SML Postgraduate Programmes Handbook: Welcome

Welcome to the School of Management & Languages at Heriot-Watt University!

Throughout the academic year you may have questions about your studies, the School, or the University. The SML Postgraduate Student Handbook is designed to help you stay informed and make the most of your time studying here at Heriot-Watt University.

Please make sure that you read the Handbook in full and abide by the rules and regulations contained therein; it is your responsibility to do so.

You can also find your Handbook on the SML Postgraduate Portal here:

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

What is in the Handbook?
The Handbook is made up of two parts, plus appendices:

- **Part A** is SML specific and includes details about important dates, examinations, our academic staff, key administrative staff, assessments, progression and useful resources. We have also included a Frequently Asked Questions section for your quick reference.

- **Part B** of the Handbook contains general information about Heriot-Watt, including links to useful services such as the Students' Union, the International Student Advisors' Office and the Library. There is a full index of weblinks, so if you can't find what you're looking for in Part A, it should be listed here.

- **Appendices**: Here you'll find additional useful information like the Frequently Asked Questions, campus maps, or more detailed information about certain School and University policies, for example, the Student Guide to Plagiarism.

Please take some time to read the Handbook and contact your Programme Director if there is anything that is unclear or if you have any questions - do not be afraid to ask!

*The information contained within this Handbook is correct as of 1st August 2016. The most up-to-date version of the Handbook will always be published on the Postgraduate Portal. Students are advised to check the Portal at least once a semester for revised editions in order to ensure that they are familiar with the most up-to-date details of their programme: [http://www2.hw.ac.uk/sml/postgraduate/2016-2017/](http://www2.hw.ac.uk/sml/postgraduate/2016-2017/)*
PART A: SCHOOL INFORMATION

1 Summary of Key Information

1.1 Key Staff Contacts

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1.2 Key Office Locations
All Postgraduate queries should initially be directed to the School’s Student Office:

Student Office
Room 1.23
Mary Burton Building
School of Management and Languages
Heriot-Watt University
Edinburgh, EH14 4AS

Tel: 0131 451 3556
Email: smlstudents@hw.ac.uk

1.3 Key Dates in Academic Year 2016 – 2017 (UK Campus)

- Undergraduate Enrolment: Monday 5th September 2016 (begins)
- Semester 1 teaching starts: Monday 12th September 2016
- Semester 1 teaching finishes: Friday 2nd December 2016
- Semester 1 assessment: Monday 5th December – Friday 16th December 2016
- Semester 1 break (Christmas): Monday 19th December 2016 – Friday 6th January 2017
- Semester 2 teaching starts: Monday 9th January 2017
- Semester 2 teaching finishes: Friday 31st March 2017
- Semester 2 break: Monday 3rd April – Friday 21st April 2017
- Easter Holiday: (Good) Friday 14th April – (Easter) Monday 17th April 2017
- Semester 2 assessment: Monday 24th April – Friday 19th May 2017
- Resit assessment diet: Thursday 3rd August – Friday 11th August 2017
- Graduation ceremonies: Tuesday 20th June – Friday 23rd June 2017
  Thursday 16th November – Friday 17th November 2017

Students are required to attend for the entirety of Semester 1 and Semester 2 teaching periods and be present for the full three examination diets, including the resit diet.

Students must not book holidays during these periods.

For further information on reassessment and progression, please read Section 7 of this Handbook.

The University buildings - except for student halls of residences - will be closed for the Easter break. Other buildings closed days for the 2016-17 academic year (including the Christmas break) will be confirmed centrally. The Academic Calendar can also be viewed online here:

http://www.hw.ac.uk/student-life/how-to-apply/academic-calendar.htm
2 Welcome and Introduction

2.1 Welcome from the University Principal
I would like to take this opportunity to welcome you to the Heriot-Watt University community!

We are delighted you have chosen to study at Heriot-Watt. We are an exciting and distinctive University, unique in terms of our global reach. As one of the most progressive and international institutions based in Scotland, we are confident you will have the opportunity to thrive, both personally and academically, during your time with us. Our learning environment offers the very best in terms of study programmes which apply knowledge to real world challenges, together with the latest learning technologies, and outstanding support and facilities.

We hope you will thoroughly enjoy the experience of being a Heriot-Watt student and we look forward to you commencing your studies with us.

Professor Richard A Williams OBE
University Principal and Vice-Chancellor

2.2 Welcome from the Head of School
I am delighted that you have chosen to study at the School of Management and Languages. We are committed to offering a great experience to our students by providing the education, personal development and skills required by today’s employers. We take pride in the achievements of those who have studied with us in the past and we look forward to playing a part in your future success.

Your time with the School represents a tremendous opportunity to learn as part of a community comprising students and staff who are committed to excellence. We are here to support you and, if you play your part, we will create a learning process that sees you excel.

Of course, your studies are only part of the experience. You'll have the chance to make new friends and participate in some of the many societies that Heriot-Watt has to offer. Take a balanced approach and make time to enjoy our beautiful campus, and to get to know the city of Edinburgh and beyond.

Many of the questions that you have will relate to issues which have come up before. This handbook offers answers to many of these questions including administrative procedures relating to the running of our postgraduate degree programmes, School and University policies, and where to find support services within the University. If the answer isn’t in the handbook, just ask. We hope that you will find it a useful resource and that you have a great time studying with us.

Professor Robert MacIntosh
Head of School of Management and Languages
3 General Information about the School

3.1 School Overview
The School of Management and Languages has over 5,500 full-time students, and over 100 members of academic staff based at its four campuses: Edinburgh; the Scottish Borders Campus in Galashiels; Dubai, and Malaysia; or studying by Distance-Learning via our global partnership network. We offer a diverse portfolio of degree programmes across a broad range of subjects at both undergraduate and postgraduate levels. Within the School there are three departments:

- Accountancy, Economics, and Finance (AEF)
- Business Management (BM)
- Languages and Intercultural Studies (LINCS)

3.2 School Staff
Contact details for all School of Management and Languages academic and support staff involved in postgraduate teaching and administration can be found at http://www.sml.hw.ac.uk/staff-directory.htm

Most academic staff set aside certain hours each week when students may visit them in their offices without appointment. Office hours are normally displayed on the lecturer’s door or noticeboard. Alternatively, students may make an appointment to see a member of staff at another mutually convenient time.

3.3 Key Buildings
Campus maps showing the location of academic buildings and student residences are available from University Main Reception, or online at http://www.hw.ac.uk/documents/edinburgh-campus-map.pdf

The School of Management and Languages is located across three buildings at the western edge of the campus next to the University Library:

Esmée Fairbairn Research Centre
Esmée Fairbairn is home to the Postgraduate Admissions Office, the Finance Office, and many of the staff involved in postgraduate teaching and administration. The building also houses a computer study area for postgraduate and final year undergraduate students with 15 PCs, a Wi-Fi area and self-study space. During peak periods of the academic year (e.g. exam and re-sit periods), a booking service may be in operation.

The building is open to students from 9.00am to 5.00pm daily from Monday to Friday. There is no access on weekends.

Building abbreviation: EF
Henry Prais Building
Henry Prais is home to the Department of Languages and Intercultural Studies. There is Wi-Fi access throughout the building, with a designated PC lab, a self-study language lab and a BSL learning lab.

The building is open to students from 8.30am to 5.30pm daily from Monday to Friday; between 5.30pm and 11.00pm entry is obtained via the digital lock. The code for the lock is given to students by the LINCS Departmental Office, and **should not be divulged to anyone else under any circumstances**. On Saturdays and Sundays entry is via the digital lock, which allows access from 8.30am to 11.00pm. Any student using the building after 5.30pm or at weekends must sign the out-of-hours book in the entrance hall; this requirement also extends to those already in the building at 5.30pm.

Building abbreviation:  **HP**

Mary Burton Building
Mary Burton is home to the Departments of Accountancy, Economics & Finance, and Business Management, as well as the School Research Office, the School Student Office and the School Assessment Office.

The Mary Burton building is open 8.00am – 10.00pm daily from Monday to Friday, and 10.00am – 5.00pm on weekends. Opening hours may differ during holidays.

Three PC labs can be found in the Mary Burton Building: G.22, G.51 and G.11. G.11 is for postgraduate use only and is used for postgraduate teaching and student self-study. The lab gives access to a range of leading specialist software packages as well the standard Microsoft Office Professional suite of programmes. Any student experiencing computer problems in the PC labs should email **ithelp@hw.ac.uk** including their full name and PC username.

Building abbreviation:  **MB**

PC Labs and Student Printing
There are a number of PC labs across the Heriot-Watt campus that are accessible to students of all Schools. A map indicating the locations of these labs can be found in **Appendix C: Campus Maps**.

All students are allocated a set printing quota for each academic year, which allows them to print directly from campus PCs. Further details on printing quotas and the most recently published charges can be found online at the following links:

**Student Printing: Charges and Payments**
Postgraduate Centre
A purpose built postgraduate centre was opened in May 2009 for use by all of the Edinburgh campus' 1,500 postgraduate students. The state of the art building is located to the north of the campus on Second Gait of Boundary Road North. The Centre is used by a number of School of Management and Languages postgraduate programmes for lectures, tutorials, research meetings and presentations. As well as teaching rooms, the centre has a café on the ground floor and a student social and working space on the top floor for the exclusive use of postgraduate students. The building has no computing labs but has Wi-Fi coverage throughout.

Outside normal working hours, entrance to the top floor postgraduate student social and working area is by a secure entry card system. A deposit charge is made for the entry cards. To obtain a card please enquire at the PG Centre Office (just inside the main entrance). More information can be found here:

http://www.hw.ac.uk/student-life/campus-life/edinburgh/centre-for-postgraduates.htm

Building abbreviation: PG

Library
The Library holds an extensive range of study resources for all our students, including books, e-books, journals (paper and electronic), theses and newspapers. Many of these resources are available for long or short loan.

The Library also has several study spaces available for private or group use, some of which can be booked in advance. There are areas dedicated for silent study and other areas where quiet discussion is permitted. When on campus, students can login on campus to view a live feed of available study spaces.

The Library also runs Power Hours, a comprehensive workshop programme to help students improve their study skills, including sessions on referencing, critical thinking, presentation skills and even how to manage exam stress.

Opening hours vary during the year, with 24-hour access usually available before and during exam diets to support our students during these intensive study periods.

Wi-Fi access covers the whole of the Library. Dewey's, the Library's small café, is a great place to go when you need to take a short break from your work, or for group discussions.

For further information on the Library's resources, facilities, workshops and opening hours, please visit the website here: http://www.hw.ac.uk/is/
3.4 Communications

3.4.1 Contact Details
It is essential that the School and the University are kept informed of any changes to students’ contact details, particularly term-time and home addresses. It is the responsibility of the student to ensure that the School has the most up to date contact information.

Please inform the University of any changes to personal details to ensure that we hold up-to-date records.

If you wish to change your address, please login to Student Self Service.

If you require your name to be changed, please inform the Student Service Centre and provide the appropriate paperwork.

3.4.2 E-mail
New students will be issued with instructions on how to set up their e-mail account during enrolment. Returning students will have continued access to their e-mail.

Please note that students’ Heriot-Watt e-mail addresses are used by academic and administrative staff to send important information throughout the year. Staff will only use official Heriot Watt e-mail addresses when writing to their students.

Students must either check their HW e-mail regularly, or redirect it to the e-mail account they wish to access it from.

More information regarding Heriot-Watt’s IT facilities and regulations can be found at: http://www.hw.ac.uk/is/it-essentials.htm

3.4.3 Postgraduate Noticeboard
The Postgraduate Noticeboard is located at the main entrance to the Esmée Fairbairn Building, just opposite the Postgraduate Admissions Office. Students should ensure they check the noticeboard regularly.

Information relating to classes, tutorials, assessment and social events are posted on the board.
3.4.4 SML Twitter and Facebook
SML has its own Twitter feed and Facebook pages that are kept updated with news, events, opportunities and important University deadlines. It is also the place to go for the most up to date information during times of particularly fast-paced changes, such as weather disruption.

SML Twitter: https://twitter.com/#!/heriot_watt_sml
SML Facebook: https://www.facebook.com/hwu.sml

Many of our academics also maintain a social media profile for work purposes, which they will advise you of as appropriate. Students are reminded that any communication via social media with the School and its staff should remain in a professional and respectful context.

3.4.5 VISION
Heriot Watt University has a Virtual Learning Environment (VLE), called VISION. Each of your courses will have a space on the VLE and your lecturers will use this space to post class materials, such as reading lists, details of assignments or announcements of revision sessions. You may also be required to use VISION to upload your work through Turnitin, a plagiarism detection programme which is in regular use by the School.

There is also a School-wide VISION area that contains useful information, links and notices for all SML students.

Once you have registered and have your username and password, you can access VISION here: http://vision.hw.ac.uk/.

3.4.6 Student Self Service
Student Self Service is how students access Heriot Watt's main student record system for certain administrative tasks, such as enrolment and course selection.

It is also the official method of informing you of your final course results and any examiners’ recommendation on progression or award. It is important that you check these promptly once released. For more information on Online Assessment Results, please visit here: http://www.hw.ac.uk/students/studies/examinations/results.htm

3.4.7 Social Events
A number of postgraduate social events are held throughout the year and offer postgraduate students a great opportunity to meet students and staff from across the School.

Previous social events have included ceilidhs, Burns Night celebrations, as well as the annual Inter-Masters Challenge. More details will be announced in the course of the year.
3.5 Student Feedback and Surveys

The School of Management and Languages encourages a respectful open dialogue with our students. As such we encourage students to engage with feedback opportunities such as the Postgraduate Student-Staff Liaison Committee, and anonymous course feedback requests and student surveys.

Your participation in these initiatives helps the School gain a better understanding of the student experience at Heriot-Watt, and identify areas for improvement.

3.5.1 Postgraduate Student-Staff Liaison Committee

The School of Management and Languages Postgraduate Student–Staff Committee is a consultative body of student and staff representatives. It may discuss any matters that it considers relevant to the running of postgraduate degree programmes in the School, such as curricula, teaching and assessment methods. It is intended to provide a forum in which meaningful discussion can take place related to the various postgraduate degree programmes offered in the School and postgraduate study in SML more broadly. The Committee is not competent to deal with matters concerning individual students or members of staff, such as disciplinary matters, assessments, or appointments.

The Committee normally meets 1-2 times per semester. It is convened by the School's Director of Postgraduate Programmes, and has as its membership all MSc programme directors, relevant School administrators, and a student representative for each 'family' of programmes. Student representatives may also be asked to contribute to other areas of SML activity such as social events. Elections are held at the start of Semester 1 to appoint student representatives.

3.5.2 Course Evaluation

At the end of each course, you will be asked to complete a course evaluation questionnaire, normally through VISION. Feedback from the previous year's survey will be available to your year and your views are important to us. The information gathered from these evaluations is analysed by the School and the resulting information is then fed into an annual review of each postgraduate programme. It is important that you take part in course evaluation since it tells us what you value about the course and where improvements can be made.

3.5.3 Postgraduate Taught Experience Survey

Taught postgraduate students are invited to participate in the Postgraduate Taught Experience Survey. This is an annual nationwide survey carried out in the UK. Students are asked to comment across a range of factors, from academic studies, to assessment, resources and facilities. Student responses are collated, analysed and published independently, with many University guides incorporating the results into their annual league tables. This is an invaluable opportunity for Heriot-Watt to strengthen and improve the delivery of our programmes, and student participation is strongly encouraged. Details of the PTES will be published to all eligible students in Semester 2.
4 Student Support Offices

4.1 School Student Office
The Student Office is located in Room 1.23 of Mary Burton. Initial queries relating to the following postgraduate matters should be directed here first:

- Change of address
- Change of course
- Enrolment queries
- Exchange Student Matters
- Non-standard Certification Letters
- Permanent voluntary withdrawal
- Programme transfer
- Temporary suspension of studies
- Transcripts
- UK Visa Renewal Letters

The standard School Student Office Opening Hours are as follows:

Monday – Friday: 10:00am – 12:30pm and 2:00pm – 4:30pm

Standard hours may vary during the academic year; any such changes will be displayed clearly by the Student Office.

4.2 School Assessment Office
The Assessment Office is located in 1.25 of Mary Burton.

Information relating to Assessments (e.g. Mitigating Circumstances or Late Submission of Coursework) for all SML courses must be submitted to this office. Please refer to Section 8 for further information about MCs.
5 **Programme Overview**

Heriot-Watt University reserves the right to update materials from time to time and will ensure that advance notification concerning changes to materials is provided to students on the relevant section of the University website. It is the responsibility of students to check the website, particularly if they are returning to studies after a period during which their studies have been suspended.

5.1 **Postgraduate Programmes and Programme Themes**

Postgraduate programmes in SML have been developed in response to the changing needs of the global environment across each of the School’s three disciplines. Our programmes offer enhanced flexibility and choice through a range of optional courses that can be selected to fit your specific career path.

All of our programmes provide a range of opportunities to gain the knowledge and skills you need to make an impact in a competitive world and the demand for high calibre masters graduates in specific subject areas. Each programme is overseen by a Postgraduate Director.

Postgraduate programmes are also grouped across complementary subject areas, offering specialist pathways that reflect the School’s expertise in key areas. These are known as Postgraduate Programme Themes. Each Theme is complementary and offers opportunities to follow a broad based or more specialist route.

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<tr>
<td>Translating and Interpreting</td>
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<tr>
<td>Business Communication and Intercultural Studies</td>
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6 Programme Structure and Delivery

The University operates a Heriot-Watt Assessment and Progression System (HAPS) which specifies minimum progression requirements. Schools have the option to apply progression requirements above the minimum University requirement, which are approved by the Studies Committees. Students should refer to the programme specific information on progression requirements.

This information is detailed within each of the Programme Structures.

Further information on HAPS can be found within the University Regulations.

http://www1.hw.ac.uk/ordinances/regulations.pdf

6.1 Postgraduate Programme Guides

Each of SML's programmes has a dedicated online Programme Guide where you will find key information for your programme, including Programme Director, core academic staff and resources. The Programme Guides also include more detailed information including:

- **Programme Structure**: Detailed breakdown of your programme, including which courses are mandatory, what options (if applicable) are available for your programme, and full information on progression and reassessment.

All students should read the relevant Programme Guide, which is accessible via the SML Postgraduate Portal.

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

*Please note that Programme Guides may be subject to change over the course of the academic year. You will be notified of any such changes as appropriate.*

6.2 Reassessment and Progression

Progression to the dissertation stage of the MSc depends on achievement of a minimum standard in the eight taught courses (details of the progression requirements can be found in the Programme Structure). Progression to the MSc dissertation is therefore not automatic. The decision to allow students to proceed to the MSc by dissertation is taken at a meeting of the Progression Board, which is held in May after the Semester 2 examinations.

Students who narrowly fail to meet the minimum standard to progress to the MSc after the first attempt may be offered resit opportunities in up to three courses at the discretion of the Progression Board, or the option to exit with a PG Diploma. The form of reassessment will be based on the regulations in the Course Descriptor. Any student who is required to resit a course will be required to pay an additional fee to the university. The SML PG resit diet will be in August 2017.
After the PG resit diet, those students who have successfully improved their performance to the minimum standard required for progression will be permitted to proceed to the MSc dissertation. Those students who have still not achieved the minimum standard after the resit diet will be awarded the PG Diploma (provided they meet the requirements for that award).

Students whose results after the first attempt are far from meeting the minimum required to progress to the MSc but who have reached the standard required for the PG Diploma will only be permitted resit opportunities at the discretion of the Progression Board. If it is not academically possible for a student who has achieved a PG Diploma to progress to the MSc, even if they were to successfully pass three resits, then no resit opportunities will be offered.

Students who fail to meet the minimum standard to achieve the PG Diploma after the first attempt are extremely unlikely to be awarded the resit opportunities necessary to potentially be permitted to progress to the MSc. However, should such students have obtained the minimum standard required for the PG Certificate and have only narrowly failed to meet the minimum standard required for the PG Diploma, they may be offered resits in up to three courses at the discretion of the Progression Board for award of the PG Diploma, or the option to exit with a PG Certificate.

If you are an international student studying on a Tier 4 Visa, please be advised that your sponsorship may be affected if you do not successfully progress to the dissertation stage of the MSc on schedule. For further details about Tier 4 Visas, please contact the International Student Advice Office:

http://www.hw.ac.uk/students/international/uk.htm

For further details of progression requirements and reassessment opportunities for your programme, please refer to the Programme Structure. If you still have further questions, these should be directed to your Programme Director.
6.3 Course Information

“Course” refers to a unit of study which spans a semester. All postgraduate courses are of equal length in terms of student effort. **Students are expected to put in a total effort of 150 hours for each course.** These 150 hours include all lectures, tutorials, computing labs, workshops, background reading, writing up notes, coursework, revision and examination for the course.

The Library's online Information Skills section has lots of helpful advice on good study skills and effective time management:

http://www.hw.ac.uk/is/skills-development.htm

Each course will be assessed in one of three ways:
- by coursework;
- by examination;
- by a combination of both coursework and examination.

At the end of each course an overall grade is awarded:

| Overall mark of approximately 70% or more | A |
| Overall mark of approximately 60% to 69% | B |
| Overall mark of approximately 50% to 59% | C |
| Overall mark of approximately 40% to 49% | D |
| Overall mark of 35 to 39%: (Minimum requirement for the award of credit points) | E |
| Overall mark of 34% or lower: (Performance below the minimum acceptable level for the award of credit points: FAIL) | F |

The minimum pass mark is 40% (D). However, for progression to the MSc by dissertation, an overall average of 50% (grade C) obtained over the taught courses is required and additionally, students must have at least 6 courses at grade C, and no Es or Fs. Students who do not achieve a grade C in a course may be required to resit that course in order to satisfy progression and/or award requirements. Please refer Programme Guide for further details on awards and progression.

6.3.1 Course Catalogue

After reviewing the appropriate Programme Guide, students should visit the SML Postgraduate Course Catalogue to find out more information about specific courses.

The Course Catalogue contains information on all courses, including aims, assessment methods and topics covered. Students should refer to the Catalogue to help prepare for their programme and, where appropriate, to select their optional courses.

The SML Postgraduate Course Catalogue is published on the Portal here: http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

The Course Catalogue includes the full course structures.
More detailed information such as an introduction to the course subject, course objectives, teaching methods, tutorial arrangements, assessment and reading lists are usually given out at the first lecture of the course. This is known as the Course Outline.

It is the responsibility of each student to ensure that any optional courses are permitted within their specific programme of study.

No guarantee can be given that all the courses listed in the catalogue will be running each academic year.

6.3.2 Change of Course
Students who wish to change any of their optional/elective courses must complete a *Change of Course Form* before the end of week 3 of the semester in which the course is offered.

Forms are available from the Student Office in MB 1.23. Students must ensure they have checked with the course co-ordinator for the new course they wish to study that they may be admitted to that course. Once this has been confirmed, students should complete the form and have it signed by their mentor/personal tutor. All completed Change of Course forms should then be returned to the Student Office in MB 1.23.

Please note that any changes requested after week 3 will only be considered exceptionally and cannot be guaranteed. All changes made after the end of week 3 will be subject to a late change fee levied by the University.

**Failure to notify the School Student Office of a change in course may lead to a delay in the notification of examination results.**

6.4 Timetabling and location of lectures
Timetables are available at the beginning of each semester on the Postgraduate noticeboard in the Esmée Fairbairn building and online here:

http://www.hw.ac.uk/students/studies/timetables.htm

Programme Directors may also provide you with additional details of your timetable in enrolment sessions as appropriate.

Students will also be advised of any guest lectures and site visits as they are arranged. Attendance at these is compulsory and their content is examinable.

Please note that Timetable is subject to change and students should regularly check the Timetables noticeboards or the website for any updates, particularly at the beginning of each semester when changes are more likely.
7 Assessment
Throughout their studies, students will be required to complete regular assessment for their courses. The format of these assessments will vary depending on the nature of their programme, and the requirements of the individual course. They may include (but are not limited to) written coursework, written examinations, in-class tests, formal presentations (individual and group), dissertations and long-form projects, language translations / listening / speaking / interpreting, or video submissions (particularly for LINCS students).

7.1 Feedback on Progress
You will be provided with feedback on your progress by your course tutors. Feedback comes in many forms and is not just about your formal assessment marks. It will be given throughout the course, for example through responses to student answers and comments made in class and in learning tips/advice given by the tutors in lecturers and tutorials and on VISION. It is important that you attend so that you are around to benefit from the feedback given.

General feedback on your cohort’s performance in the examination or other assessment will be posted on VISION or given verbally in class, normally within 3 weeks of the hand in date. Individual, personalised feedback on your assignment performance will be provided and may take the form of

- Written feedback- through VISION, email or hard copy to be collected from your tutors
- Spoken feedback- face to face or via VISION.
- Through pre-arranged meeting(s) where you will have the opportunity to see tutor comments and discuss strengths and weaknesses of your submission with some general comments on how future work might be improved.

Your tutors will advise you on how feedback will be given. You should note that feedback is provided to help you with future performance and marks cannot be negotiated or changed.

7.2 Coursework Submissions
Course staff will advise students of the format of any coursework set (e.g. essay, MCQ test, oral presentation), the due date for submission of the coursework, where the coursework is to be submitted, and the date set for returning the marked coursework.

Any variation in the procedure outlined below will be notified to students by the relevant course co-ordinator:

All coursework must be submitted by the due date and time.
7.3 Submission Overview (Edinburgh)

An electronic copy of all coursework (including all content based coursework in LINCS courses) must be submitted through Turnitin (via VISION). Course leaders will advise students on how this should be done. Turnitin will be used as the actual date stamp of submission. Failure to submit coursework via Turnitin by the set date and time will be subject to penalties.

For Language courses, the course leader/tutor will advise on the appropriate means of submission. This is normally via Assignment, via VISION.

All course leaders will indicate whether they also want a hard (printed) copy of the assessments submitted. All Honours year and Master dissertations are required to be submitted in hard copy as well as through Turnitin.

Where hard copy is required, they are to be submitted, by students, via Hoppers (submission boxes) located outside MB 1.23 (Student Office), which will be clearly marked for each submission.

All Hoppers will be closed by either 12.00 (noon) or 16.00 (4:00pm), based on the submission time requested. Any submission after that time will be required to be submitted completing a late submission form.

The following colouring coding will be used for each

**BLUE boxes – Accountancy, Economics and Finance**
- Box A – Undergraduate;
- Box B – Postgraduate

**PINK boxes – Business Management**
- Box C – Undergraduate;
- Box D – Postgraduate

**GREEN boxes – Languages and Intercultural Studies**
- Box E – Undergraduate;
- Box F – Postgraduate

Students will be required to complete a submission form and must complete the following information clearly:

- Programme title (e.g. MA Finance)
- Title of coursework / project
- Student's name (unless submission is to be anonymous)
- Student's enrolment number
- Date and time of submission
- Course Title and Course Code
- Lecturer's name

Your course outline will inform you of the date and Hopper time of your submission.

All submissions after the time notified as the deadline will be marked as being submitted late.
7.3.1  Late Submission
Coursework submitted after the due date for submission but prior to the date set for return of the coursework will be marked. However, it will be subject to a **penalty deduction of 30%** of the awarded mark.

For clarification, this means 30% of the coursework mark, not 30 marks, nor 30% of the overall course mark (unless the sole assessment of the course is by that single piece of coursework).

Coursework submitted after the due date must also be submitted to the Hoppers (MB 1.25), using **late submission** forms

Students will be required to complete a Late Coursework Submission Form and provide any medical certificates or supporting documentation.

Students are advised that delays that could have been reasonably avoided by proper time management (e.g. delays to public transport, PC Lab printer queues, etc) will not be considered adequate reasons for a late submission. In those rare instances where widespread disruption is caused to the student body (e.g. snow closures), students are informed that they should assume their submission deadlines remain unless told otherwise by the School.

7.3.2  Non-submission
Students who do not submit their coursework by Turnitin/Assignment and/or do not submit prior to the return date for the coursework will, unless mitigating circumstances are provided be marked as being absent and will received 0 (zero) marks for their coursework.

7.3.3  Return of Coursework
When the coursework has been marked, you will be given a Coursework Feedback Form indicating its grading against various criteria and written comments. Your coursework itself may be retained for inspection by the External Examiner and returned only after the Progression Board meeting in May. Any grades given to you prior to the Board's meetings should be considered as provisional and subject to confirmation by this Board.

7.3.4  Return Date of Coursework
Feedback will normally be returned in approximately two weeks from the date of submission (but for larger classes may be up to three weeks).

Coursework that has not been submitted by the date set for the return of marked coursework will not be marked at all.

7.3.5  Coursework Results
Any marks and grades given to students are considered provisional and subject to confirmation by the School of Management and Languages Assessment and/or Award/Progression Boards.
7.4 MSc Dissertation

To obtain the MSc degree, students must successfully complete and pass a dissertation. Students will be advised following the Progression Board in May / June whether they have successfully completed the PG Diploma stage of the programme and can then proceed to the dissertation stage. To be able to proceed to the dissertation a student must have met the minimum standards for progression, as referenced in Section 6, and detailed in the Programme Structures.

Specific training in research methods as well as detailed assistance with choosing and defining topics will be given, usually during Semester 2. Students will also receive specific detailed information on the format, structure and sourcing of ideas for dissertation projects as well as the requirements for preparing, writing and submitting their dissertations.

The aim of the MSc dissertation is to enable students to undertake independent research into a topic that is relevant to the practical pursuit of their subject. While students are not required to make a new and significant contribution to knowledge in the area chosen, they are expected to show evidence of independent enquiry and investigation.

Broadly, the aims of the MSc dissertation are to:

- Put into practice theories and concepts learned on the programme
- Provide an opportunity to study a particular topic in depth
- Show evidence of independent investigation
- Combine relevant theories and suggest alternatives
- Enable interaction with practitioners (where appropriate to the chosen topic)
- Show evidence of ability to plan and manage a project within deadlines.

After completion of the dissertation students should be able to:

- Define, design and deliver an academically rigorous piece of research
- Understand the relationships between the theoretical concepts taught in class and their application in specific situations
- Show evidence of a critical and holistic knowledge and have a deeper understanding of their chosen subject area
- Appreciate practical implications and constraints of the specialist subject
- Understand the process and decisions to be made in managing a project within strict deadlines.

Specific aims and learning outcomes will vary from one programme to another and more information on these will be provided by your Programme Director in due course.

Further information will also become available via the SML Postgraduate Portal during the academic year:

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/
7.4.1 Supervision Arrangements
Students will be allocated an academic supervisor who will provide general guidance and support in completing their dissertation. Wherever possible the academic supervisor will have a detailed knowledge of the topic area however, due to the need to balance academic supervisor workloads, this may not always be possible. As all academic supervisors have extensive knowledge of the research process, this will not disadvantage any student.

The supervisor will agree an overall schedule of work with students and will establish how frequently meetings will be required. School policy is that the student will have up to five meetings with their supervisor through the dissertation period. The supervisor will keep a written record of all meetings, normally using the “Record of Supervision Meeting Form”, which can be found on the dissertation section of the Portal:

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

Where supervision is carried out remotely (e.g. by email) evidence of supervision will take the form of email correspondence between supervisor and supervisee.

Supervisors are asked to aim to reply to any correspondence relating to dissertations (including e-mail correspondence) and to return comments on submitted work within a week of receipt. Students should recognise that academic staff may be away for extended periods e.g. at conferences, on leave, or while undertaking their own research. Students are responsible for making themselves aware of when their academic supervisors will be away from the University. Supervisors will only use Heriot-Watt e-mail accounts for correspondence with students. It is the student’s responsibility to ensure their e-mail account is available to meet all necessary file transfers. At all times it is the responsibility of the student to maintain adequate contact with their supervisor and to keep their supervisor informed of their progress.

During the writing process, students can normally expect supervisors to read up to two draft chapters, once only. Supervisors are not required to read successive drafts of the same part.

Where students achieve a grade D in their dissertation at the first attempt, they will normally be offered the opportunity to resubmit the dissertation with a view to achieving a grade C, which is required for award of the MSc. As part of the resubmission process, students will receive feedback on their first submission detailing the specific areas to be improved, but they will not receive any additional supervision. Neither will supervisors be required to read any further chapters. Resubmitted dissertations will receive up to a maximum of grade C or 55%. Students resubmitting their dissertation will be required to pay an additional fee to the University.
7.4.2 Schedule for Preparation and Submission
Preparation for the dissertation will normally take place during Semester 2. The summer is when intensive research, data collection, analysis and writing will take place. Students will be advised by their Programme Director of the specific stages and milestones involved.

Once the subject area has been agreed and a supervisor allocated, you will be asked to complete a formal Dissertation Proposal form. This form is will be available on the dissertation section of the Portal:

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

Whilst the emphasis within a specific topic area may change, students should not change their topic without the permission of their supervisor.

7.4.3 Ethics
At the proposal stage students must also read the School’s "Policy on Ethical Aspects of Research for Postgraduate Dissertations" and confirm that they have read and understood this policy by ticking the appropriate box on the Dissertation Proposal Form.

Students will also be required to complete an “Application to School Ethics Committee for Ethical Approval for a Research Project”. In addition, students will have to obtain approval under the Disclosure Scotland procedures, if research involves individuals or groups under the age of 18 or other designated vulnerable or at risk individuals or groups.

The School’s Policy on Ethical Aspects of Research for Postgraduate Dissertations and the Application to School Ethics Committee for Ethical Approval for a Research Project are both available online here:

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

7.4.4 Overview of a Dissertation Length
The dissertation should normally be between 12,000 and 15,000 words in length, although those dissertations dealing with numerical analysis may be permitted a lower level. The Programme Director or academic supervisor will provide you with specific guidance. Students whose dissertations vary by a margin of 10% will be required to re-submit their work and to express themselves within the stipulated limits. Appendices are not included in the word count but should not be excessively long. The word count should be on the title page.
7.4.5 Order of Parts:
The dissertation should normally observe the following order of parts (although these may not all apply in every dissertation):

1. Title page (containing: title, student's name and enrolment number, year of graduation, supervisor's name, word count and the following wording: “Dissertation submitted in partial fulfilment of the requirements for the degree of MSc at Heriot-Watt University.”)
2. Abstract (a summary of the main arguments and conclusions, not to exceed one page)
3. Dedication or Epigraph (optional)
4. Table of contents
5. List of Illustrations (plates, figures, maps and tables, in that order)
6. List of Abbreviations
7. Acknowledgements (of all help received during the preparation of the dissertation)
8. Text (including introduction), subdivided into relevant chapters and sections
9. Conclusion
10. References
11. Appendices (only relevant supporting information)

7.4.6 Submitting your Dissertation
Students will usually provide a minimum of two bound copies of their dissertation as well as an electronic copy. Additionally, students will be required to submit their dissertations electronically through Turnitin, and to submit the Turnitin e-mail receipt with the hard copies.

The dissertation must be submitted in hard copy to the School Hoppers (submission boxes) outside the Student Office (MB 1.23) and not to the academic supervisor. Students must also complete a Dissertation Submission Form.

Students are expected to submit their dissertation in person; where this is not possible it is recommended that students use registered mail or a courier service to ensure secure and timely delivery in accordance with the dissertation deadlines. See Section 7 for further details.

Students undertaking company-sponsored projects will be expected to provide an additional copy of their dissertation for the company; this is in addition to the minimum two copies.
7.4.7  Costs
Students need to be aware that, with the exception of projects supported by companies, they will receive no financial support for expenses incurred in obtaining data for their dissertations from the University. In planning their dissertations, students need to be aware that the University cannot provide travel, data processing, mailing, telephone or specific requests for specialist reports. Where students are undertaking a company supported project, whether obtained by the University or themselves, they will not usually be paid, although they may be able to claim travel and accommodation costs where prior agreement with the company has been obtained. The student has the responsibility to ensure that any expenditure has been approved before it is incurred.

7.4.8  Dissertation Deadlines
In order to manage the intake of dissertations at the School Office each programme is allocated a separate date and time over a working week for dissertations to be submitted. Your dissertation deadline will be confirmed by your Programme Director via VISION.

If a student cannot submit their dissertation in person, they must nonetheless ensure that their dissertation is received in the School Office by the relevant deadline stated below.

If students wish to graduate at the November graduation ceremony, they must submit their dissertation by the allocated August deadline. This deadline must be strictly observed.

Dissertations that are submitted late, either in person, or by post, will be subject to a penalty of 30% of the mark awarded, in line with the Late Submission policy unless an extension has been granted in advance.

Where an extension has not been granted, late submissions will be accepted up to one month after the standard submission deadline (and will be subject to the late penalty as indicated above). Beyond that, date dissertations will not be accepted and will be awarded a mark of zero.

Students submitting their dissertation late, whether or not they have been granted an extension, should be aware that they are unlikely to be able to graduate at the November graduation ceremony.

7.4.9  Dissertation Extensions
In exceptional personal circumstances only a request may be made to the Director of Postgraduate Programmes for a short extension to the normal submission date. This should be done using the "Request for Extension to MSc Dissertation Form", which can be found via the SML Postgraduate Portal:

http://www2.hw.ac.uk/sml/postgraduate/2016-2017/
All such requests must be accompanied by appropriate supporting documentation. The completed form and supporting documentation should be submitted to Jessica Forbes (J.Forbes@hw.ac.uk) for consideration by the Director of Postgraduate Programmes.

It is essential that requests are made in a timely fashion and should normally be made at least two weeks in advance of the stated submission deadline.

Submitting an extension request does not guarantee that the request will be granted and students should be prepared to submit by their official deadline unless they are formally granted an extension.

All decisions regarding extensions will be made strictly in line with the SML Mitigating Circumstances policy detailed in Section 8.

In all cases, independent documentary evidence, such as medical certificates, must be provided to verify mitigating circumstances. Extension requests submitted without such evidence cannot be considered.

Note: If you are unable to submit your dissertation by the extension deadline due to Mitigating Circumstances (MC), you are required to submit a new MC form, with additional verifiable documentary evidence. Failure to submit an MC form prior to the extended deadlines will result in your dissertation receiving a mark of zero (0).

It is the responsibility of students to ensure that they schedule their work in such a way that they are able to submit by the deadline.

The time required for final checks, proofreading, printing and binding should not be underestimated.

7.4.10 Oral Examinations for Dissertations

In line with University Regulation 48 relating to Higher Degrees of Master (Taught), students may be required to present themselves for an oral examination (a 'viva') following submission of the MSc dissertation and as part of the assessment process. Examiners may wish to hold an oral examination for a number of reasons, including where this would help examiners arrive at a final mark for the dissertation, where there is uncertainty surrounding the contribution of the student to the project reported on in the dissertation (e.g. in the case of a company project), or where there are questions surrounding the authorship of the dissertation.

Students will be notified at least one week in advance of the requirement to attend an oral examination. While students will normally be required to attend the examination in person, it may be possible to conduct the examination remotely (e.g. via Skype). In all cases all reasonable efforts will be made by the School to ensure that there is no delay to a student's graduation; however, delays may be unavoidable in some instances.
7.5 Academic Misconduct and Plagiarism

The School of Management and Languages takes any breach of academic conduct very seriously and cheating will not be tolerated.

*It is the responsibility of all Heriot Watt students to ensure that they read, understand and abide by all University regulations regarding academic misconduct.*

Academic misconduct includes (but is not limited to) plagiarism, copying, colluding (i.e. writing an assessment with somebody else that you are supposed to produce alone), significantly or completely duplicating your own work for multiple assessments, commissioning (i.e. paying somebody else to write an assignment for you, or purchasing one online), or cheating in examinations.

There is also plenty of literature on what constitutes academic misconduct in the campus library. If you are in any doubt as to what constitutes academic misconduct you are expected to consult an academic member of staff, such as a programme or course co-ordinator, student mentor/personal tutor or other qualified student support worker.

To help you, the *Student Guide to Plagiarism* is included in Appendix B of this handbook. More information on the School's referencing policy and advice on good scholarship practice is included in Section 10 of this handbook.

*How to help ensure you do not commit academic misconduct:*  
- Thoroughly read the *Student Guide to Plagiarism.*  
- Make use of the resources on offer e.g. academic enhancement classes, library workshops, your mentor/personal tutor.  
- Never "lend" your work to a fellow student, even for "checking".  
- Proofread your work thoroughly.  
- Always make sure that you submit the final draft both in hard copy and in electronic copy.  
- Plan your time carefully.  
- Leave enough time to print and check your work before submitting.  
- Don't panic if you make a mistake with your time. It is always better to hand in your own original work late and accept the late penalty, than to cheat, and damage your academic reputation. Learn from your mistake, and give your studies more focus for the future.  
- Ask for help if you are struggling

Students who are suspected of cheating in either coursework or examinations will be referred to the SML Academic Standards Board, who will review each case, and where appropriate impose a suitable penalty. If it is found that cheating has taken place, then this will also be marked permanently on the student's record. Marks will be withheld while a student's case is reviewed. For those very serious cases, such as repeat / multiple incidents of cheating, the Board will refer the case to the University Discipline Committee.
Recent penalties levied have included having courses and/or coursework voided and reassessment required, and regrettably in recent instances where the cheating was severe, dismissal from the University. When students are required to resit a course for disciplinary reasons, students must take the exams on campus. Investigating incidences of suspected academic misconduct may also potentially affect a student's ability to graduate or progress on time.

For the vast majority of students, academic misconduct will not be an issue at all during your studies here. We understand that students can sometimes struggle to manage their time effectively and this can lead to poor decision making in the minority of cases. The information on academic misconduct is here to help you make the most of your SML degree programme and to help you avoid making mistakes that could have a serious impact on your studies.

More information on the University's policies and procedures on academic misconduct is included in Part B2: Section 7 of this handbook.
7.6 Examinations

Full-time students in attendance at the University are entered automatically, without fee, for the examinations of courses in which they are registered.

It is a student's responsibility to make sure that they attend all their examinations and obey all regulations for examination conduct.

More information about exams, regulations and timetables are online here:

http://www.hw.ac.uk/students/studies/examinations.htm

Postgraduate programmes in the School of Management & Languages have standard two diets of examinations, plus a resit diet:

- Semester 1 exams: Monday 5th December 2016 – Friday 16th December 2016
- Semester 2 exams: Monday 24th April 2017 – Friday 5th May 2017
- Summer resit exams: Thursday 3rd August 2017 – Friday 11th August 2017

Students should refer to Section 6 for further information on progression and resit requirements. Students taking a resit exam will be subject to an administration charge levied by the University Academic Registry.

All students are required to attend for the entirety of the Semester 1 and Semester 2 teaching periods and be present for the full examination and resit diets. Students must not book holidays during these periods.

Students will be informed of the exact dates, times, and locations for all exams in due course via published timetables available online (see https://www.hw.ac.uk/students/studies/examinations/timetables.htm for more information).

It is ultimately your responsibility to ensure you have the correct times and locations for the exams you are sitting.
7.7 **Examination Results**

Assessment results are now released online via Student Self Service. This is the official method of informing you of your final course results and any examiners' recommendation on progression or award. Provisional results will also be released when available. It is important that you check your online results promptly once released; the School will advise you of when these release dates will be.

For more information on Online Assessment Results, please visit here:

http://www.hw.ac.uk/students/studies/examinations/results.htm

**LINCS**

At the start of semester 2 you will meet with your mentor/personal tutor who will give you your provisional marks for semester 1. Marks from semester 1 assessment will remain provisional until ratification by the Progression Board of Examiners following semester 2 assessment in May.
8 Student Support during Studies

8.1 Mentoring/Personal Tutoring

The School of Management and Languages operates a mentoring/personal tutoring scheme, introduced in the summary below. Further details regarding the University's mentoring (aka Personal Tutoring) scheme can be found in Part B3.1.

Aims
To assign each postgraduate student entering the School of Management and Languages (the mentee) to a member of academic staff in the School of Management and Languages (the mentor/personal tutor) who can be consulted on all aspects of the University and who will provide a mechanism whereby the progress of each postgraduate student in the School of Management and Languages is monitored and remedial action taken where appropriate.

Objectives
The mentees can expect that mentor/personal tutor will:

1. Normally be the first point of contact when information and advice is required, whether of an academic or non-academic nature.
2. Be able to direct mentees to other sources of information and advice that are available centrally within the University.
3. Monitor each mentee’s academic progress.
4. Counsel mentees who fail a course and where possible ascertain the reasons for the failure.
5. Have an overview of the whole of each mentee’s University career and be in a position to provide background information to other members of the University and to Examination Boards.

Note that the mentoring/personal tutor schemes offered within the School may be organised slightly differently across different departments. However, each department’s scheme achieves the above objectives.

Schedule of Meetings
Postgraduate students will meet with their mentor/personal tutor at least twice per year. The meetings will normally take place in weeks 1.2-1.4 (Semester 1) and weeks 2.3 - 2.5 (Semester 2). All mentees will have the opportunity to meet with their mentor/personal tutor at other times by appointment.
8.2 Ill Health and Mitigating Circumstances

If you are unable to sit an assessment through illness or other extenuating circumstances, or if you believe that your performance has been affected by these circumstances you should notify the School’s Assessment Office as soon as possible. In addition you must submit a completed Mitigating Circumstances (MC) form to the School, along with a Medical Certificate, or other appropriate documentary evidence, by the deadlines below. The School will not be able to consider any Mitigating Circumstances without this information.

You can obtain a copy of the Mitigating Circumstances form from the Student Office and on the SML Postgraduate Portal: http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

In determining what constitutes mitigating circumstances, the School abides by the University's Mitigating Circumstances policy, which can be found online here:

University Mitigating (Special) Circumstances Policy

Events or circumstances that would normally be recognised as grounds for consideration of special circumstances might include:

- Illness or accident affecting the student
- Bereavement – death of a close relative or significant other
- Significant adverse personal or family circumstances
- Other significant exceptional factors that are outside the student’s control (e.g. Jury Service, although student assessments would normally be a reason for a student to be permitted to stand down), or for which there is evidence of stress caused
- Circumstances affecting the University’s ability to schedule set or deliver courses and/or assessments, including marking of assessments, e.g. staff participation in industrial action, or problems affecting infrastructure or IT systems
- Severe adverse weather, political unrest or natural disaster

Events or circumstances that would not normally be considered grounds for consideration of special circumstances include:

- Holidays or other events that were planned or could reasonably have been expected
- Assessments that are scheduled close together or on the same day, or that clash due to incorrect registration by the student
- Misreading the timetable for examinations or otherwise misunderstanding the requirements for assessment
- Inadequate planning or time management
- Last-minute or careless travel arrangements
- Consequences of paid employment
- Exam stress or panic attacks not supported by medical evidence

In all cases independent documentary evidence, such as medical certificates, must be provided to verify special circumstances.
You can read further about Heriot-Watt’s Mitigating Circumstances policy here: [http://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm](http://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm)

All forms and supporting documentation should be submitted to the School’s Assessment Office by scanning and sending the form and supporting documents in full by e-mail to smlexams@hw.ac.uk or in person to the Assessment Office (MB 1.25).

All evidence of Mitigating Circumstances must be submitted by students no later than one week after the date of their last exam. This applies to both the Semester 1 exam diet and the Semester 2 exam diet. Any students seeking to submit MC after this date will be required to do so through the University’s appeals process (see Section 9).

Evidence will be reviewed by the Chair of the Postgraduate Mitigating Circumstances Committee following each assessment diet and the Committee will subsequently make a recommendation to the relevant Progression/Award Board.

It is vital that students tell us if they are having difficulties at the time they occur. We appreciate that sometimes students may feel embarrassed or that they "don't want to make a fuss" when they encounter difficulties, for example, through their own ill health or that of a close family member. Please be assured that any information disclosed to staff will be treated with respect and in confidence.

Finally, students should also note that the University’s appeal procedures state that students have a responsibility to notify the School of any mitigating circumstances at the time of their occurrence. Effectively this means that if you submit an appeal against an examination board decision, based on circumstances that you opted not to disclose to the examination board at the time they arose, then the School would not able to consider this as a basis for appeal.

### 8.3 Temporary Suspension of Studies

In exceptional cases where a student has serious mitigating circumstances which are continuing, or liable to continue for a long period of time, it may be appropriate for a student to apply for a Temporary Suspension of Studies. A Temporary Suspension of Studies permits a student to take a leave of absence from their studies and return at a pre-determined date. Students who wish to consider a Temporary Suspension of Studies should discuss the matter with their mentor/personal tutor in the first instance.

Student should also refer to the relevant pages on the Academic Registry’s website for further options available to them:

[https://www.hw.ac.uk/students/studies/leaving.htm](https://www.hw.ac.uk/students/studies/leaving.htm)

### 8.4 Student Counselling

The University also offers a Student Counselling Service, with the opportunity to talk to professional trained counsellors for those students who are experiencing on-going difficulties. The Counselling and Support website has further details of
this service, as well as lots of useful information about common problems faced by students and how best to manage them:

http://www.hw.ac.uk/students/health-wellbeing/counselling.htm

8.5 Student Recording of Lectures and Seminars for Additional Learning
SML understands and supports the fact that some of our students will have additional learning needs, e.g. dyslexia. SML is therefore aware that some such students find it useful to record their lectures in order to take notes more effectively.

Please be advised that any student who wishes to record a lecture must obtain permission for doing so BEFORE making a recording. Students may not record lectures or seminars without the express written permission of their Lecturer.

Students may not share or publish any portion of a recording, this includes on the Internet and social networking sites. To do so is to breach the rights and trust of their lecturer and any other students captured in the recording.

More information and a permission form can be found online at the Disability Service:

http://www.hw.ac.uk/students/health-wellbeing/disability/support.htm

8.6 Disability
While you may not have considered yourself to be ‘disabled’, you may be covered by the term ‘disability’ if you have a long-term condition, for example, anxiety, depression, dyslexia, which affects your ability to undertake tasks such as group work, essays and exams. If you feel this may apply to you we ask that you contact Disability Support https://www.hw.ac.uk/students/health-wellbeing/disability.htm

Disability services will meet with you and discuss your concerns. They will liaise with your departmental disability coordinator to arrange the support you require. In addition, your mentor is available for you to speak to, and you can contact the disability coordinator for your department directly.

Each department has a disability coordinator:

- Business Management:
  - Kate Sang (MB1.35, k.sang@hw.ac.uk)
- Languages and Intercultural Studies:
  - Liz Thoady (HP1.23 S.C.E.Thoday@hw.ac.uk)
- Accountancy, Economics and Finance:
  - Bing Xu (MBG.54 B.Xu@hw.ac.uk)

It is important that students declare any conditions or problems which may be affecting their performance, in order for necessary adjustments to be made. These communications are confidential and will not be used in any references provided for you by the University.
## 9 Postgraduate Academic Issues

### 9.1 Raising an Academic Issue

The School of Management and Languages endeavours to foster good working relationships between students and staff. During your course of study you may have issues regarding your course or programme. Students who wish to raise any issues may do so in confidence that they will not be penalised in anyway, in respect to either their ongoing studies (e.g. assessments) or support.

Within the School there is an agreed procedure for raising these matters so that they can be dealt with quickly and efficiently (see Figure 1).

**Figure 1: Process for Raising an Academic Issue**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Raise issue directly with the member of teaching staff concerned. Seek support of student representative / Departmental School Officer if needed.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If matter is unresolved</td>
</tr>
<tr>
<td>Step 2</td>
<td>Discuss issue with your mentor/personal tutor and with the course coordinator, if you have not already done so as part of Step 1.</td>
</tr>
<tr>
<td></td>
<td>If matter is unresolved</td>
</tr>
<tr>
<td>Step 3</td>
<td>Inform the student representative / School officer for your department of your issue.</td>
</tr>
<tr>
<td></td>
<td>If matter is unresolved</td>
</tr>
<tr>
<td>Step 4</td>
<td>Approach senior staff in this order: (as listed in Student Handbook)</td>
</tr>
<tr>
<td></td>
<td>1. Postgraduate Programme Family Director</td>
</tr>
<tr>
<td></td>
<td>2. Director of Postgraduate Programmes: Associate Professor Elaine Collinson</td>
</tr>
<tr>
<td></td>
<td>3. Director of Administration &amp; School Registrar: Mr Campbell Powrie</td>
</tr>
<tr>
<td></td>
<td>If matter is unresolved</td>
</tr>
<tr>
<td>Step 5</td>
<td>Refer to the University's formal Complaints procedures (<a href="http://www.hw.ac.uk/registry/complaints.htm">http://www.hw.ac.uk/registry/complaints.htm</a>)</td>
</tr>
</tbody>
</table>
Step 1
First, raise your issue directly with the member of teaching staff concerned (this may be a class teacher, tutor or lecturer). You should not worry about raising any issue but if you do feel uneasy doing this yourself then you can contact your student representative or School Officer for your department who can raise the matter on your behalf. Information on your class representative is posted online on the HWUSA website, the SML website, and on VISION. Information can also be found on the Postgraduate Student Staff Liaison Committee notice board on the ground floor of the Mary Burton building just before the library entrance. You can also contact HWUSA directly for information on who the student representatives and School Officers are for your department.

Step 2
If the matter is not resolved then your next step is to discuss your issue with your mentor/personal tutor and, if you have not already done so, with the course co-ordinator.

Step 3
If the matter remains unresolved then you should inform the student representative/School officer for your department if you have not already done so. The School Officers and student representatives are members of the Postgraduate Student Staff Liaison Committee (PGSSLC). This committee meets three times a year to discuss how programmes and courses are being run. The members of this committee work to resolve any matter that it considers relevant to the running of the degree programmes in the School of Management and Languages, such as curricula, teaching and assessment methods. Committee members are able to bring student issues to the attention of senior staff on your behalf. However, the Committee is not competent to deal with matters concerning individual students or members of staff, such as disciplinary matters, assessments, or appointments.

Step 4
If the issue remains unresolved you may approach senior staff directly in the order given in Figure 1. You can find the office of any SML member of staff, by using Heriot-Watt's People Finder: [http://www.hw.ac.uk/about/contact/people-finder.htm](http://www.hw.ac.uk/about/contact/people-finder.htm)

Step 5
If you still feel that the matter is unresolved you are able to raise concerns through HWUSA. There is a sabbatical officer offering full time representation for Education and Welfare matters and they can be e-mailed at info@hwunion.com. Please note that HWUSA will ask if you have raised your concerns through the established procedures before they address your issues.

Alternatively, you may wish to raise the matter through the University's Complaints or Appeals procedures.
9.2 Appeals

Before submitting an appeal you are strongly advised to discuss the matter with your mentor/personal tutor or supervisor or other relevant member of staff in an attempt to resolve the matter informally. If the matter remains unresolved, you may invoke the formal appeals procedure. You may seek advice and guidance in preparing an appeal from the Student Union or from your School/Institute Office.

An academic appeal is a formal request for the review of a decision affecting you that has been made by a Heriot-Watt University academic body or officer with authority for making decisions on student progression, assessment and academic awards.

It is important to note that the appeal process cannot be used to challenge academic judgement.

If you are submitting an appeal you should ensure that you have read and understand the Student Academic Appeal Policy and Procedures.

The Procedures are available at: http://www.hw.ac.uk/registry/appeals.htm

The applicable form (available from the above link) must be completed and must be submitted no later than 10 working days after receipt of the information which forms the basis of the appeal coming to your knowledge.

All School of Management and Languages appeals must be submitted to Mrs K Chieza (K.Chieza@hw.ac.uk) only and not directly to either the Head of School or any other member of staff (either academic or administrative).

A student appealing against an award will not be entitled to receive the award until the process of appeal has been concluded or the appeal has been withdrawn.

9.3 Complaints

A complaint is different from an appeal and is defined as any specific concern a student might have relating to the University including a concern about the provision of a programme of study or academic related service or facility provided by the University.

The University procedures for considering complaints are contained in the Student Complaints Policy and Procedures which is available at:

http://www.hw.ac.uk/registry/complaints.htm
10 Referencing and Scholarship

10.1 Scholarship

It is important as a student at university to read as widely as possible around your subject. Your reading might include media and news but should, in particular, be informed by robust academic work.

There are a number of primary objectives for academic reading:

- To understand a theoretical concept
- To develop broader understanding of a subject
- To expand applied or practical knowledge of a subject
- To understand alternative viewpoints so it is possible to compare and contrast ideas.

Textbooks are acceptable reading for introductory courses and early years of study. In later years you will find that textbooks can provide the basis for understanding of an area of study. However, you are also expected to refer to current research published in academic journals. Do not confuse scholarly electronic sources with other kinds of information available on the web.

Many web-based sources are useful, for example, the internet has excellent data about organisations (often written by the firms themselves). There is lots of valuable secondary data, such as economic/market/population/etc. statistics from official and policy bodies. However, there are many dangers with relying on the internet for data. You must therefore use with caution.

Examples of poor information on the web are:

- Open-source information, such as Wikipedia – these have no quality control measures, so you cannot know if the source is accurate or robust. You should therefore avoid open-source sites in assessed work.
- Newspaper and other media articles can be very informative but they usually comprise opinion or a political or social slant so be aware of this when you use them.
10.2 Referencing

In all academic writing Referencing is essential. Citing sources is the key mechanism used to demonstrate the quality of arguments and evidence. It also allows you to demonstrate that you are not stealing other people’s work. Taking other peoples’ work and implying it is yours by not citing it correctly is plagiarism. Plagiarism is a serious academic offence.

See http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm

The School of Management & Languages uses the Harvard Referencing system.

In your assessed work you are expected to use Harvard Referencing whenever you cite a source of information:

- When you state facts, cite data, or present an argument informed by your reading
- State which sources support your work
- If you are presenting a critical analysis, also cite the sources that you are refuting

The library has some excellent information on how and where to cite using the Harvard Referencing system. See in particular

http://www.hw.ac.uk/is/docs/Harvardguide.pdf

References should be cited in text and in a separate References Section at the end of your work.

- In text referencing should follow the general rule: Author name (date, page numbers where appropriate)
  e.g., It has been suggested by Reed (2008, pp.30-31)… or This has been found several times (Allan, 2001) or People should “make sure to reference their work” (McKee, 2007, p.9).

In References Section all sources should be listed in alphabetical order by author name:


The link above provides many more examples of referencing different types of material. The library also runs several useful sessions on academic practice and plagiarism; details are available online here:

http://www.hw.ac.uk/is/skills-development/power-hours.htm

If you are uncertain, just ask!

END OF PART A
PART B: UNIVERSITY INFORMATION

The Academic Registry is responsible for producing Part B of the handbook to provide information and assistance on University policies and support services.

It is important to read through Part A of the Handbook which provides more specific information on the requirements of your particular programme of study. Students should contact the appropriate School in the first instance for any academic query or assistance.

Please note that the following sections are standard sources of information provided to all students. However, certain aspects are programme-specific and students should refer to Part A where directed. Students are advised that the University will make changes to study programmes and progression requirements from time to time in accordance with strategic developments and it is therefore important to ensure that students check the most recent version of their handbook for up-to-date information.

B1. UNIVERSITY POLICY AND GUIDANCE

The University publishes policies and reference information on its website that may be of use and of interest to students through the programme of their studies at Heriot-Watt University.

Wherever practicable, University policy is designed to include all members of the University’s community, both within and out with the main campus environments.

Important information for students is contained in the Student Learning Code of Practice. This document is attached in Appendix A.

Policies of specific interest and relevance to students can be accessed via:

http://www1.hw.ac.uk/committees/ltb/ltb-policies.htm

B2 ORDINANCES AND REGULATIONS

Heriot-Watt University has a detailed set of rules which governs the operation and management of University business. These are referred to as Ordinances and these Ordinances are set by the Court, which is the governing body of the University. The Ordinances provide a regulatory framework for corporate governance.

The University Ordinances are supported by University Regulations which provide a regulatory framework for the governance of academic-related matters which Staff and Students must adhere to for all academic matters.

There are a number of policies and procedures that underpin the Ordinances and Regulations.
The following section on Academic Support Services often refers to Ordinances and Regulations. These links will provide you with information and guidance on all matters relating to your academic life.

A full list of Ordinances and Regulations are available at the following weblink:

http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm

B3. QUICK FINDER GUIDE TO ACADEMIC SUPPORT SERVICES

How to use this guide.

The following guide lists academic support services and resources and provides appropriate weblinks. The guide is divided into 10 sections:

1. Academic Support
2. Enrolment Attendance and Periods of Study
3. Guidance of Assessment
4. Examination and Re-assessment Procedures
5. Grading Awards and Qualifications
6. Graduation
7. Conduct, Discipline and Appeals
8. Complaints
9. Suspension, Withdrawal and Exit Award
10. Student Fees and Charges

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<th>1. Academic Support</th>
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<tr>
<td>1.1 Personal Tutoring</td>
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*Please refer to the programme-specific information in Part A of this handbook for further details on Personal Tutoring.*

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<tbody>
<tr>
<td>1.2 Professional Development Planning</td>
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</table>

*Please refer to the programme-specific information in Part A of this handbook for further details on Professional Development Planning.*

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<tbody>
<tr>
<td>1.3 Student Feedback</td>
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*Please refer to the programme-specific information in Part A of this handbook for further details on Student Feedback.*

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<td>1.4 Learning and Teaching Matters</td>
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## 2. Enrolment, Attendance and Periods of Study

| 2.1 | Attendance/Absence from the University | Student Attendance: [http://www.hw.ac.uk/students/studies/record/attendance.htm](http://www.hw.ac.uk/students/studies/record/attendance.htm)  
Withdrawal from the University: [http://www.hw.ac.uk/students/studies/leaving.htm](http://www.hw.ac.uk/students/studies/leaving.htm)  
[http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm](http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm)  
Regulation 1 – General Regulation, paragraph 6  
Regulation 4 – Postgraduate Diplomas and Graduate Diplomas, paragraph 12  
Regulation 18 – Postgraduate Certificates and Graduate Certificates, paragraph 12  
Regulation 48 – Higher Degrees of Master (Taught), paragraph 12 |
| 2.2 | Recognition of Prior Learning & Credit Transfer | [http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm](http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm)  
Regulation 46 – Accreditation of Prior Learning (APL)  
Policies and Procedures: [http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm](http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm) |
| 2.3 | Amendment to Enrolment | Amendment to Enrolment: [http://www.hw.ac.uk/students/studies/record/amending-your-enrolment.htm](http://www.hw.ac.uk/students/studies/record/amending-your-enrolment.htm) |
| 2.4 | Change of Address | Please login to Student Self Service [www.hw.ac.uk/selfservice](http://www.hw.ac.uk/selfservice) |
| 2.5 | Enrolment | [http://www.hw.ac.uk/students/studies/enrolment.htm](http://www.hw.ac.uk/students/studies/enrolment.htm)  
*Please refer to the programme-specific information in Part A of this handbook for further details on enrolment.* |
| 2.6 | Periods of Study | [http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm](http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm)  
Regulation 4 – Postgraduate Diplomas and Graduate Diplomas, paragraph 10  
Regulation 18 – Postgraduate Certificates and Graduate Certificates, paragraph 10  
Regulation 48 – Higher Degrees of Master (Taught), paragraph 10 |
| 2.7 | Data Protection | [http://www.hw.ac.uk/about/policies/data-protection.htm](http://www.hw.ac.uk/about/policies/data-protection.htm) |
| 2.8 | Suspension of Studies | Students are advised to consult with their personal tutor /Year Coordinator/Director of Studies in the first instance  
Further information and details of how to apply can be found here: [http://www.hw.ac.uk/students/studies/leaving/temporary-suspension-studies.htm](http://www.hw.ac.uk/students/studies/leaving/temporary-suspension-studies.htm) |
| 2.9 | Teaching Timetables | [http://www.hw.ac.uk/students/studies/timetables.htm](http://www.hw.ac.uk/students/studies/timetables.htm) |
### 3. Guidance on Assessment

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<th><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Regulation 1 – General Regulation, paragraph 6</td>
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<td></td>
<td></td>
<td>Regulation 4 – Postgraduate Diplomas and Graduate Diplomas, paragraphs 13 – 19</td>
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<tr>
<td></td>
<td></td>
<td>Regulation 18 – Postgraduate Certificates and Graduate Certificates, paragraphs 13 – 19</td>
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<tr>
<td></td>
<td></td>
<td>Regulation 48 – Higher Degrees of Master (Taught), paragraphs 13 – 19</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>3.2</th>
<th>Heriot-Watt Assessment and Progression System (HAPS)</th>
<th><a href="http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm">http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The University operates a Heriot-Watt Assessment and Progression System (HAPS) which specifies minimum progression requirements. Schools have the option to apply progression requirements above the minimum University requirement, which are approved by the Studies Committees. Please refer to the programme-specific information in Part A of this handbook for further details on progression requirements.</td>
<td></td>
</tr>
</tbody>
</table>

| 3.3 | Extension to Assessment Deadlines | Please refer to the programme-specific information in Part A of this handbook for further details on extensions to assessment deadlines. |

<table>
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<tr>
<th>3.4</th>
<th>Ill Health and Mitigating Circumstances - Assessment</th>
<th><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></th>
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<tr>
<td></td>
<td>Regulation 4 – Postgraduate Diplomas and Graduate Diplomas, paragraph 12, 17, 21</td>
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<td>Regulation 9 – Assessment and Examinations, paragraph 9, 12</td>
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<tr>
<td></td>
<td>Regulation 18 – Postgraduate Certificates and Graduate Certificates, paragraph 12, 17, 21</td>
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<td></td>
<td>Regulation 48 – Higher Degrees of Master (Taught), paragraph 12, 17, 22</td>
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</tbody>
</table>

| 3.5 | Non-Submission of Assessment | Please refer to the programme-specific information in Part A of this handbook for further details on non-submission of assessments. |

| 3.6 | Submission of Assessment | Please refer to the programme-specific information in Part A of this handbook for further details on submission of assessment. |
4. Examination and Re-assessment Procedures

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<th>Description</th>
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<td>4.1</td>
<td>Assessment Results</td>
<td><a href="http://www.hw.ac.uk/students/studies/examinations/results.htm">http://www.hw.ac.uk/students/studies/examinations/results.htm</a></td>
</tr>
<tr>
<td>4.2</td>
<td>Discretionary Credits</td>
<td><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></td>
</tr>
<tr>
<td>4.3</td>
<td>Examinations</td>
<td><a href="http://www.hw.ac.uk/students/studies/examinations.htm">http://www.hw.ac.uk/students/studies/examinations.htm</a></td>
</tr>
<tr>
<td>4.4</td>
<td>Examination Diets</td>
<td><a href="http://www.hw.ac.uk/students/studies/examinations.htm">http://www.hw.ac.uk/students/studies/examinations.htm</a></td>
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<tr>
<td>4.5</td>
<td>Examination Timetables</td>
<td><a href="http://www.hw.ac.uk/students/studies/examinations/timetables.htm">http://www.hw.ac.uk/students/studies/examinations/timetables.htm</a></td>
</tr>
<tr>
<td>4.6</td>
<td>External Examiners Information and Reports</td>
<td>Students can find details of the External Examiners for their programme on the web: <a href="http://www.hw.ac.uk/students/studies/examinations.htm">http://www.hw.ac.uk/students/studies/examinations.htm</a> Students can request the External Examiners Report for their Programme by emailing <a href="mailto:J.Stewart@hw.ac.uk">J.Stewart@hw.ac.uk</a> Further guidance on the sharing of External Examiners Reports can be found at: <a href="http://www.hw.ac.uk/services/academic-registry/quality/qa/external-examiners.htm">http://www.hw.ac.uk/services/academic-registry/quality/qa/external-examiners.htm</a></td>
</tr>
<tr>
<td>4.7</td>
<td>Examination Conduct</td>
<td><a href="http://www.hw.ac.uk/students/studies/examinations/exam-conduct-id-checks.htm">http://www.hw.ac.uk/students/studies/examinations/exam-conduct-id-checks.htm</a></td>
</tr>
<tr>
<td>4.8</td>
<td>Ill Health and Mitigating Circumstances – Examinations</td>
<td><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a> Students should refer to the programme-specific information in Part A of this handbook for related procedures in Schools.</td>
</tr>
</tbody>
</table>

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[45]
4. Examination and Re-assessment Procedures

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
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<tr>
<td>4.9</td>
<td>Examination in Different Time Zones</td>
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<td></td>
<td>Policy: <a href="http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm">http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm</a></td>
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<tr>
<td>4.10</td>
<td>Information on Student Fees and Charges</td>
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<tr>
<td></td>
<td>Information on student fees and charges: <a href="http://www.hw.ac.uk/students/money/tuition-fees.htm">http://www.hw.ac.uk/students/money/tuition-fees.htm</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></td>
</tr>
<tr>
<td></td>
<td>Ordinance E1 (previously Ordinance 2) – Fees, Charges, Fines and Debts</td>
</tr>
<tr>
<td>4.11</td>
<td>Re-assessment</td>
</tr>
<tr>
<td></td>
<td>Information on re-assessment can be found: <a href="http://www.hw.ac.uk/students/studies/examinations/reassessment/what-if-i-fail-.htm">http://www.hw.ac.uk/students/studies/examinations/reassessment/what-if-i-fail-.htm</a></td>
</tr>
<tr>
<td></td>
<td>Students who study on one of the University’s campuses are reminded of the University policy that examinations must be taken at the campus at which the student is studying. Students must note that this includes examinations during the December and Spring diets, and Resit examinations scheduled during the Autumn diet (ie the diet which takes place over the summer vacation).</td>
</tr>
<tr>
<td></td>
<td>Reassessment Procedures: <a href="http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm">http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm</a></td>
</tr>
<tr>
<td></td>
<td>Please refer to the programme-specific information in Part A of this handbook for further details on re-assessment.</td>
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<tr>
<td>4.12</td>
<td>Use of Calculators in Examinations</td>
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<td>Policy on the Use of Calculators: <a href="http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm">http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm</a></td>
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<td></td>
<td><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></td>
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<tr>
<td></td>
<td>Regulation 9 – Assessments and Examinations, paragraph 8</td>
</tr>
<tr>
<td>4.13</td>
<td>Use of Dictionaries</td>
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<tr>
<td></td>
<td>Dictionaries are not permitted in any examinations, wherever or whenever the examination is held.</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm">http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm</a></td>
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</table>
## 5. Grading, Awards and Qualifications

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<th>5.1 Requirements for Awards</th>
<th><a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regulation 4</strong> – Postgraduate Diplomas and Graduate Diplomas, paragraph 15, 19, 21</td>
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<tr>
<td><strong>Regulation 18</strong> – Postgraduate Certificates and Graduate Certificates, paragraph 15, 19, 21</td>
<td></td>
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<tr>
<td><strong>Regulation 48</strong> – Higher Degrees of Master (Taught), paragraph 15, 16, 20, 22</td>
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</table>

| 5.2 Intermediate Awards | http://www.hw.ac.uk/students/studies/record/awards.htm |

## 6. Graduation

| 6.1 Graduation Information | http://www.hw.ac.uk/students/studies/graduation.htm |

## 7. Conduct, Discipline and Appeals

<table>
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<tr>
<th>7.1 Academic Conduct (including copying, plagiarism and collusion)</th>
<th>Further Information is available from: <a href="http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm">http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm</a></th>
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<tr>
<td><strong>Regulation 9</strong> – Assessment and Examinations, Paragraph 8</td>
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<td><strong>Regulation 50</strong> – Student Discipline</td>
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<tr>
<td>Student Discipline Policy and Procedures: <a href="http://www.hw.ac.uk/students/studies/record/discipline.htm">http://www.hw.ac.uk/students/studies/record/discipline.htm</a></td>
<td></td>
</tr>
<tr>
<td>Examination Conduct: <a href="http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm">http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm</a></td>
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<thead>
<tr>
<th>7.2 Appeals</th>
<th>Further Information is available at: <a href="http://www.hw.ac.uk/students/studies/complaints/student-appeals.htm">http://www.hw.ac.uk/students/studies/complaints/student-appeals.htm</a></th>
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<tbody>
<tr>
<td><strong>Regulation 36</strong> - Student Academic Appeals</td>
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<tr>
<td>Appeals relating to all disciplinary matters are located within the Student Discipline Policy and Procedures: <a href="http://www.hw.ac.uk/students/studies/record/discipline.htm">http://www.hw.ac.uk/students/studies/record/discipline.htm</a></td>
<td></td>
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</tbody>
</table>

| 7.3 Detection of Plagiarism | http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm |

[47]
## 7. Conduct, Discipline and Appeals

### 7.4 Student Discipline Policy and Procedures

The purpose of the Student Discipline Policy and Procedures is to regulate student behaviour in order to secure the proper working of the University in the broadest sense. These procedures cover both academic and non-academic misconduct.

Further information is available from: [http://www.hw.ac.uk/students/studies/record/discipline.htm](http://www.hw.ac.uk/students/studies/record/discipline.htm)

Misconduct and Law
At any time during enrolment a student is cautioned or arrested for, or charged with a criminal offence, including motoring offences (see exceptions) the student is required to report this immediately to the Academic Registrar. The Academic Registrar must also be kept informed of any criminal or court proceedings.

For further information on Misconduct and the Law see: [http://www.hw.ac.uk/students/studies/record/discipline.htm](http://www.hw.ac.uk/students/studies/record/discipline.htm)

### 7.5 Plagiarism

Further Information is available from: [http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm](http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm)

Plagiarism Guide:
- For an English language version, please refer to [http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm](http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm) (this document is attached in Appendix B)
- For the Chinese language version, please refer to [http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm](http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm)
- For the Arabic language version, please refer to [http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm](http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm)

### 7.6 Unauthorised Equipment in Examinations

[http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm](http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm)

**Regulation 9** – Assessment and Examinations, paragraph 8

**Regulation 50** – Student Discipline

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## 8. Complaints

### 8.1 Complaints Policy and Procedures

Further information on the University’s Complaints Policy and procedures is available from: [http://www.hw.ac.uk/students/studies/complaints/complaints.htm](http://www.hw.ac.uk/students/studies/complaints/complaints.htm)
### 9. Suspension, Withdrawal and Exit Award

#### 9.1 Temporary Suspension of Studies

Students are advised to consult with their personal tutor/Year Coordinator/Director of Studies in the first instance.

Application forms are available on the current student website, http://www.hw.ac.uk/students/studies/record/amending-your-enrolment.htm

Further information is available from:

- Regulation 1 – General Regulation, paragraph 6
- Regulation 4 – Postgraduate Diplomas and Graduate Diplomas, paragraph 10
- Regulation 18 – Postgraduate Certificates and Graduate Certificates, paragraph 10
- Regulation 48 – Higher Degrees of Master (Taught), paragraph 10

#### 9.2 Withdrawal

Thinking of leaving: http://www.hw.ac.uk/students/studies/leaving.htm

Application Form to withdraw from studies is available form: http://www.hw.ac.uk/students/studies/leaving/withdrawing-from-university.htm

#### 9.3 Exit Awards

http://www.hw.ac.uk/students/studies/record/awards.htm

### 10. Student Fees and Charges

#### 10.1 Charges for Transcripts, Certifications, Late Enrolment and Student Identity Cards

Follow the link for Additional Notes on Fees at: http://www.hw.ac.uk/students/doc/additionalfees-uk-alp-idl.pdf

#### 10.2 Fees Status Enquiry Form

http://www.hw.ac.uk/student-life/scholarships/tuition-fees/undergraduate.htm

#### 10.3 Information on Student Fees and charges

Information on Tuition Fees: www.hw.ac.uk/student-life/scholarships/tuition-fees.htm

Information on Additional Fees and Charges: http://www.hw.ac.uk/students/doc/additionalfees-uk-alp-idl.pdf

Further information available from:

- http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm
- Ordinance E1 (previously Ordinance 2) – Fees, Charges, Fines and Debts

#### 10.4 Re-assessment Fees and Procedures

http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm

#### 10.5 Repeated Courses

http://www.hw.ac.uk/students/money/tuition-fees.htm
**B4 QUICK FINDER GUIDE TO STUDENT ADMINISTRATION AND SUPPORT SERVICES**

Much of the detail this handbook provides guidance and links for the academic operations of a complex institution like Heriot-Watt University. However, as well as helping to inform students, the University also hopes to ensure that students are happy members of a vibrant community.

This section outlines the range of services available for students to help them get the most out of their time here and to assist with any problems they may experience along the way.

<table>
<thead>
<tr>
<th>Student Administration and Support Services</th>
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<td>1. Academic Registry</td>
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<td>2. Careers Service</td>
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<td>3. Centre for Sports and Exercise</td>
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<td>4. Chaplaincy</td>
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<td>5. Information Services</td>
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<td>6. Development and Alumni Office</td>
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<td>7. Equality and Diversity Service</td>
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<td>8. Finance Office</td>
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<tr>
<td>9. Guide to Student Life</td>
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<tr>
<td>10. Health Service</td>
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<td>11. Heriot Watt University Students’ Association</td>
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<tr>
<td>12. Information Security (Data Protection)</td>
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<tr>
<td>13. International Student Advice</td>
</tr>
<tr>
<td>14. Library</td>
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<tr>
<td>15. Sports Union</td>
</tr>
<tr>
<td>16. Student Service Centre</td>
</tr>
</tbody>
</table>

- **Academic Registry**: [http://www.hw.ac.uk/services/academic-registry.htm](http://www.hw.ac.uk/services/academic-registry.htm)
- **Careers Service**: [http://www1.hw.ac.uk/careers/](http://www1.hw.ac.uk/careers/)
- **Centre for Sports and Exercise**: Edinburgh Campus: [http://www.hw.ac.uk/sports/](http://www.hw.ac.uk/sports/)
- **Chaplaincy**: [http://www.hw.ac.uk/students/health-wellbeing/faith/chaplaincy.htm](http://www.hw.ac.uk/students/health-wellbeing/faith/chaplaincy.htm)
- **Information Services**: General IT information: [http://www.hw.ac.uk/is/](http://www.hw.ac.uk/is/) or contact IT Help on +44 (0)130 451 4045
- **Development and Alumni Office**: [http://www.hw.ac.uk/alumni.htm](http://www.hw.ac.uk/alumni.htm)
- **Equality and Diversity Service**: [http://www1.hw.ac.uk/equality/](http://www1.hw.ac.uk/equality/)
- **Finance Office**: [http://www.hw.ac.uk/student-life/scholarships-fees.htm](http://www.hw.ac.uk/student-life/scholarships-fees.htm) or contact studentcentre@hw.ac.uk
- **Guide to Student Life**: [http://www.hw.ac.uk/student-life.htm](http://www.hw.ac.uk/student-life.htm)
- **Health Service**: [http://www.hw.ac.uk/health](http://www.hw.ac.uk/health)
- **Heriot Watt University Students’ Association**: [http://HWUnion.com](http://HWUnion.com) or contact info@hwunion.com
- **Information Security (Data Protection)**: [http://www.hw.ac.uk/about/policies/data-protection.htm](http://www.hw.ac.uk/about/policies/data-protection.htm)
  
  To find out more please contact foi@hw.ac.uk
- **International Student Advice**: [http://www.hw.ac.uk/students/international/uk.htm](http://www.hw.ac.uk/students/international/uk.htm)
- **Library**: [http://www.hw.ac.uk/is/library-essentials.htm](http://www.hw.ac.uk/is/library-essentials.htm)
- **Sports Union**: [http://www.hw.ac.uk/sports/sports-union.htm](http://www.hw.ac.uk/sports/sports-union.htm)
- **Student Service Centre**: [http://www1.hw.ac.uk/studentcentre/](http://www1.hw.ac.uk/studentcentre/)
<table>
<thead>
<tr>
<th>Student Administration and Support Services</th>
</tr>
</thead>
</table>
| 17  | Student Support and Accommodation | Student Support: [http://www.hw.ac.uk/student-life/campus-life/student-support.htm](http://www.hw.ac.uk/student-life/campus-life/student-support.htm)  
|     |                                | or contact [studentsupport@hw.ac.uk](mailto:studentsupport@hw.ac.uk) |
| 18  | Religious Services               | *In addition to the multi-denominational Chaplaincy, a Muslim Prayer Room is provided for students at the main University campus Edinburgh. There is also a prayer room for students within the Dubai Campus.*  
|     |                                | Details of the Chaplaincy (which is open to students of all faiths and none, can be found at: [http://www.hw.ac.uk/students/health-wellbeing/faith/chaplaincy.htm](http://www.hw.ac.uk/students/health-wellbeing/faith/chaplaincy.htm) |
| 19  | Widening Participation          | Further information on Widening Participation can be found at: [http://www.hw.ac.uk/student-life/campus-life/student-support.htm](http://www.hw.ac.uk/student-life/campus-life/student-support.htm) |
APPENDIX A: STUDENT LEARNING CODE OF PRACTICE FOR THOSE STUDYING ON CAMPUS

What staff can expect from students

Most importantly, we expect you to take charge of your own learning. This is your degree; to get the most of your time at the University you need to be independent, self-motivated and proactive in your studies. We understand that you may have other demands on your time, but your studies should come first. In addition, we expect:

- Preparation for classes as specified by your lecturers, including studying lecture notes, working on tutorial questions and participating in online activities. To do well in your studies you will need to undertake a significant amount of private study in addition to attending your timetabled classes
- Full engagement and attendance on time for lectures, laboratories, seminars and tutorials: during the semester it is your responsibility to be available to attend classes and, in particular, class tests
- Basic organisational skills, including coming to classes with pen and paper ready to take notes or with equipment for electronic note-taking, and using a calendar so that you don't forget deadlines and appointments
- Attention, courtesy and participation during classes; this includes asking and answering questions in lectures and tutorials
- Respecting deadlines for any assignments
- Taking responsibility for your work, whether completed individually or as part of a group
- Attendance at any scheduled meetings with a member of staff. If you can't make a scheduled meeting, please notify the member of staff in advance rather than just not attending
- Checking your University email, providing timely responses to emails from members of staff
- Provision of feedback on your courses and programme
- Commitment to your learning and a professional approach to your academic work
- Self-reflection on progress and willingness to learn from feedback on tutorial work, projects, exams, and trying to improve your work based on that feedback
- Determination and persistence; some topics and problems will be challenging and we expect you to make a sustained effort to master difficult topics. Lecturers are there to help if you need it
- To keep yourself informed about new and interesting developments in your discipline (beyond what is covered in your courses)
- Full referencing of all work *
- Adherence with regulations and requirements, including health and safety
- Politeness and respect for all members of the Heriot-Watt University community (http://www.hw.ac.uk/about/careers/culture/our-values.htm) and for the facilities/services provided. This includes switching off your phones and other social media during classes

* Full referencing is required in accordance with the conventions of your subject area/discipline. Guidance on referencing and the use of sources is available from your subject librarian and the Effective Learning Service (http://www.hw.ac.uk/is/skills-
development/study-support.htm). Remember that plagiarism is an academic offence even if it is unintentional; you need to take care to avoid it.

What students can expect from staff
Teaching is one of the most important duties for members of staff. Although members of academic staff have research and administrative duties which also require attention, we aim to provide:

- Commitment to helping you learn, with support, encouragement and technical back-up to help you develop your skills
- Research informed teaching and high quality delivery of learning materials in accordance with the syllabus
- Advice and support on course content at tutorials, laboratories and through pre-arranged meetings
- Appropriate supervision of project/dissertation work
- Clear information and guidance on assessment requirements
- Availability for face-to-face meetings, either during scheduled office hours or at pre-arranged times
- Timely oral and written feedback
- Timely provision of marks/grades for coursework and exams
- A prompt response from your personal tutor
- A timely response to general email questions
- Guidance on specific regulations and requirements including those related to health and safety
- Politeness and respect ([http://www.hw.ac.uk/about/careers/culture/our-values.htm](http://www.hw.ac.uk/about/careers/culture/our-values.htm))

Sometimes members of staff are away on University business and are not able to respond as quickly as normal. If this happens, they will leave an "out-of-office" message and will advise you who to contact instead.

If you have a problem
If you have a personal or any other type of problem that is having an adverse effect on your studies, please discuss it with your personal tutor. We are here to help. You can also discuss any personal problems including counselling, disability and financial difficulties with the staff in the Student Support (and Accommodation) Office ([http://www.hw.ac.uk/student-life/campus-life/student-support.htm](http://www.hw.ac.uk/student-life/campus-life/student-support.htm)), or email studentsupport@hw.ac.uk).

For problems about your course or study programme, talk to the lecturer first. If you need further help, you can raise the matter with your Class Representative or the Year Director of Studies.

*Academic Registrar*
*September 2013; rev January 2014; rev April 2016*
APPENDIX B: STUDENT GUIDE TO PLAGIARISM (ENGLISH) 1

Plagiarism is intellectual theft and is a major offence which the University takes seriously in all cases. Students must therefore avoid committing acts of plagiarism by following these guidelines and speaking to academic staff if they are uncertain about what plagiarism means. Those who are found to have plagiarised will be subject to the University's disciplinary procedures, which may result in penalties ranging from the deduction of credits and modules already achieved by students to compulsory termination of studies.

For further details of how the University deals with all acts of plagiarism, students are advised to refer to Regulation 50 at http://www.hw.ac.uk/ordinances/regulations.pdf and to the Guidelines for Staff and Students on Discipline at http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm

Introduction

1.1. This guide is intended to provide students at Heriot-Watt University with a clear definition of plagiarism and examples of how to avoid it.

1.2. The guide may also be of use to members of staff who seek to advise students on the various issues outlined below.

Definition

1.3. Plagiarism involves the act of taking the ideas, writings or inventions of another person and using these as if they were one’s own, whether intentionally or not. Plagiarism occurs where there is no acknowledgement that the writings or ideas belong to or have come from another source.

1.4. Most academic writing involves building on the work of others and this is acceptable as long as their contribution is identified and fully acknowledged. It is not wrong in itself to use the ideas, writings or inventions of others, provided that whoever does so is honest about acknowledging the source of that information. Many aspects of plagiarism can be simply avoided through proper referencing. However, plagiarism extends beyond minor errors in referencing the work of others and also includes the reproduction of an entire paper or passage of work or of the ideas and views contained in such pieces of work.

Good Practice

1.5. Academic work is almost always drawn from other published information supplemented by the writer’s own ideas, results or findings. Thus drawing from other work is entirely acceptable, but it is unacceptable not to acknowledge such work. Conventions or methods for making acknowledgements can vary slightly from subject to subject, and students should seek the advice of staff in their own School about ways of doing this. Generally, referencing systems fall into the Harvard (where the text citation is by author and date) and numeric (where the text citation is by using a number). Both systems refer readers to a list at the end of the piece of work where sufficient information is provided to enable the reader to locate the source for themselves.

1.6. When a student undertakes a piece of work that involves drawing on the writings or ideas of others, they must ensure that they acknowledge each contribution in the following manner:

The author acknowledges the following sources of information used in preparing this guide to Plagiarism:

"Plagiarism – A Good Practice Guide", Carroll, J and Appleton, J (2001) and various extracts from Student/Programme Handbooks 2004/2005, Schools and Institutes at Heriot-Watt University
• **Citations**: when a direct quotation, a figure, a general idea or other piece of information is taken from another source, the work and its source must be acknowledged and identified where it occurs in the text;

• **Quotations**: inverted commas must always be used to identify direct quotations, and the source of the quotation must be cited;

• **References**: the full details of all references and other sources must be listed in a section at the end of any piece of work, such as an essay, together with the full publication details. This is normally referred to as a “List of References” and it must include details of any and all sources of information that the student has referred to in producing their work. (This is slightly different to a Bibliography, which may also contain references and sources which, although not directly referred to in your work, you consulted in producing your work).

1.7. Students may wish to refer to the following examples which illustrate the basic principles of plagiarism and how students might avoid it in their work by using some very simple techniques:

1.7.1. **Example 1: A Clear Case of Plagiarism**

Examine the following example in which a student has simply inserted a passage of text (*in italics*) into their work directly from a book they have read:

> University and college managers should consider implementing strategic frameworks if they wish to embrace good management standards. *One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action*. Managers are employed to resolve these issues effectively.

This is an example of bad practice as the student makes no attempt to distinguish the passage they have inserted from their own work. Thus, this constitutes a clear case of plagiarism. Simply changing a few key words in such a passage of text (e.g. replace ‘problems’ with ‘difficulties’) does not make it the student’s work and it is still considered to be an act of plagiarism.

1.7.2. **Common Mistakes**

Students may also find the following examples of common plagiarism mistakes made by other students useful when reflecting on their own work:

- “I thought it would be okay as long as I included the source in my bibliography” [without indicating a quotation had been used in the text]
- “I made lots of notes for my essay and couldn’t remember where I found the information”
- “I thought it would be okay to use material that I had purchased online”
- “I thought it would be okay to copy the text if I changed some of the words into my own”
- “I thought that plagiarism only applied to essays, I didn’t know that it also applies to oral presentations/group projects etc”
- “I thought it would be okay just to use my tutor’s notes”
- “I didn’t think that you needed to reference material found on the web”
- “I left it too late and just didn’t have time to reference my sources”

None of the above are acceptable reasons for failing to acknowledge the use of others’ work and thereby constitute plagiarism.

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2 Extract from ‘Plagiarism at the University of Essex’ advice copyrighted and published by the Learning, Teaching and Quality Unit at the University of Essex ([http://www.essex.ac.uk/plagiarism/reasons.html](http://www.essex.ac.uk/plagiarism/reasons.html)), reproduced with kind permission.
1.8. What follows are examples of the measures that students should employ in order to correctly cite the words, thought or ideas of others that have influenced their work:

1.8.1. **Example 2: Quoting the work of others**

If a student wishes to cite a passage of text in order to support their own work, the correct way of doing so is to use quotation marks (e.g. " ") to show that the passage is someone else’s work, as follows:

“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action”.

1.8.2. **Example 3: Referencing the work of others**

In addition to using quotation marks as above, students must also use a text citation. If the work being cited is a book, page numbers would also normally be required. Thus, using the Harvard system for a book:

“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Jones, 2001, p121).

The same reference could also be made to a book using the numeric system:

“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Ref.1, p121).

More often, a piece of work will have multiple references and this serves to show an examiner that the student is drawing from a number of sources. For example, articles by Brown and by Smith may be cited as follows in the Harvard system

“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Brown, 1991], whereas more modern writers [Smith, 2002] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.

or as follows using the numeric system:

“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Ref 1], whereas more modern writers [Ref 2] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.

[56]
1.8.3. **Example 4: Use of reference lists**

Whichever system is used, a list must be included at the end, which allows the reader to locate the works cited for themselves. The Internet is also an increasingly popular source of information for students and details must again be provided. You should adhere to the following guidelines in all cases where you reference the work of others:

If the source is a book, the required information is as follows:

- Author’s name(s)
- Year of Publication
- Title of Book
- Place of Publication
- Publishers Name
- All Page Numbers cited
- Edition (if more than one, e.g. 3rd edition, 2001)

If the source is an article in a journal or periodical, the required information is as follows:

- Author’s name(s)
- Year of Publication
- Title of Journal
- Volume and part number
- Page numbers for the article

If the source is from the Internet, the required information is as follows:

- Author’s or Institution’s name (“Anon”, if not known)
- Title of Document
- Date last accessed by student
- Full URL (e.g. http://www.lib.utk.edu/instruction/plagiarism/)
- Affiliation of author, if given (e.g. University of Tennessee)

The way in which the information is organised can vary, and there are some types of work (for example, edited volumes and conference proceedings) where the required information is slightly different. Essentially, though, it is your responsibility to make it clear where you are citing references within your work and what the source is within your reference list. **Failure to do so is an act of plagiarism.**

1.9. Students are encouraged to use a style of acknowledgement that is appropriate to their own academic discipline and should seek advice from their mentor/personal tutor, course leader or other appropriate member of academic staff. There are also many reference sources available in the University Library which will provide useful guidance on referencing styles.

1.10.
Managing Plagiarism

1.11. Students, supervisors and institutions have a joint role in ensuring that plagiarism is avoided in all areas of academic activity. Each role is outlined below as follows:

How you can ensure that you avoid plagiarism in your work:

- Take responsibility for applying the above principles of best practice and integrity within all of your work
- Be aware that your written work will be checked for plagiarism and that all incidents of plagiarism, if found, are likely to result in severe disciplinary action by the University. The standard penalty is to annul all assessments taken in the same diet of examinations (for details please refer to Regulation 50 at http://www1.hw.ac.uk/ordinances/regulations.pdf and to the Guidelines for Staff and Students on Discipline at http://www.hw.ac.uk/students/studies/record/discipline.htm).

How your School will help you to avoid plagiarism:

- Highlight written guidance on how you can avoid plagiarism and provide you with supplementary, verbal guidance wherever appropriate
- Regularly check student work to ensure that plagiarism has not taken place. This may involve both manual and electronic methods of checking. A number of plagiarism detection packages are in use at Heriot-Watt University, one example being the Joint Information Systems Committee (JISC) “Turnitin” plagiarism detection software.
- Alert you to the procedures that will apply should you be found to have committed or be suspected of having committed an act of plagiarism and explain how further action will be taken in accordance with University policy and procedures.

How the University will endeavour to reduce student plagiarism:

- Provide clear written guidance on what constitutes plagiarism and how to avoid it directly to your School and to you
- Alert you and staff in your School to the penalties employed when dealing with plagiarism cases
- Take steps to ensure that a consistent approach is applied when dealing with cases of suspected plagiarism across the institution
- Take the issue of academic dishonesty very seriously and routinely investigate cases where students have plagiarised and apply appropriate penalties in all proven cases.

For information on plagiarism-detection software used across the University, please refer to:

http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf

The Student Guide to Plagiarism in other languages:

The Student Guide to Plagiarism is also available in Chinese and Arabic. You can find these translated documents at the following links:

Chinese:  http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf
Arabic:  http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf
APPENDIX C: CAMPUS MAPS

Heriot-Watt is a large campus, set in beautiful grounds, which can seem a bit overwhelming when you first arrive!

To help you find your way around, we've included two useful maps for you:

- Map of University Buildings
- PC Lab Locator

You can find more maps including an interactive map of the Edinburgh campus, transport links and directions to campus online here:

http://www.hw.ac.uk/student-life/campus-life/edinburgh/getting-around.htm

You can find more about PC lab locations, opening times and study space availability online here: http://www.hw.ac.uk/is/it-essentials/availability/edinburgh.htm
APPENDIX D: Frequently Asked Questions

It is important that you read the SML Postgraduate Student Handbook in full, but this section should help you find answers for some of our most Frequently Asked Questions.

• When will my classes start?
Section 1 Key Dates in Academic Year 2016 – 2017 lists all the session dates for the academic year 2016-17, including when teaching starts and finishes, holiday periods and University closed days.

• How do I find out what my Timetable is?
The University Timetable is online: http://www.hw.ac.uk/students/studies/timetables.htm.

• Where can I find out more details about my Programme Structure / Courses?
The Programme Guides and Course Catalogue on the SML Postgraduate Portal contain all the information you need. See also Section 6 and visit the portal online here:
http://www2.hw.ac.uk/sml/postgraduate/2016-2017/

• When will my exams be? Can I take notes in with me?
It is a student’s responsibility to make sure that they attend all their examinations and obey all regulations for examination conduct. More information about exams, including exam timetables can be found here:
http://www.hw.ac.uk/students/studies/examinations.htm

• How do I find out who my mentor/personal tutor is? How do I find my mentor/personal tutor’s office?
Mentors/personal tutors for Postgraduate students are usually the Programme Director.

You can find the office of your mentor/personal tutor or any other SML member of staff, by using Heriot-Watt's People Finder: http://www.hw.ac.uk/about/contact/people-finder.htm

• What do I do if I am ill?
First, don't panic! Section 8 contains detailed information about the University's Special Circumstances policy, and who you need to inform in the School.

• It's snowing! How do I know if the University is open today?
Don't worry, this doesn't happen very often! Check the University home page at http://www.hw.ac.uk, as this is where any information about closures will likely be published first. You should also check SML's Twitter feed, as we may be able to give you more specific information about particular classes or exams: https://twitter.com/#!/heriot_watt_sml.

• You haven't asked my question! Where should I look?
First read through Part A of the Handbook in full. If your question isn't answered there, check through the table of links in Part B; this is index of all University information and should be able to take you to the suitable section of the University website to find out more.

You can also find answers to lots of common questions on http://www2.hw.ac.uk/sml/postgraduate/2016-2017/