



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

PROGRAMME OF STUDY HANDBOOK

ACADEMIC DISCIPLINE OF ART & MEDIA AND DESIGN & PERFORMING INDUSTRIES

DOCTORATE IN PROFESSIONAL PRACTICE

LEVEL 7 - 8

WALES INSTITUTE OF SCIENCE & ART

2022-2023

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INTRODUCTION

This handbook provides you with information about your Programme of Study for the academic year 2022/23. Module descriptors are presented in the accompanying Module Directory document.

The University has made every effort to make the information as full and as accurate as possible, but you should note that minor changes in the organisation of modules between the planning stage and the actual teaching are inevitable. We shall try to keep any such changes to a minimum, and you will receive advance warning in the event of any alteration.

FEEDBACK

Feedback on your programme of study and modules is welcome and important and will help us to improve and enhance your learning experience.

You can give feedback in a number of ways: through the student representative for your programme of study, through module evaluation questionnaires, through informal meetings with your personal tutor, teaching staff, or Programme Manager, through focus groups to gain feedback from students on particular issues, or through the Students' Union.

If there are issues, then it is important that you share these with us so that we can address them.

We would also be grateful if you would let us know about any changes that you think might be helpful if introduced into future handbooks. Your opinion is valued.

WELCOME MESSAGE FROM THE HEAD OF ACADEMY

I am delighted to welcome you to the DProf programme at the Wales Academy of Professional Practice and Applied Research.

The programmes we offer are at the forefront of practice in professional learning and provide a rich framework of development for you as an advanced practitioner in your field.

Our Institute is uniquely placed to support you as their expertise in academic practice is complemented by their extensive professional experience in the private, public and third sectors. Together you will be able to explore and extend practice in your field whilst attaining a credential of real value to yourself and your organisation.

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

Annate Filley-Tavis

Head of Wales Academy of Professional Practice and Applied Research

PROGRAMMES OF STUDY AND PROGRAMME MANAGERS

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

<i>programme of study</i>	<i>programme director</i>	<i>tel no</i>	<i>e-mail</i>
Doctorate in Professional Practice (DProf)	Timi O'Neill	<i>n/a</i>	timi.oneill@uwtsd.ac.uk
Master in Professional Practice (MProf)	Timi O'Neill	<i>n/a</i>	timi.oneill@uwtsd.ac.uk

SUPPORT DURING YOUR STUDIES

The Programme Director, Timi O'Neill, will act as a point of first contact for support issues. Further support can also be accessed through the Student Services department.

ADMINISTRATIVE PROCEDURES

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

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

Mrs Louise Harris, Principal Administrative Officer
Telephone: +44 1792 481000 x4413
email: louise.harris@uwtsd.ac.uk

EXTERNAL EXAMINERS

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

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

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

The current External Examiners for the Programmes of Study are:

Programme of Study	External Examiner for 2022/23	External Examiner for 2021/22
Doctorate in Professional Practice (DProf)	Dr Juliet Sprake	Dr Juliet Sprake
Master in Professional Practice (MProf)	Dr Juliet Sprake	Dr Juliet Sprake

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

ACADEMIC YEAR 2022/23

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

Induction 19/09/22 - 26/09/22

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

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

Examination Boards: normally November, March and June annually

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

INFORMATION ABOUT YOU AND YOUR PROGRAMME OF STUDY

Information about you and your programme of study is held by the University on a central Student Record System managed by the University Registry. It is essential that the University Registry has an accurate record of your personal details at all times. It is equally important to ensure that you are enrolled on the correct Programme of Study and on the correct modules. You should use MyTSD to keep your personal details up to date or to request a programme change. Failure to keep your personal details up to date can result in a range of problems including:

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

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

DISCLOSURE AND BARRING SERVICE (DBS) – ENHANCED

This is only relevant if your research (Part 2) involves coming into contact with children or vulnerable adults. If this is the case, you will be required to undertake a DBS check (Enhanced). Further details will be provided by the University Registry or Programme Director.

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

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

MODULAR TERMINOLOGY

Programme of Study (Course)

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

Module

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

Module Credit Rating

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

Level of Study

A level is assigned to each module to define the standard of its academic demand. Study at Master's level is called Level 7 in the National Qualifications Framework. Doctoral level work is designated Level 8. The basic characteristics of the relevant levels of study are outlined by the Welsh Assembly government and available on their website: <https://gov.wales/sites/default/files/publications/2018-02/level-descriptors.pdf>

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

ASSESSMENT

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

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

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

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

Extenuating Circumstances

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

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

At present, regulations indicate that applications for Extenuating Circumstances must be received by the Academic Office no more than 21 days after the assessment deadline. Note that these regulations are subject to review. Note, also, that late submissions are permitted so long as they are within 1 week of the assessment deadline. However, the mark awarded in this situation is capped at the pass-mark (50%).

Additional needs in terms of assessment

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

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

Academic Appeals

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

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

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

Assessment Regulations

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

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

Responsibilities of students in relation to the assessment process

You are responsible for ensuring that:

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

VIRTUAL LEARNING ENVIRONMENT (VLE)

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

Some of Moodle's features allow students to:

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

Moodle can be used for administration tasks such as:

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

How to Access:

You can access Moodle in 3 different ways:

1. **From Hwb**

Access your Hwb dashboard either by logging into a campus PC and opening Internet Explorer, or accessing <https://hwb.uwtsd.ac.uk> from any browser on an internet-connected device. Click on the Moodle tile.

2. **From the University Website**

Navigate to <http://uwtsd.ac.uk> and select Quick Links (top left side of screen) and then Moodle.

3. **URL Input**

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

Log in using your Network username and password which are the same used to access campus PC.

If you are missing courses/modules in the **My Courses** block please contact your **lecturers** to ask if they use Moodle.

Please note it can take 24hrs for enrolment data to feed into Moodle. If you have problems finding resources (timetables, lecture notes, assignment briefs etc.) please contact the **lecturer** that delivers the course/module.

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

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

Tel: 0300 500 5055

Or email: ITServiceDesk@uwtsd.ac.uk

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

ASSESSMENT FEEDBACK VIA TURNITIN

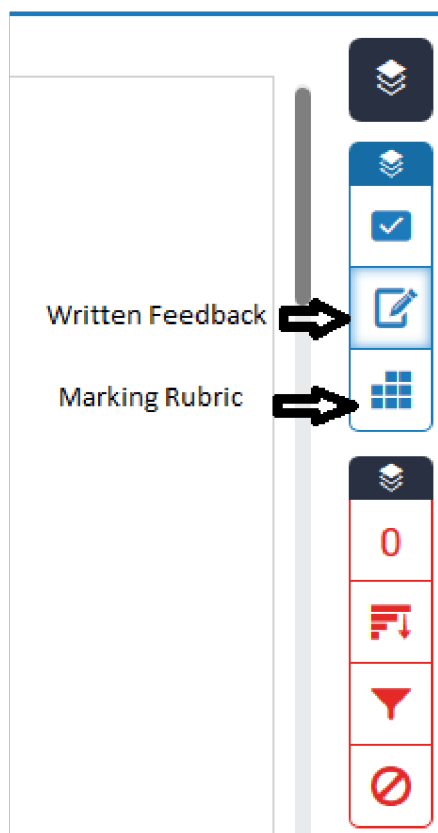
For feedback provided through Turnitin, there are two areas to get your feedback: written feedback, and the marking rubric.

Written feedback will comment on the overall work.

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

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

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



PROGRAMMES OF STUDY

(1) Doctorate in Professional Practice (DProf)

Programme Learning Outcomes

The following level 8 DProf Professional Practice learning outcomes conform in full to the expectations of the QAA FHEQ (2014) and were developed with reference to the QAA Characteristics Statement for Doctoral Degrees (2015). The learning outcomes are categorised as follows: knowledge and understanding skills, cognitive/intellectual skills (CS), practical skills (PS) and key skills (KS).

Knowledge and Understanding

Successful candidates of the programme will be able to demonstrate:

KU1	The creation and interpretation of new knowledge, through original research or other advanced scholarship, of a quality to satisfy peer review, extend the forefront of the professional practice discipline, and merit publication.
KU2	A systematic acquisition and understanding of a substantial body of knowledge which is at the forefront of the area of professional practice.
KU3	A detailed understanding of applicable techniques for research and advanced academic enquiry.

Each of the above PLOs is covered by the level 8 module/Part II of the Doctorate (taking into account individual patterns of study).

Cognitive Skills

Successful candidates of the programme will be able to demonstrate a range of cognitive and intellectual skills together with techniques specific to professional practice. Successful candidates will be able to:

CS1	Conceptualise, design and implement a project for the generation of new knowledge, applications or understanding at the forefront of the professional practice discipline, and to adjust the project design in the light of unforeseen problems
CS2	Continue to undertake applied research and development at an advanced level, contributing substantially to the development of new techniques, ideas or approaches

Each of the above PLOs is covered by the level 8 module/Part II of the Doctorate (taking into account individual patterns of study).

Practical Skills

Successful candidates of the programme will be able to:

PS1	Make informed judgements on complex issues in specialist fields of their professional practice, often in the absence of complete data, and be able to communicate their ideas and conclusions clearly and effectively to specialist and non-specialist audiences
PS2	Create, interpret, construct and/ or elucidate knowledge which extends the forefront of the discipline, usually through original research.

Each of the above PLOs is covered by the level 8 module/Part II of the Doctorate (taking into account individual patterns of study).

Key Skills

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

KS1	An innovative approach to tackling and solving problems.
KS2	The development of an individual's professional practice to support them in producing a contribution to professional knowledge.

Each of the above PLOs is covered by the level 8 module/Part II of the Doctorate (taking into account individual patterns of study).

DPROF PROGRAMME STRUCTURE

The programme is divided into two parts: **Part I** comprises the taught modules – candidates must complete 180-credits of modules. **Part II** is the Work-based Research Project, which is 360 credits. Part I prepares candidates for Part II. The total credit-value of the award is 540 credits.

Most core modules at Part I (Level 7) have a credit value of 30 credits each.

For candidates who have not previously studied on a DProf or equivalent programme, it is expected that all modules will be studied up to 180 credits. However, candidates who have documented evidence of having previously undertaken Part 1 of a Doctorate in Professional Practice, or equivalent qualification, would be eligible to apply for Recognition of Prior Certificated Learning (RPCL) up to a maximum of 180 level 7 credits (i.e. covering Part I) using the University's standard RPCL procedures. Candidates wishing to transfer directly into Part 2 would first need to gain approval from appropriate university committees before commencing their research.

At the modular level, some candidates may have already studied qualitative and/or quantitative research methods, and do not wish to use the credits as standard RPCL as they would be required to relinquish the original award. Instead, this knowledge can be captured by the Prior Learning Assessment and Recognition modules (BMPF7105,

BMPF7106, BMPF7107), in substitution for either or both of the research methods modules rather than requiring candidates to repeat this learning.

Pattern of delivery:

Full Time

Part 1

Candidates usually study 180-credit core modules per calendar year. . Candidates study core modules at Part I in block mode, typically sequentially, one module at a time. The Practitioner Research Proposal is delivered across the year. Generally, it would be expected that the coursework for a particular module would be assessed prior to the commencement of the next module, though longer timescales would be permitted for some modules,

In **Year 2**, if candidates have completed Part 1 and they have completed their Proposals they would move on to part two.

Part II

This is normally studied over 2 to 4years During this period of largely self-directed study, candidates will be in regular contact with a supervisory team, at least one of whom would have expert knowledge in the field of research.

The total duration of the programme (Part 1 & Part 2) must not exceed 8 years.

The table below shows the current composition of the programme:

Code	Title	Credits
PART I		
Modules		
ADAD7014	Approaches to Art & Design research and academic Communication	30
ADAD7015	Art & Design Practitioner Research proposals	30
ADAD7016	Qualitative Research Methods	30
ADAD7017	Professional Discourses	30
ADAD7018	Review of Professional Learning	30
ADAD7019	Art & Design work-based Learning project	30
PART II		
Compulsory Module		
BMPF8102	Work-based Research Project	360

Please see the Module Directory for details of individual modules.

Note that an exit award from the DProf programme is available, namely the Postgraduate Diploma (PgDip), 120 credits or Master of Arts 180 Credits.

ADDITIONAL INFORMATION IN RELATION TO DISTANCE LEARNING

Candidates undertaking the DProf frequently live some distance from UWTSD campuses, and hence need to make use of study by distance learning. This includes activities via the VLE, and also blogs, videos, and web-based seminars and tutorial sessions. Note that additional general information about studying through this mode of study is given to students in the *University Regulations – Distance Learning Student Guide*.

More specific information related to particular modules will be provided by module tutors.

ASSESSMENT OF PART 1

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

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

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

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

COURSEWORK DEADLINES

Coursework deadlines will be provided by the Module Tutor.

Assessed written coursework in Part 1 is usually submitted in electronic copy via Turnitin; alternative instructions will be provided by the Programme Manager for any forms of coursework that cannot be submitted via Turnitin.

THESIS PREPARATION AND ASSESSMENT (DProf; Part 2)

During Part 2, candidates undertake a work-based research project under the guidance of a supervisory team. Regular meetings will take place in person or online, and the objectives and actions from each meeting noted. Key details of the supervision process, and responsibilities of candidates and supervisors, can be found in the University's Code of Practice for Research Degrees (see <https://www.uwtsd.ac.uk/academic-office/other-forms-and-policies/>).

Ultimately, candidates will be required to submit a thesis not exceeding 60,000 words or equivalent. The word limit does not include appendices (if any), essential footnotes, the formal declarations and statements or the bibliography and index.

The appendices can act as a repository of raw data. It should be noted that examiners are not obliged to read the appendices when examining a piece of work.

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

Students are advised that the thesis will be "open access", i.e. freely available to be used in accordance with copyright and end-user permissions. Students wishing to request a bar on access should refer to section 7.16.1 (2) of Chapter 7 of the *Academic Quality Handbook*.

The module code for the DProf thesis is: **BMPF8102**

UNIVERSITY ATTENDANCE POLICY

Typical undergraduate attendance policies do not apply in the case of DProf. Candidates are required to attend as specified by the Programme Director.

CODES OF CONDUCT

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

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

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

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

ABOUT ACADEMIC MISCONDUCT AND PLAGIARISM

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

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

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

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

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

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

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

Plagiarism: Regulations, Procedure and Penalties

Full details of the University’s procedures and penalties for dealing with issues of plagiarism can be found in Chapter 13 of the *Academic Quality Handbook* and the associated *Academic Misconduct Policy*, which can be seen on the University website or obtained from the Institute Offices :

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

Avoiding Plagiarism

Coursework, dissertations, or creative work are meant to be your own original work. Obviously you will use the work of others. Not only is this inevitable, it is expected. All scholarship builds on the work of others. The important thing to remember is always to

acknowledge your sources. The University recognises four referencing styles: APA, Harvard, IEEE and MHRA and provides a handbook for each of these styles.

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

- *Anything that is copied or quoted from another source, including electronic sources such as the internet, must be in quotation marks and attributed to the original author. This may be in the body of the text or as a footnote, depending on which Referencing style you are asked to use.*
- *Paraphrasing or summarising the work of others involves putting their ideas into your words. This is fine, but again, acknowledge your source.*
- *Where you are generally indebted for your ideas to one or two main sources, this can be a bit trickier. If the ideas or the way they are presented come from one or two sources, make this clear. Do the same if they come from lectures. It is important not to claim originality where it does not exist but to indicate in general where the information comes from.*
- *Full citations in timed unseen examinations are obviously not expected, but you should indicate general indebtedness and always credit any quotations you have managed to remember.*

The golden rule is; **'if in doubt, provide references'** and your Referencing Handbook will provide you with specific guidance to help you to do this correctly. For support, contact your tutor or Academic Liaison Librarian. There are no penalties for asking for advice and guidance; there are severe penalties for plagiarism and failure to reference means your work could be considered to be plagiarised.

Other types of Academic Misconduct

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

LIBRARY AND LEARNING RESOURCES

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

The library prioritises the purchase of e-books over print wherever possible and loan periods are regularly reviewed by the library to ensure that they are appropriate and provide equitable access to resources. It is expected that at least all Essential reading list items are available from the library. The LLR follows a Fairer Fines policy which

means students are only fined on items if they are in heavy demand or requested by another library user.

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

Learning Spaces

There are six libraries across the Carmarthen, Lampeter, London and Swansea campuses. As well as collections, the library provides a variety of modern and flexible learning spaces, reflecting different styles of working e.g. group study spaces and quiet areas, as well as IT facilities, wireless internet, photocopying and printing facilities and excellent customer service.

Online Library

The LLR offers a wide range of printed and electronic resources including an extensive collection of online e-journals and e-books that are available 24/7 providing access to scholarly journals, newspapers, company reports and reference material. The library catalogue searches the whole range of print and online library materials and gives access to your library account from anywhere.

InfoSkills

All students are provided with a library tour, a Basic Skills session and a Referencing Essentials session in the first few weeks at the University. Academic Liaison Librarians will help students to develop the skills required to find, use and evaluate information sources within their subject areas. Numerous sessions are offered throughout the year to help students develop their Information Skills further to support their academic success and employability. These include sessions on identifying fake news, using statistics, commercial awareness, managing the information about them that is available online and accessing information sources in accessible formats. The LLR operates an open door policy which enables students to ask for help and advice on the information resources available throughout the academic year. Academic Liaison Librarians are welcomed to Staff / Student Committees, and also attend other relevant Institute meetings where invited, including the Institute Board. For further information on InfoSkills provision go to: <https://www.uwtsd.ac.uk/library/infoskills/>

Special Collections and Archives

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

Services for Researchers

The LLR also provides advanced support for Research Students including support for the Researcher Development Framework such as Research Data Management, Data Plans, Open Access and measuring the impact of research through use of bibliometric

and altmetrics. Access to other libraries is also available via the SCONUL scheme as well as access to scanning and postal loans services via the *Need More?* service.

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

DIGITAL CREATIVITY AND LEARNING (DCL)

Digital learning

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

A well-developed package of digital learning materials can:

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

IT SERVICE DELIVERY

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

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

Wi-Fi

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

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

Open Access Computers & Booking Facilities

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

What do computer rooms offer?

- PCs connected to the University's data network
- Usually a multifunctional device (MFD) offering colour and black and white printing, copying and scanning or a colour laser printer

- May also contain wireless access and more specialised equipment such as plotters, Sports Analysis Equipment and audio visual equipment
- Long opening hours with many of them open 24/7
- Ability to [pre-book a PC](#) to use remotely to make sure you have access at the time you need to study.

Student IT Exclusives

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

Free Microsoft Office 365

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

Adobe Creative Cloud

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

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

Free Windows 10 & 11

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

Software Discounts

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

The EDU store

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

Select Easy Upgrade

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

Apple's Education store

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

Free Autodesk

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

Print, Copy & Scan

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

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

STUDENT SERVICES

A professional support service providing high quality information, advice, guidance, practical and emotional support to enable all students to reach their full potential. Support available includes the Careers Service, Financial Support, Learning Support, Counselling Service and support for students from a care background. For further details see

<http://www.uwtsd.ac.uk/student-services/>.

STUDY SKILLS

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

Topics covered include:

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

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

COMPLAINTS

You have a right to make a complaint about any specific concern about the provision of your Programme of Study or a related academic service. Full details of the complaints process can be found in the *Student Complaint Policy* associated with in Chapter 13 of the *Academic Quality Handbook* and in supporting documentation published on the Academic Office section on the University's website:

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