ac.uk	01267 676640	

11.3 Faculty of Education and Training

Faculty of Education and Training			
School/Faculty	Contact Details	Carmarthen	Lampeter
Dean	Mr Gwilym Dyfri Jones e-mail: g.d.jones@tsd.ac.uk	01267 676675	
Administrator	Mrs Bethan Williams e-mail: b.williams@tsd.ac.uk	01267 676686	
School of Early Childhood	Dr Siân Wyn Siencyn e-mail: s.w.siencyn@tsd.ac.uk	01267 676798	
School of Initial Teacher Education and Training (ITET)	Mrs Marian Thomas e-mail: m.thomas@tsd.ac.uk	01267 676797	
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11.4 Faculty of Humanities

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