

# Masters Student Handbook

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- The primary method for accessing WBS course materials is online via my.wbs.
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## Purpose of the student handbook

This handbook seeks to provide you with a guide to your course and its support structures to enable you to make the most of your time at WBS. It points you towards other sources of information and also includes some essential regulatory and statutory information of which you need to be aware.

As new information and resources are made available the information in this handbook will be updated.

This handbook has been developed as an online resource. However, links are provided to enable you to print the information for reference as required. We strongly advise you to always refer to the online handbook to check important information as this is the most up-to-date source.

**The information in this handbook is as accurate and up-to-date as possible; nevertheless, whilst the statements on departmental practice are an honest attempt to describe current practice, they do not replace the University Regulations. That is to say, the University Regulations should always take precedence, particularly in light of any uncertainty. Warwick Business School also reserves the right to modify or cancel statements in light of events occurring after the Handbook's initial publication.**

## What do we expect from you?

### WBS Masters Students; What can you expect as a postgraduate student at WBS?

We are delighted that you have chosen the University of Warwick and Warwick Business School for your studies. We are committed to maintaining the highest standards of academic endeavour within our institution; as we know this will also benefit you as an individual. Together we aim to create a learning environment that benefits you as an individual and the student community you are part of. To make this environment possible, your collaboration is essential.

During your studies we will set stretching demands of you - this is because we have a duty and responsibility to support and nurture the behaviour and performance we, your fellow students, and employers, expect to see. This document provides further information on our expectations of you as a postgraduate student at Warwick Business School, what can you expect from us and the additional services and inputs provided by the School to help you meet our expectations. These are based on the Warwick University's Statement of Expected Behaviour.

### What do we expect of you?

To succeed on your course, you must actively engage with your studies, this means;

- Act as a mature, independent learner.
- As a minimum, critically engage with all directed reading and module tasks set by your tutors.
- Take part in discussions within your group and in the class.
- Come to class fully prepared, having completed the designated pre-readings.
- Use the valuable time in class efficiently and fully engage with the material.
- Listen carefully, take appropriate notes, ask questions for clarification and communicate with your tutors.

### You must act professionally:

- Arrive on time, prepared and ready for the session you are joining (if you arrive late you may not be allowed access to the class).
- Act respectfully and contribute as much as you can to a positive learning atmosphere.
- Consider others when using shared workspace - group discussion and conversations don't need to be audible to the rest of the room.
- You are attending a full-time course; this means the expectation is that you will work fulltime on your studies.
- 100% attendance at all timetabled sessions is required.
- Avoid plagiarism and be scrupulous in your referencing

### You must take responsibility for your learning:

While we do all we can to support you along the way, learning is ultimately your responsibility. You are expected to take ownership of your learning by;

- Attending all scheduled sessions.
- Make sure that you keep up with your studies, and where you are struggling proactively seek help and support (from the module leader and/or seminar tutors, your personal tutor or the programme team).
- Engage fully with the skills development activities to take full advantage of the opportunities offered to you.

### Classroom etiquette:

- Refrain from eating in class

- Refrain from using your phone in class
- Refrain from gossiping in class

## Programme attendance

Attendance and participation in all taught sessions is essential. You are expected to attend all scheduled sessions - as provided in your timetable - unless they are identified as optional. Should a lecture or seminar be cancelled, your Programme Team will contact you directly in advance. As a full-time student, you will also be required to attend other sessions such as study skills, dissertation guidance and careers/networking presentations. If you are unable to attend a scheduled session due to ill-health or other commitments (e.g. interviews) please inform your Programme Team as soon as possible stating the reason for non-attendance. You are also expected to complete all formal programme assessments by the deadlines specified.

As part of the welfare and progression monitoring process the Programme Team will check attendance and participation throughout your programme. You should ensure that your Programme Team is kept informed about any issues which are affecting your studies, or absences, at the earliest possible point. If you miss multiple attendance monitoring points the Programme Team must report this to the University; formal steps will be taken to discuss your progress. Where there are serious concerns about your engagement with the programme the matter will be referred to the University's Continuation of Registration Committee which may determine that your registration should be terminated.

International students should be particularly aware of the consequences of failure to engage fully with the programme. The University Academic Office is obliged to report to the UK Visas and Immigration division of the Home Office if any students have been found not to be engaging with and attending their degree course. This has serious implications for a student's visa status.

Tier 4 visa holders should also note that if they change their location of study for more than 28 days, they are required by the Home Office to inform their programme team in writing as soon as possible with the date of departure and expected return date.

[Regulation 36](#) details in full the University's and the department's expectations in relation to student progress, attendance, engagement and completion of work, along with the processes and procedures for those students that do not engage satisfactorily.

## What can you expect from us?

### What can you expect from us?

- Qualified teaching staff to deliver the academic content.
- All necessary materials made available to you in time, electronically or in print.
- That you are advised in due time of any pre-course reading or other forms of self-study you are expected to undertake.
- You are advised in due time of the format and timing of assignments, examinations, and any other forms of assessment for each module.
- You receive meaningful and constructive feedback on any individual assessed assignment (e.g. essays, case studies, etc.)
- That Module Leaders make time to respond to any individual queries in academic matters relating to the module(s) they teach.
- That Lecturers seek and respond to feedback from students on speed, clarity and difficulty level, aiming to maximize the learning benefit for all participants.
- Clear information about when and where your teaching will take place.
- That the classroom is a "safe environment" for discussion, treating what is being said in class with the appropriate confidentiality.
- That special requirements are respected (e.g. visual or hearing impairments, etc.)
- That you are treated with courtesy.
- That staff are sensitive to the diversity of ethnic and cultural backgrounds.
- That we promote a positive and constructive learning environment.

### What support is available to you?

- **Dedicated programme team** - administrative staff that know your course and all of the regulations relating to your studies ... ask them anything by email or in person!
- **Student handbook** on [my.wbs](#) that provides all the rules and regulations about your course (you should read this thoroughly)
- A **student reception** where you can ask for advice and guidance (open Monday to Friday office hours - located on the 2<sup>nd</sup> floor at the front of the building)
- **Dedicated careers service** - providing specialised and full-service careers support. Look out for their services on the dedicated careers area in [my.wbs](#). Full schedule of workshops running throughout the year to support you in your career ambitions with lots of other ad hoc recruiter sessions.
- **Welcome sessions** organised by the programme teams which will introduce you to the School and its facilities - these will sign-post various important bits of information.
- Events and other activities at various points in the year, so that you can socialise with your community - these will be advertised on [my.wbs](#)
- A 2-hour workshop in term one that focuses on the skills and behaviours needed for successful group work - group working skills are essential skills.
- Several lectures during term one that provide information and guidance about attendance and participation requirements, how to avoid plagiarism and some study skills tips - as the term progresses and as the information will make sense to you.
- Screening test to identify those students that would benefit from some dedicated study support from the Centre for Applied Linguistics in term one. If you are selected for this support you will be required to attend 10 hours of face-to-face input and complete self-study as guided by those tutors.

- A member of faculty appointed as your **Personal Tutor** to provide drop-in office hours, when you can ask general support questions.
- A range of **optional workshops** that you can register for if you need them advertised via [my.wbs](#) - sign up for these at the student reception.
- A wide range of services offered by the University (see [University website](#))

## Course administration

An experienced Programmes Team is provided to assist you during your time studying at WBS. Details of key contacts for your course are provided separately. To assist us in responding to your emails as efficiently as possible, all email correspondence to your Programmes Team should be addressed to the designated course email address; please do not use personal staff email addresses. Similarly, please use the central Programmes Team telephone number provided to ensure that we can respond quickly to incoming calls throughout working hours.

You should also use the Warwick email address you were assigned at the outset of the course (or forward all messages from that address to another of your choice); see below under 'Contacting You'.

All Programmes Teams for the Masters Portfolio are located in the Masters Programmes office which is situated on the second floor of the WBS Scarman Road Building in Room 2.002. If you would like to visit the office in person, come to the Masters Reception Room 2.002 as signposted. Students with reduced mobility are advised to use the lift near the South entrance and to follow the signs.

The Programmes Team is available to provide support from 09:00 to 17:00 Monday to Thursday and 09:00 to 16:00 on Friday. If you are on campus and wish to speak to a member of your Programmes Team please report to the student reception desk during these times. Student messages received outside these office hours will be accessed by staff at the earliest opportunity during the next University working day. Vacation opening hours may differ from those above but you will be informed of any changes.

Please note that the University and WBS are closed on Bank Holidays and Public Holidays. For a list of bank holidays in the UK please see [here](#).

## Notices

The student portal my.wbs will be the primary channel for communication between the Programmes Team and you, the student. All day-to-day course information will be published on electronic noticeboards on my.wbs. Please make sure you access my.wbs at least daily, as time-sensitive course material will be posted there. You are strongly advised to set up your my.wbs profile to send email notifications to your chosen email account when new messages are posted.

In addition to checking my.wbs for information, you are encouraged to use the discussion areas on my.wbs to discuss aspects of your course with your fellow students. This can form a valuable source of peer support as you progress through your course.

If you experience any problems with accessing email notifications you should contact the WBS IT helpdesk by emailing [help@wbs.ac.uk](mailto:help@wbs.ac.uk) or by logging a call at: <https://rt.wbs.ac.uk>



## Timetable

Your personalised lecture timetable will be published to you via the calendar on my.wbs (Homepage > Key Dates Section). Your Programmes Team will also publish a PDF timetable if you prefer a printable copy. all events are subject to change so remember to check for any latest changes and cancellations on my.wbs. If you have any queries relating to your timetable, please contact your Programme Team.

Please note that your personalised timetable in the calendar is a new facility this year, so if you have any feedback, we would be happy to hear from you.

## Permitted Hours of Work

Taking on paid work whilst studying a full-time Masters course is not encouraged, especially during the times when scheduled teaching is taking place.

If taking on any form of paid employment, you must check the terms of your visa if you are an overseas student. Most Tier 4 visas prohibit paid work for more than 20 hours per week during the period covered by the visa. Not all employers are scrupulous about checking visa terms in advance, so you may find yourself having worked hours for which you cannot legally be paid. It's therefore your own responsibility to be aware of your own eligibility for paid work and any restrictions.

For more information on Tier 4 visas and working, please see [here](#).

Even if you are not on such a visa, the University would discourage work outside the course and especially above the 20 hours a week level, since your focus needs to be on study throughout the year of enrolment; the course is defined as full-time and should be treated as such. Therefore, students are not able to use employment as a justification for either non-performance or extra time on assessments.

## Keeping in Touch

It is absolutely essential that you inform us of any changes to your contact details and if you intend to be away from the University for any length of time. Please email your Programme team to inform them of any changes to your contact details.

Where we need to contact groups of students we will normally do this via notices on my.wbs; where we need to email you individually we will use your University email address, so please ensure that you check this regularly or set your account so that these emails are automatically forwarded to another email address that you check frequently.

It is your responsibility to ensure that you do not miss important messages by not monitoring the appropriate account.

### Tier 4 Visa Students

If you are a Tier 4 visa holder, you **MUST** inform your programme team of a change in study location. For more information, please see [here](#).

## Academic staff availability

You may find that academic staff organise themselves differently throughout WBS. If you wish to speak with a specific member of staff, either face-to-face or by telephone, it is always advisable to arrange an appointment in advance by email. Please ensure that, once arranged, you keep to your appointments. If you have to cancel an appointment, please notify the member of staff directly at the earliest opportunity in advance of your scheduled appointment. Some members of staff will indicate on their office doors the times they are available to see students without prior appointment.

A directory of all WBS staff can be found on the WBS website [here](#).

You may at some point need to request references for job, internship or placement applications; although an appropriate academic member of staff may need to be involved at some point, your first point of contact should be the [WBS CareersPlusTeam](#).

## Transcripts and Degree Certificates

When applying for jobs, internships, placements or other courses, copies of your transcript of degree certificate(s) may be necessary. Copies of your Warwick academic transcript are not provided by the department. Rather, you should contact the central [Examinations Office](#) and follow the instructions provided.

It is possible to request that the Examinations Office seal and stamp your transcript with the Warwick crest. It is also possible in some cases to ask your Programmes Team to do this; if this is required, please contact your Programmes Team in advance, arranging a time to visit the Masters Reception.

**Please note: MBA students should contact [wbsmastersreception@wbs.ac.uk](mailto:wbsmastersreception@wbs.ac.uk) to obtain a copy of their record of marks.**

Student Records are responsible for the issuing of degree certificates; the full details are provided [here](#).

## Student work areas

The PG student lounge (Room B0.010) and the PG Learning Space (Room 1.002) are provided for use by all WBS Postgraduate students. They provide a relaxed environment which contain computers for group work purposes. In the PG Student Lounge you will also find a kitchenette for making hot drinks and heating food.

Postgraduate students are also able to use the seminar rooms Monday to Friday in the Business School for private study when they are not being used for teaching. Please always check the teaching timetable displayed on the door of each room to check whether the room is in use or has been pre-booked. Students must vacate a room immediately if a user that has booked the room in advance arrives. Personal property and work materials should never be left in a room unattended; as with any public space, items can go missing. These rooms are not available at weekends.

## Access

Access to the WBS Scarman Road building is 24/7 except during the Christmas shutdown period. The front entrance doors (into the main reception area) will be secured out-of-hours. Access outside of standard business hours is via your student card. Students from other departments are not allowed to use the facilities within any WBS Buildings.

**Please note: smoking is not permitted at the front or rear of the WBS Scarman Road building or along the side of the building on Gibbet Hill Road. The designated smoking area is at the end of the building wall along the side of the building on Gibbet Hill Road.**

## The Postgraduate Hub

The [Postgraduate Hub](#) is a peer-led collaborative community space for Warwick postgraduate taught and research students to access support and to work and share experiences together in the broadest context of postgraduate life,

At PG Hub you can:

- Book meeting rooms for group-work and collaborative study, as well as find first-come-first-served study and meeting space;
- Ask any questions you might have about your postgraduate life at Warwick;
- Access support for your dissertation through Dissertation Station;
- Find mentorship to take you to the next level;
- Get actively involved in cultural events, which last year included Hallowe'en, the Burns Poetry Competition, Chinese New Year and a Nowruz Celebration;
- Locate support for your studies and future career plans through events and drop-ins;
- Share your postgraduate life through our competitions and social media.

We recognise that postgraduate life is about more than just work. PG Hub exists to make your time at the University more productive and enjoyable, so we welcome your ideas on things you want to see as a Warwick postgraduate.

Currently open: Monday - Sunday 09:00 - 00:00 (see website for holiday opening)

For more information:

<http://warwick.ac.uk/pghub>

#WarwickPGHub

[pghub@warwick.ac.uk](mailto:pghub@warwick.ac.uk)

There are also flexible and informal spaces for group and individual study - known as 'Learning Grids' - that can be used by all members of the University. Two Learning Grids can be found on campus in University House and the Rootes Building, with a third in Leamington Spa. Further information about the Learning Grids - including opening times - can be found [here](#).

## IT facilities

In the WBS Scarman Road building, there is an open access computer lab located in room 0.101. The main IT teaching suites are located in rooms 0.102 and 0.103 which are also available for open access outside scheduled taught sessions.

Further details about student work areas in WBS, including additional IT facilities, are available at:

<http://www2.warwick.ac.uk/fac/soc/wbs/central/issu/help/kb/computing/wbs>

WBS provides dedicated IT support for its students which can be accessed via the helpdesk on the ground floor diagonally across from the PG student lounge or by logging a call through the WBS Solutions website at:

<http://www2.warwick.ac.uk/fac/soc/wbs/central/issu/help>

## Library

You are encouraged to familiarise yourself with the wealth of information and resources provided by the Library at the earliest opportunity in your course.

The Library provides access to an excellent range of electronic and hard-copy resources; specialist advice on sourcing information and developing research skills; study areas; and printing, copying and scanning facilities.

Please refer to the [Library website](#) for general information, including online guides and tutorials.

Subject specific Library web pages can be found [here](#).

The Library has a designated Academic Support Librarian for WBS. The Academic Support Librarians are able to provide advice about Library services and resources for staff who are putting together course materials and module websites. They can also provide discipline-specific text about the Library for student handbooks. These include:

- General information about accessing and using the Library, Learning Grid, and Modern Records Centre;
- Information sources for your subject;
- Developing information and research skills;
- Sources of help and advice.

## Using other libraries

SCONUL Access is a co-operative venture between most of the higher education libraries within the UK and Ireland. It enables full-time postgraduate and part-time, distance learning students to borrow material from other libraries, free of charge.

Students wishing to use this service should apply for a SCONUL Access card by completing a registration form which can be found on the [SCONUL Access website](#).

## Using Online Resources

Find out how to get started at <http://go.warwick.ac.uk/lib-getstarted>. Here you will find video tutorials and guides to some of the Library's key services including Encore, the library discovery catalogue.

Detailed information on library facilities, services and resources can be found on the [Library website](#).

## Encore

Search for books, journals and articles using Encore, the library discovery catalogue. [Encore](#) tells you if books and journals are available in the library and provides links to electronic resources.

## Electronic resources

The Library subscribes to many excellent electronic resources including e-journal and e-book collections, market research databases, company information databases and much more. As a University of Warwick student you are entitled to access these resources wherever you are in the world.

Electronic resources can be found on Encore or [browsed by subject](#).

To access most of these resources you will be required to log in using your Warwick username and password. Using links from Encore and the Library website you will always be prompted for this. Further information about access to electronic resources is available [here](#).

More guidance on the different types of resource can be found on the [subject pages of the Library website](#).

## Borrowing from the library

With your University Card you can borrow books from the Library. [Loan entitlements](#) can be found on the Library website.

Books should be returned by the due date or fines are payable. You can renew books for another loan period provided



no-one else has requested them. Books can be renewed in person, by phone or online.

Books on loan to you can be requested by other users, so you may be required to return books before the due date. You will be informed by email of all books recalled from you. The fine for late return of a recalled book is £1 per day. All emails sent from the Library go to your University of Warwick email address; this should be checked regularly or forwarded to another account.

## My library account

You can manage your Library Account online. Log in through Encore to view the books you have borrowed, renew books, review your holds and pay fines.

## Visiting the library

The Library is open from 07:30 to midnight, from Monday to Friday and 08:30 to Midnight on Saturday and Sunday. Your University Card allows you access.

The Library provides a [variety of study environments](#), ranging from group areas to silent study.

## Tutorials and guides

A range of guides and tutorials on finding business information and using specific databases can be found on the [Library's subject pages](#).

Guidance for referencing can also be found on the subject pages. In addition, the Library provides support materials for the reference management software [EndNote Web](#).

In addition WBS staff have produced video demonstrations for some of the main business databases

## Finding a journal article using a reference

**Note:** *Audio and video is only available in the online version of this content.*

## Finding a journal article on a particular topic

**Note:** *Audio and video is only available in the online version of this content.*

## Further help

There is a dedicated discussion area and notice board for the Library in my.wbs which is regularly maintained by library staff.

If you have any questions or problems using the library's services or resources, please ask at the Helpdesk in the Library on Floor 1 or email [library@warwick.ac.uk](mailto:library@warwick.ac.uk).

If you need help finding material for your study, please contact the Academic Support Librarian for Business at [asofficers@warwick.ac.uk](mailto:asofficers@warwick.ac.uk)

## my.wbs

WBS has developed a student portal called my.wbs which is the platform used to support the learning experience for all our students. Many of the essential administrative tasks required of students (e.g. submitting assignments) are conducted through my.wbs and the portal also facilitates communication between students, academics and the programme team. The flexibility and speed of my.wbs makes it a valuable medium for teaching and learning.

The address for my.wbs is: [my.wbs.ac.uk](https://my.wbs.ac.uk)

Your my.wbs profile contains your personal settings for my.wbs. You are encouraged to update your profile settings when you first log onto my.wbs by clicking on "User Profile & Personal Tools" from the Main Menu. Here you can click on "email Notifications & Feeds, where you can sign up to receive a personalised email alerting you on a daily basis to new postings on my.wbs that are relevant to you. You can choose to receive a summary of all postings or you can select to include the complete text of discussion postings in the daily email. Signing up for these emails is strongly recommended.

Communicating online or in an online team (see [wbsLive online classrooms](#)), especially as there may be cultural barriers, can be difficult. To help you in achieving the best from electronic communication, it is recommended that you read [The Core Rules of Netiquette](#) excerpted from a book by Virginia Shea. Netiquette is a term used to describe internet etiquette, i.e. appropriate ways of communicating online.

## wbsLive online classrooms

wbsLive is an internet based classroom and is available for students on some courses to communicate with each other online. wbsLive allows you to meet online in a similar way to Skype, and give live presentations, use desktop applications and annotate whiteboards. It also enables you to interact via text, verbally and with video using a webcam. Your course may also use wbsLive for delivering presentations, lectures and talks from academics, programmes team members and guest speakers.

You may wish to use wbsLive to keep in contact with each other or have group meetings without having to come into WBS and find an alternative meeting space. It might be particularly useful to you during vacation periods and when working on your project or dissertation.

On my.wbs there is an area called 'Groups'; either your cohort group or your syndicate group is listed. Each of these groups will have a wbsLive classroom available within it for real-time interaction, plus the usual discussion forums and notice boards.

For information on setting up and using wbsLive, or for technical support, please see the wbsLive support site [here](#).

## Assessments

All Masters degrees require students to complete summative assessments; these are compulsory, credit-bearing assessments which count towards your final award. Failure to engage with or complete any of these assessments could have implications for your academic progression.

Some Masters modules may also provide formative assessments which do not count towards the final award and are designed to support you in assessing your learning progress. Although these are optional, you are strongly encouraged to complete them where available.

The methods of summative assessment will vary between Masters courses; typically they involve a combination of:

- assignments (e.g. essays, written reports)
- examinations
- class tests
- group work (e.g. presentations, written reports)

Details of the assessment methods that are used in your course will be provided separately. General guidance on assignments and examinations is provided to supplement specific guidance that will be provided by individual module leaders.

On the majority of courses, you are also required to complete a dissertation, which is the culmination of your Masters degree. More detailed guidance on the dissertation stage of your course will be provided separately.

## Word Count and Formatting Rules

### WBS Policy on Word Counts and Formatting Rules for Assessments and Dissertations

<b>Number of words:</b>	x words (e.g. 3,000 words) <i>This is a strict limit <b>not</b> a guideline</i>
<b>Penalties:</b>	<i>This is a strict limit <b>not</b> a guideline:</i> <b>any piece submitted with more words than the limit will result in the excess not being marked</b>
<b>Included in word count:</b>	
Reference list	No
Embedded references/citations	<b>Yes</b>
Bibliography	No
Tables	No
Diagrams	No
Charts	No
Figures	No
Appendices*	No
Footnotes*	No
Images e.g. photographs which include words	No
Legends for tables, diagrams, charts, figures, images	<b>Yes</b>
<b>*Supplementary text:</b>	Please note that information in appendices and footnotes should be supplementary but not integral to the submission. Markers may not read supplementary text - especially if it is lengthy - so the main body of work should stand on its own.
<b>Referencing system:</b>	Please use the Harvard referencing system

<b><i>Hidden text:</i></b>	All text should be included by the word count software, and any attempt to 'hide' text will be considered a mis-statement of word count.
<b><i>Internet material:</i></b>	Should be referenced by URL; links to material not included in the text will be ignored
<b><i>Typeface / font size:</i></b>	<i>Arial 11pt</i>
<b><i>Spacing:</i></b>	<i>1.5 lines</i>
<b><i>Margins:</i></b>	<i>2.54 cms (Normal setting)</i>

## General guidance on assignments and deadlines

### Assessment preparation and submission

All assignments must be submitted online via my.wbs. To assist you in preparing and submitting your assignments please refer to the guidance below. The guidelines for formatting your assignment and online assignment submission are available from the left-hand menu.

### Assignment submission deadlines

Submission deadlines for all assignments which are due during the coming six months are visible on your my.wbs home page (below your registered modules). Submission dates and times are serious deadlines which must be strictly adhered to.

Under normal circumstances, external technical problems will not be accepted as a reason for late submission and penalty marks will be incurred. You are strongly advised to submit your work in good time before the deadline to allow time to resolve any unexpected problems, considering the availability of technical support where needed. Should technical problems prevent you from successfully submitting your work online you must contact the Programmes Team before the deadline has expired.

### Extensions to the submission deadline

Occasionally, illness or personal problems mean that deadlines cannot be met. In such circumstances you may request an extension to the submission deadline.

The principles that apply to all extension requests include:

- if you wish to apply for an extension you must do so in advance of the deadline. Retrospective requests for extensions will not normally be approved;
- all illness-related extension requests must be supported by evidence (please seek guidance about what this should cover from your Programmes Team);
- extension requests based on personal reasons will require the disclosure of sufficient information to enable the request to be fairly assessed (please seek guidance from your Programmes Team). Again, in most cases documentary evidence will be needed. All such information will be held in the strictest confidence and shall not be used (e.g. at a Board of Examiners meeting) without prior permission;
- extensions can be requested via my.wbs. In "User Profile & Personal Tools" click on 'Assignment Extensions' and then complete the online form, ensuring documentary evidence is uploaded before the request is submitted.

Pressure of study, holidays and computer-related problems are not considered to be valid reasons for granting an extension. Please refer to the specific guidance provided by your Programmes Team for details of how to apply for an extension. Informal arrangements for extensions may **not** be made with the member of staff for whom the work is due.

### Penalties for late submission

Unless a formal extension has been granted, work received after the submission deadline will have the mark reduced by 3 percentage marks for each 24-hour period (or part thereof) excluding weekends and UK public holidays. A late piece of work that would have scored 65% had it been handed in on time would be awarded 62% if it were handed in anytime from after the deadline up to 24 hours late, 59% if between 24-48 hours late etc. To be clear, if a piece of work has a deadline of 2:00pm on a Wednesday, but is handed in at 3:30pm on the Wednesday, then 3 percentage marks will be docked.

Different late penalties will apply to specific types of assessment, such as 24-hour online assessments used in some courses. Details of these late penalties will be explained in advance to all students undertaking such assessments.

Late penalties can only be waived in verified circumstances of illness or extreme personal difficulties, with the pertinent supporting documentation being provided in a timely manner.

You are advised to check the Assessment tab on the module page after submitting your work to confirm it has been successfully uploaded.

Please double-check that you are submitting the correct version of your work. Incorrect submissions will be treated in the same way as late or non-submissions and penalty points will be applied accordingly.

## Marks and feedback

Once the marking process is complete, confirmation of your mark will be made available to you online via my.wbs.

The University and department are committed to providing the appropriate support for students to fulfill their potential. As such, the department operates under a 20 working day maximum turnaround time. Click on this link for further information on the [University's Policy on the Timing of the Provision of Feedback to Students on Assessed Work](#).



## Guidelines for formatting your assignment

Some general points on formatting are given below. Individual module leaders may have particular requirements that you must also follow. See [here](#) for additional information on word limits.

### 1. Ensure that you have inserted a completed assignment coversheet

A completed Assignment Coversheet must be included as the first page of your script. There are two templates below: One for individual work and one for group work submissions. You should copy the contents of the templates, paste this at the start of your document and complete your details.

### 2. General formatting

- You should not include your name anywhere in the assignment as all marking is anonymous.
- You should include your ID number on every page and ensure that all pages are numbered.
- You should submit your work using A4 page layout (please do not use Letter formatting).

### 3. Present your work appropriately for black and white printing

Please note that, where markers require a hard copy for marking purposes, your assignment will be printed in black and white. You should consider this when deciding how to present your work (e.g. using shading instead of colour to differentiate data presented in charts). Where a module leader has specifically asked you to include colour in your assignment they will have the option to view your document online in colour when marking it. In all other circumstances you should expect the marker to see only a black and white copy of your work.

### 4. Proof-reading

Incorrect grammar and poor spelling may impair the clarity of your arguments and make it difficult for the marker to judge the value of your work. Adopt a clear and simple style and make sure you use a spell-checker. Always proof-read your work as well, as spell-checkers cannot check context.

### 5. References

References should include all material to which you have made explicit reference or from which you have quoted. References should be quoted at the end of the work and not at the foot of the individual page. The University Library provides a [Referencing guide](#). It is vital that you reference accurately to avoid any allegations of plagiarism.

### 6. Bibliography

A bibliography should include all the material to which you have referred while doing the assignment, even if it is not explicitly cited in the text. Not all modules leaders expect you to provide a bibliography so please ensure you know what is expected for each assignment.

### 7. Appendices

Appendices should only contain material that is not essential to an understanding of your argument. You should also ask yourself whether appendices really add anything to the assignment; e.g. does the reader really need two volumes of raw questionnaire responses if you have summarised them effectively in the body of the assignment?

### 8. Make sure your assignment is contained within one file

my.wbs will only allow you to upload one file for each module assessment. The assignment coversheet and any appendices must therefore be contained within the assignment document itself.

There will be occasions when you wish to import diagrams, charts and tables that you have generated in packages like Excel or PowerPoint into the Word document in which you are writing your assignment (before you convert it into a PDF file). There are ways of importing such material which help to minimise the size of the Word file and which also ensure that the diagrams and tables are not corrupted after import.

Importing diagrams, and charts from Excel/PowerPoint into Word:

- In Excel/PowerPoint, copy the image or diagram to the clipboard (Right click>copy).
- In Word, select Paste special from the Edit menu (Office 2003), or click on the arrow under Paste in the Home clipboard panel (Office 2007) then select Paste, As: Picture. This will store the object as a picture not as a data file within Word and as such will minimise the size of the Word file.

Importing tables from Excel:

- In Excel, highlight the table and then copy it to the clipboard (Right click>copy).
- In Word, select Paste special from the Edit menu (Office 2003), or click on the arrow under Paste in the Home clipboard panel (Office 2007) then select Paste, As: Formatted Text (RTF).

## 9. Convert to PDF file

Most assessed work must be submitted online via my.wbs as a portable document format (PDF) file. The final step of preparing your work for submission will therefore be to convert your document into a PDF file. Using a PDF file enables you to set the page formatting of your work (avoiding pagination problems when we print your work); PDF files are also smaller and will therefore be quicker for you to upload. They also help to reduce the risk of spreading viruses (as PDFs are less likely to be infected).

Please note that we will not accept PDF files of scanned documents. You should create your assignment in your chosen package (e.g. Word), then convert it straight to PDF. Please ensure also that your PDF file is not password protected.

There are many different software options which you can choose from to create a PDF file. If you have not already got PDF converter software any student of the University can [obtain a free copy of PDF Converter software](#). Please note you will need to use your central University ITS login details to access this page. Please read the conditions carefully to ensure you comply with the license agreement for this software.

Please ensure that you create the PDF well in advance of the deadline as technological problems will not normally be accepted as mitigating circumstances for late submission.

Occasionally a module leader will request that you submit a zip file, in which case my.wbs will be set up specially to receive this type of file.

## 10. File name

You can name your file whatever you like; however to avoid problems with uploading your file name avoid using spaces. Instead you can use an underscore ( \_ ) or a hyphen ( - ) to separate words (e.g. ob\_assignment\_final.pdf). You may wish to save the final version of your assignment in a separate folder to help you identify the correct file when you submit your work. You are responsible for ensuring that you submit the correct file. Once you have submitted the file you should open the document link on the submission page and scroll through the entire document to check it is the correct version and is complete. If you accidentally submit an incorrect file you should email the Programmes Team immediately in advance of the deadline and attach the correct file.

## 11. File size

We recommend you keep your file size as small as possible to reduce the time taken to upload; typically my.wbs will not accept files larger than 3MB (this may be increased for some courses).

## Guidelines for online assignment submission

All assignments must be submitted online via my.wbs. It is important that you follow these submission guidelines carefully.

1. Guidelines on how to format your assignment for submission. (See left hand menu)
2. Pre-submission checklist:

Checked

Check assignment coversheet is inserted and completed. There are separate [individual](#) and [group work](#) coversheets which need to be used as appropriate

Proof-read and check formatting (especially conversion of diagrams and figures)

Check all sections of the assignment are contained within a single file

Check page format is set to A4

Convert document into a PDF file (unless specified otherwise)

Check file size does not exceed the limit (3MB unless advised otherwise)

### 3. Submitting your assignment

Once you are ready to submit your assignment, simply:

1. go to the 'Key Dates' panel on your my.wbs home page.
2. click on the assignment you wish to submit and click on 'submit now' and then 'choose file to upload' to select the PDF file you wish to upload. You will see an 'Open file' dialogue box which enables you to find the file you wish to submit within your folders. Select the final version of your document and click 'Open'.
3.
  - If you are using Windows you may alternatively right-click on the link and select 'save link as...' or 'save target as....' Choosing either of these will enable you to save the document without having to display it within the browser (although you may wish to display the file to check it is the final version).
  - If you are using a Mac you can call up the options menu by clicking on an item, or link, and keeping the mouse button held down. If you want to download the file select 'download to disk' then open the file in the appropriate application.
4. If your work contains commercially sensitive or confidential information you are recommended to anonymise or disguise any parts of your work where this is particularly relevant and appropriate. In limited circumstances you may tick the box to mark your assignment as confidential if this has been agreed with the module NIE: permission must be granted for this since using this tick box will mean that the work will not be run through externally hosted similarity detection software.
5. You will need to tick to confirm that the work you are submitting is your own, that you have referenced your work and that you understand the [University regulations with regard to plagiarism and collusion](#). If you do not tick this box you will not be able to submit your assignment.
6. Double check that you are submitting the correct file; once you have submitted the file you will not be able to make any subsequent amendments to your work. You are responsible for ensuring that you submit the final version of your work.
7. Finally, click the 'submit file for marking' button. You will then be asked to click 'OK' to confirm that:
8.
  - this is the final version of your document.
  - once your assignment has been submitted you will not be able to retrieve it.
  - by submitting your assignment, you confirm that you agree with the following statement:

***"I declare that this work is entirely my own in accordance with the University's [Regulation 11](#) and the WBS guidelines on plagiarism and collusion. All external references and sources are clearly acknowledged and identified within the contents.***

***No substantial part(s) of the work submitted here has also been submitted by me in other assessments for accredited courses of study, and I acknowledge that if this has been done it may result in me being reported for self-plagiarism and an appropriate reduction in marks may be made when marking this piece of work."***

9. Check that the correct file has successfully uploaded by opening the uploaded document link on the submission page and scrolling through the entire document.

Once the submission deadline has elapsed, all assignments will be forwarded to the examiner for marking. You must submit by the specified UK time on the due date otherwise your assignment will incur late penalties.

Attempting to submit an amended version of your document after the deadline will attract late penalties.

Please note: when resubmitting assignments for a module you have failed previously, you must not use your previous assignment as the basis of your resubmission as this will lead to you being reported for self-plagiarism.

#### Group work submissions

Please agree in advance ONE person in your group who will submit the final document. Once a document has been submitted by one member of the group no other members within the group will be able to submit anything for the assessment. As with the individual work submissions, a coversheet must be submitted as part of the PDF.

By submitting the assignment on behalf of the group, you confirm that you agree with the following statement:

***" I declare that this work is being submitted on behalf of my group, in accordance with the University's [Regulation 11](#) and the WBS guidelines on plagiarism and collusion. All external references and sources are clearly acknowledged and identified within the contents. No substantial part(s) of the work submitted here has also been submitted in other assessments for accredited courses of study and if this has been done it may result in us being reported for self-plagiarism and an appropriate reduction in marks may be made when marking this piece of work.***

#### 4. Viruses

my.wbs will automatically virus check your file when you upload. Should your file contain a virus, my.wbs will give you the details and your file will not be uploaded.

For your information, the University has evaluated a number of free anti-virus products and suggests the use of [AVG Free Edition](#) if you do not already have anti-virus software installed.

#### 5. Receipts

Check that the date and time that you submitted the assignment is showing in the 'Coursework' panel on your my.wbs home page by hovering over the relevant assessment title and also in the 'Coursework' section, 'Assessments' page for the relevant module. If this is not showing your submission has not uploaded successfully and you should try again.

You will be sent a confirmation email once you have successfully submitted your assignment which contains the date the file was uploaded to our server. You are advised to keep this email as a receipt of your submission.

## General guidance on examinations

This guidance should be read in conjunction with the [Examination Regulations set out in the University Calendar](#) and in conjunction with the [University Regulations concerning suspected cheating in examinations](#).

The information summarised in this handbook is not a substitute for the full Regulations, which you should read carefully before your examinations. Ignorance of the Regulations will not be deemed a sufficient defence or explanation of conduct which contravenes the Regulations.

### Examination attendance

You must have a legitimate reason (e.g. serious illness for which you have a medical certificate) for wishing to defer an examination and you must get approval in writing from the Assistant Dean before the date of the examination. Please note that 'examination' includes module tests which are conducted under examination conditions.

If you are ill (or have other serious problems) on the day of the examination you must inform the Programmes Team before the start of the examination using the contact details provided separately.

If you miss an examination you will be required to provide supporting documentation, e.g. a medical certificate. Failure to provide such documentation and failure to attend an examination without prior permission from the Assistant Dean will result in an award of 0% for the examination concerned. You will be required to provide written evidence for the Board of Examiners to discuss any special circumstances.

### Conduct in the examination room

1. Please ensure that you take your University Card to all examinations. It must be left on your desk during the examination. If you lose your card then you may take your passport instead but you are advised to [report your card missing](#) and obtain a replacement card as soon as possible.
2. Once you have entered the examination room, no talking is allowed.
3. You are forbidden to take into the examination room any books, papers or any information storage and retrieval device, or any bag in which such items can be carried. Where needed, only approved calculators may be used (details will be provided by Programmes Teams where this applies). The Regulations forbid students from taking manufacturer's instructions in the use of calculators into the examination room.
4. Tablet PCs, mobile phones or any other hand-held devices that facilitate wireless communication are not admissible in the examination room.
5. You must not pass any items to one another during the examination.
6. Please note that all examinations are closed book examinations unless you are informed otherwise. You will be provided with all required answer booklets.
7. You must use the answer books provided in the examination room for all your work, including drafts and rough notes. You are not allowed to take in or remove any papers, including blank sheets of paper.
8. Please ensure you read the instructions carefully on the answer book and attendance slip. Take care when completing the details.
9. If you suspect that there is a printing error in a question paper you should consult an invigilator, by raising your hand to attract their attention.
10. Please note that you are not permitted to leave the examination room during the first 30 minutes of the examination nor during the last 15 minutes.
11. If you are sitting short examinations which finish mid-session in a room with other students you should remain seated in silence at your desk, holding your answer book(s) in the air, until you have handed it to an invigilator. You should then file out of the examination room in silence to avoid disturbing students who are undertaking other examinations.
12. Once the examination has finished you must remain in your seat until your answer book(s) have been collected. You must stop writing as soon as you have been told and no talking is allowed until you have left the examination room.
13. If you have a query or need the assistance of an invigilator in any way, please raise your hand. Do not leave your seat unless absolutely necessary. Do not shout or call out for attention.

14. If an examination paper has reading time you are able to make notes on the question paper but you may not start answering the questions.

15. The invigilators will be recording the student numbers of anyone whose conduct appears to be irregular and will report these to the Examinations Office. If an invigilator suspects that you are cheating he/she will make a full report to the Academic Registrar and you will be summoned to appear before an Investigating Committee (please refer to the Regulations concerning suspected cheating). If your conduct is disturbing other candidates you may be required to leave the examination room.

If you have any doubts or queries about what may or may not be taken into the examination room, please consult your Programmes Team.

## Cheating in examinations

Suspected cheating in examinations is treated extremely seriously at Warwick, and any individuals suspected of cheating at WBS will be dealt with directly by Academic Services, at least initially. In a case where suspicion of cheating has arisen in relation to one piece of work, the department has the power to investigate other work submitted by the student during the whole of their course.

The Examination and Assessment Policy in relation to [Suspected Cheating in a University Test](#) can be found [here](#), and full details regarding the procedure to be followed in such a case is laid out in full in [Regulation 11](#).

## Use of bilingual dictionaries in examinations

Students whose first language is not English are allowed to use a single-volume, non-specialist, general-purpose bilingual translation dictionary covering English and their first language. Permitted dictionaries should give only equivalent words and phrases in English and the first language and should not include further explanatory text or appendices, other than of a trivial nature.

Encyclopaedic, pictorial or specialist/subject-specific dictionaries (e.g. legal or business dictionaries) or electronic dictionaries are not permitted. It is your responsibility to provide your own bilingual dictionary. All bilingual dictionaries will need to be authorised by the department and you should take it to the Masters student reception (2.002) prior to the examinations period to get it stamped.

## Special examination requirements

If you think you may need special examination arrangements, please let us know as soon as you can. Examples of special examination arrangements that may be approved by the University's Academic Office include:

- extra time (usually for students with dyslexia and related or similar conditions).
- rest breaks (usually for students with injuries or conditions that affect their physical writing, ability to sit for prolonged periods or concentration).
- use of a PC (usually in cases of severe dyslexia and related or similar conditions or where physical injury prevents or seriously impairs writing).
- quiet room/use of restroom facilities (for particular cases as needed).

Please notify the Programmes Team of any special examination needs well in advance of the examination(s) and preferably on commencement of the course, where possible.

## Assessment marking process

A member of WBS faculty will be designated as Module Leader. All assessments are first-marked and then moderation of the first-marking is conducted by a second marker who reviews a sample of assessments. All assessments are anonymously marked. They are only identifiable by your ID number until marking is completed.

Once the internal marking process is complete, provisional assignment marks and feedback will be released to students on my.wbs. We aim to release marks within 20 University working days of the submission deadline. You will be notified via my.wbs when provisional marks for an assignment have been released.

You will be advised in advance of an examination session when and how you can expect to receive your results. Where there is a significant delay until the next meeting of the Board of Examiners, we may provide provisional examination results. However, some examination marks will not be available until they have been confirmed by the Board of Examiners.

Students are requested to be patient and not contact their Programmes Team about their results before they have been released, as this will delay the process.

Marked examination scripts are not available to students for inspection as examiners do not write comments on exam scripts. The School does not provide personalised feedback on exams; this is normal practice across UK universities.

A sample of assessments which spans the full range of marks awarded will be reviewed by an External Examiner. External Examiners are senior faculty from peer institutions with expertise in the subject matter, and are responsible for reviewing the curriculum and ensuring the quality of the course and its assessment system. The External Examiner system is used in the UK to ensure that standards of equity and balance across the courses are maintained in line with UK higher education expectations. Occasionally the External Examiner will recommend an adjustment in marks and a range of marks may go up or down as a result. You will be advised if this has happened in one of your modules.

## Postgraduate marking criteria

A percentage marking scheme is used in all Masters degrees with a pass mark of 50%. Where a module is assessed by more than one component, provided your aggregate mark is 50% or above, you will be deemed to have passed the module, even if you have failed one of the components.

Standard marking criteria are used for all postgraduate level assessments, and a PDF is attached below.

## Release of marks

Individual marks for all summative assessments are released electronically on my.wbs. You should be notified via my.wbs when marks have been released for an assessment. You will also be able to see where your mark lies in relation to the spread of marks awarded to your cohort.

Individual feedback on the way you tackled the assessment is provided electronically on my.wbs for written assignments.

Individual feedback is not provided for examinations although general feedback may be provided which summarises comments on the approach the class as a whole took to the examination.

If you have failed a module you should refer to guidance provided by your Programmes Team to understand what the implications of this will be, as these vary between Masters courses. You will be given the opportunity to remedy failure in a specified number of modules. Please contact your Programmes Team for advice if you require any further guidance.

## Feedback clarification

Occasionally, you may want further clarification on the feedback provided with your assignment marks. In such cases you are encouraged to contact your Programmes Team in the first instance who will refer the matter to the relevant marker or personal tutor.



## FAQs Progression and Awards

Please find below a range of Frequently Asked Questions regarding your marks, your progress and your final award.

### What is the pass mark?

A percentage marking scheme is used in all Masters Degrees with a pass mark of **50%**. Where a module is assessed by more than one component, provided your aggregate mark is 50% or above, you will be deemed to have passed the module, even if you have failed one of the components, unless it is specified in your course materials that you must pass all elements of that module.

### How many modules do I have to take?

This varies according to which course you are taking. All modules are given credit weighting which is expressed in CATS (Credit Accumulation and Transfer Scheme) weighting. Masters courses are given a total weighting of a minimum of 180 credits (Some courses have more). Modules on our Masters courses are typically 10 or 15 credits and the dissertation is typically 50 or 60 credits, but check the course information for the exact detail of your particular course.

You can find out more information about credit and CATS here:

<http://www2.warwick.ac.uk/services/aro/dar/quality/categories/courseapproval/credit>

### What happens if I fail a module?

There are basically three types of modules, (not all are used by all programmes);

- **Core** (modules all students have to take and pass)
- **Required** (modules all students have to take, but act like elective modules with regards to failure rules)
- **Elective** (modules which you can choose and which you don't necessarily have to pass all of in order to still be eligible for a Masters award [3]).

Classification of module	Final Module Result		
	0-39%	40-49%	50% + (Passed)
Core	Required to re-sit	Required to re-sit	Proceed
Required	Required to re-sit	Option to re-sit	Proceed
Elective	Required to re-sit	Option to re-sit	Proceed

[3] You may carry up to a maximum of 30 failed CATS credits with a minimum mark of 40%

### What does "Option to Resit" mean?

If you fail a '**Required**' or '**Elective**' module with a mark of between 41-49% you will be given the option to re-sit that module. This means you can either:

- Have a second attempt at the module and try to pass second time around,
- or you can choose to carry the fail.

### Do I have to resit the entire module?

Where a module mark is made up of more than one component, normally only the component(s) with fail marks will be reassessed; other, pass level, component marks will be carried forward to contribute in their weighted proportion to the final outcome.

### Are resit marks capped?

Yes, re-sit module marks are capped overall at 50%.

### What if my resit mark is lower than my original mark?

If you resit a component, but end up with a lower mark, your previous higher component mark will be taken forward.

### What happens if I fail a resit?

If you do not pass (achieve 50% overall) for a resit module, then there are a number of possible outcomes, depending on the type



of module and the result achieved:

Classification of module to resit	Final Module Resit Result		
	0-39%	40-49%	50% + (Passed)
<b>Core</b>	Final Fail***	Final Fail***	Proceed
<b>Required</b>	Final Fail**	<b>Proceed, carrying the fail*</b>	Proceed
<b>Elective</b>	Final Fail**	<b>Proceed, carrying the fail*</b>	Proceed

\* The award of Master may be made where a student has obtained 150 credits providing the student has obtained a mark of at least 40 in the failed module(s).

\*\*Where a mark of below 40% has been achieved for a resit module, then the student may only be eligible for the Postgraduate Diploma or Certificate, depending on their individual course regulations.

\*\*\* Where a core module is not passed on resit, then the student is no longer eligible for the award of Masters, but may still qualify for the Postgraduate Diploma or Certificate, depending on their individual course regulations.

### What happens if I decide not to take the "Option to Resit"?

If you decide not to resit, and carry the fail, you should be aware that this means you will **no longer be eligible for either a Merit or Distinction**, should your final overall weighted average be high enough. On the latest conventions, no student may be awarded a Merit or Distinction if they have not passed all modules. On older conventions, any fail at first attempt rules out the award of Masters with Merit or with Distinction.

You will only be offered one opportunity to resit a failed module. If you decide not to resit, this will be classed as a **final decision** and you will not be offered another opportunity to resit the same module at a later date.

### What are the criteria for the Postgraduate Diploma and Certificate?

If you do not meet the criteria to be awarded the Masters degree, then there may be an opportunity for you to receive either the Postgraduate Diploma or Postgraduate Certificate instead. You need to take 120 credits for a Diploma and pass at least 90 credits, and for the Certificate you need to take and pass at least 60 credits. **Check your course information for which modules count towards the certificate and/or diploma.** Some courses (such as the Finance Masters course for example) require you to pass 120 credits for a Diploma. You can be awarded a Certificate or Diploma with Merit or with Distinction according to the same criteria as the full Masters award.

Qualification	Total Minimum Credit to be Taken	Total Minimum Credit to be Passed: including all core modules	Highest Level of Credit	Minimum Credit to be Passed at Highest Level
Master (PGT)	180	150*	7	150
PG Dip	120	90**	7	90
PG Cert	60	60	7	60

\*The award of Master may be made where a student has obtained 150 credits providing the student has obtained a mark of at least 40 in the failed module(s).

\*\* The award of Postgraduate Diploma may be made where a student has obtained 90 credits providing the student has obtained a mark of at least 40 in the failed module(s).

### What are Conventions?

Assessment Conventions are a set of University Regulations for combining module results into an overall degree classification. The set which applies to current students can be found on the University website here:

<http://www2.warwick.ac.uk/services/aro/dar/quality/categories/examinations/conventions/pgt/>

This link takes you to the complete set of conventions for Taught Postgraduate Awards that apply to all Postgraduate Students.

## What if my course began before 1 August 2014?

There were a number of different sets of conventions in place prior to the latest set, which was introduced in August 2014. Initially, the university stipulated that these new conventions were only for new students, and that previously registered students would remain under their old conventions, i.e. those that were in place at the time you started on your programme. However, following feedback and discussion with students and consultation with WBS Quality committee, the university has agreed to our request to be able to apply the new conventions to all students regardless of when they started on the course..

## What if I was better off under the old conventions?

Where the conventions that were in place when a student first started on their programme are more favourable, then the student may be considered for an award under those conventions. You can only be considered under one set of conventions, so if, for example part way through their programme of study, a situation arises whereby a student originally registered before August 2014 would be disadvantaged by the current conventions (for example, they have failed a module for the second time with a mark of below 40%), then they may be permitted to continue under their old conventions. However, the consequences of this will be communicated clearly to the student. The student will then remain under all the boundaries of those conventions for the remainder of their programme.

Progression and award will be based on a single set of conventions, not a "pick-and-mix" basis.

## Can I choose which set of conventions to use to calculate my award?

No. All students will be considered to be working under the new 2014 conventions until their final (awarding) exam board. At this point, a check will be made against their starting conventions, where these are different to the current conventions to ensure they are not disadvantaged.

You can NOT be considered for an award under conventions which were in force before you started and were already superseded at the time you first registered on your course.

## What are the Merit and Distinction thresholds?

Under the new conventions, The award of Master, Postgraduate Diploma, Postgraduate Certificate or Postgraduate Award should be with merit if you attain an Award Average (weighted according to the credit rating of the modules comprised within the award) of between **60.0 and 69.9** inclusive and with distinction if you attain an Award Average of **70.0 or above**.

## How are the Merit and Distinction Awards calculated?

The Merit and Distinction awards are calculated using a weighted average of your final marks, according to the CATS value of each module and the dissertation. For example, if your course has 13 x 10 CAT modules and a dissertation worth 50 CATS, then you would need the total of all your module marks, plus your dissertation marks multiplied by 5, and then divide the total by 18. Marks are rounded to one decimal place.

## I have failed a module. Am I still eligible for a Merit / Distinction?

As long as you have passed a module on resit, then you will still be eligible for a Merit or Distinction, provided your overall weighted average is high enough. If you have passed on resit, then your capped (50%) mark is the one which will be used in the calculations, not the actual mark attained.

You cannot be awarded the Merit or Distinction if you have any final (after resit) fails.

## Can I resit my module to get a better mark?

Re-sit are only permitted if you have a final module mark of **below 50%**, or if you have failed an element of assessment which you are required to pass.

## How many resits can I take?

You will normally be allowed one opportunity to remedy failure in initial assessment in modules that equate with no more than one half of the total credits awarded in the taught element of the course. So for example, if your course has a 50-CAT dissertation, this means that the taught element of your course is 130 CATS in total. You can resit up to half of that, which is 65 CATS. Only one re-examination will be permitted for each module except in cases where there are mitigating circumstances.

## What if I am "Required to Resit" a module, but I don't do it?

If you are required to resit a module, but you chose not to do so, then you will be awarded a mark of zero. You will not be given another opportunity to resit the module. You will not be eligible for the Masters Award and may not be eligible for any lesser award either.

## What if I have a reason for not submitting / submitting late / missing an exam?

Mitigating circumstances are those events which have had a detrimental effect on your study, to the point that it is in your interest to draw your department's attention to them and ask for them to be considered in mitigation of poor performance. You can find more information on mitigating circumstances in your Handbook. If you have mitigating circumstance that you want us to consider,

then you must inform your programme team, as soon as possible.

### What if I fail due to late penalties?

If you have failed an assessment or your dissertation due to penalties for late submission, you will normally NOT be allowed to revise or resubmit the same assessment in order to remedy that failure. You will be required to undertake a new assessment, dissertation or project.

### How will my resit display on my record of marks?

If you fail a module at first attempt, but then pass on resit, it will look like this on your record of marks:

IB9020	Issues in Marketing Theory and Practice	50 Passed on resit
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If you fail a module at the second attempt, it becomes a final fail. It will look like this:

IB9Z90	Dissertation	45 Failed on resit
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## Guidance on extenuating/mitigating circumstances

### Defining Mitigating Circumstances

Mitigating Circumstances are unforeseen events or circumstances which have a significant negative impact on your ability to successfully complete, or study effectively in preparation for, summative assessment tasks such as essays, written or oral examinations, assessed presentations or assessed laboratory work. If you want any such events or circumstances to be considered by the relevant Board of Examiners you are required to communicate formally (normally in writing) with your Department about them. Please note that while it is acknowledged that cultural attitudes to the disclosure of personal information may vary, students are expected to fully disclose all matters they wish to have taken into consideration by the Board of Examiners. If you are unsure whether something that has happened to you, or to someone close to you, is eligible to be considered as a Mitigating Circumstance, it is likely to be eligible if it was unforeseeable or beyond your control and if it also had a significant impact on your ability to prepare for or complete the assessment in question. If you are in any doubt about whether something that has happened to you or someone close to you is eligible for consideration then you should consult your Personal Tutor or Student Support or one of the advisers at the Students' Union Advice Centre. Even if the event or circumstance is not eligible for consideration in this way it may nevertheless be something for which you should seek support and the tables below indicate, in their final column, where to go to access that support. The two tables below provide more detailed guidance on, and examples of, types of circumstance which are normally considered eligible (Table 1) and types which are not normally eligible (Table 2).

### Submission of Mitigating Circumstances

If you think you do have an eligible Mitigating Circumstance you should **complete and submit a Declaration Form (attached below) to your programme team and submit it as soon as possible after the circumstance arises along with appropriate supporting documentation of the sort outlined in the 'Supporting Documentation' column of Table 1, below.** The University recognizes that it may be difficult to obtain supporting documentation in a timely fashion; however, you should still register the circumstance pending supply of supporting documentation.

### Outcomes

Mitigating Circumstances can never result in the changing of marks for individual modules or assessments; however, they may affect your overall degree classification. For further information on the possible effects of your Mitigating Circumstances claim being accepted please see the separate PDF document ['Mitigating Circumstances Process and Procedures'](#).

The University guidance on mitigating circumstances can be found [here](#).

**Table 1: Circumstances normally eligible for consideration**

Circumstance	Examples	Supporting Documentation	Sources of support you can access
Serious illness or accident of the student (physical or mental health)	Illness, accident or severe trauma at the time of an assessment, or during preparation for it earlier in the academic year. It should be a serious illness or an unanticipated deterioration in an ongoing illness or chronic medical condition. It can also be an assault of which the	Doctor's note or letter confirming the illness or accident and attesting to its impact on the student.* If you are a victim of an assault, you should provide a crime number or Police report.	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• SU Advice Centre</li> </ul>

	STUDENT IS VICTIM.		
Death of someone close to the student	Bereavement at assessment time or in preparation for it earlier in the academic year. 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren, if it can be demonstrated that the relationship was close.	Copy of the death certificate and evidence of closeness (e.g. statement from Personal Tutor, Student Support or counsellor*).	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• University Counselling Service</li> <li>• SU Advice Centre</li> </ul>
Serious illness or accident of someone close to the student (mental or physical health)	Issue arising at assessment time or in preparation for it earlier in the academic year. 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren if it can be demonstrated that the relationship was close.	Doctor's note or letter confirming the illness or accident* and statement by Personal Tutor or Student Support attesting to closeness and impact on the student.	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• University Counselling Service</li> <li>• SU Advice Centre</li> </ul>
Abrupt change in personal circumstances of the student or other serious unforeseen event	Divorce; fire or burglary; the requirement to appear in Court at or near the time of the relevant assessment; acute accommodation issues; serious and unforeseeable transport disruptions (for example road closure due to fatal road traffic accident)	Statement by Personal Tutor or Student Support and/or copies of relevant documentation (e.g. Court summons).	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• University Counselling Service</li> <li>• SU Advice Centre</li> </ul>
Significant change in employment circumstances beyond control of student affected	For part-time students only.	Copy of letter from employer and statement attesting to impact on student by Personal Tutor or Student Support.	<ul style="list-style-type: none"> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• SU Advice Centre</li> </ul>
Diagnosis of Specific Learning Difference	Only eligible when diagnosis is obtained too late for reasonable adjustments to be made by way of Special Exam	Copy of diagnosis letter and confirmation from Department that it was submitted too late for reasonable	<ul style="list-style-type: none"> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• Disability Services</li> </ul>

	Arrangements or in other ways.	adjustments to be made in other ways.	<ul style="list-style-type: none"> <li>• SU Advice Centre</li> </ul>
Deterioration of a permanent condition you have already told us about (physical or mental health)	Where this permanent condition has already been adequately adjusted for through Special Exam arrangements or other reasonable adjustments only the deterioration counts as a Mitigating Circumstance	Copy of letter from Disability Services, Student Support, GP or consultant or counsellor.*	<ul style="list-style-type: none"> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• Disability Services</li> <li>• SU Advice Centre</li> </ul>
Bullying, harassment, victimisation or threatening behaviour	Only eligible if student is victim or alleged victim.	Report from Personal Tutor or Student Support Services. Copies of emails or screenshots from social media platforms or other communications or police report.	<ul style="list-style-type: none"> <li>• Personal Tutor</li> <li>• SU Advice Centre</li> <li>• Student Support</li> <li>• campus police</li> </ul>

\* Where your Mitigating Circumstances relate to physical or mental health conditions or issues for which you have sought support you should provide documentation from a medical practitioner or a practitioner who is registered with an appropriate professional body such as the British Association for Counselling and Psychotherapy, the UK Council for Psychotherapy, the British Psychological Society, or an appropriately qualified Student Support professional. Medical practitioners in the UK should be members of a recognised professional body such as the General Medical Council, Nursing and Midwifery Council, General Chiropractic Council, General Dental Council, General Optical Council, General Osteopathic Council, General Pharmaceutical Council, Health Professions Council or Pharmaceutical Society of Northern Ireland. **If you have sought medical attention abroad the certicator must be licensed to practise in the country in question. If the letter or note is in a language other than English you must provide both a copy of the original note and a certified translation into English. The University may seek to verify the accuracy of the translation provided.**

**Table 2: Circumstances **not** normally eligible for consideration**

Circumstances	Examples	Sources of Support
A permanent condition which you have already told us about unless you can provide appropriate evidence that there has been a worsening of your condition during the assessment period (see	An ongoing mental or physical health condition, or Specific Learning Difference or disability. You should tell the University, (Disability Services) and your Personal Tutor about any disability, Specific Learning Difference, or ongoing mental or physical health condition as soon as possible in your University career so that appropriate adjustments can be made to	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• Disability Services</li> <li>• SU</li> </ul>

Table 1).	support you. If in doubt speak to your Personal Tutor.	Advice Centre
Minor illnesses or ailments	Aches and pains, colds, sore throats and coughs where these are not symptoms of a more serious medical condition. However, if you feel that your ailments are impacting on your ability to study you should seek medical attention and notify your Personal Tutor.	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• SU Advice Centre</li> </ul>
Examination stress and worry	Exams and other University assessments are tests of your performance and inevitably involve a certain amount of stress. Having feelings of stress or worry at such times does not necessarily mean you are unwell or have an eligible Mitigating Circumstance. However, if you experience a more acute form of anxiety (a 'panic attack' or 'anxiety attack') it may be eligible and you should seek medical or professional attention, as well as notify your Personal Tutor.	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Student Support (Mental Health and Wellbeing Team, in particular Wellbeing Drop-in)</li> <li>• Student Careers and Skills</li> <li>• Personal Tutor</li> <li>• University Library</li> <li>• SU Advice Centre</li> </ul>
Computer, printer or other IT failure	Failure to keep adequate back-ups; computer 'crash'. However, theft of computer equipment may be eligible if you have reported it to the police and can provide a crime number.	<ul style="list-style-type: none"> <li>• Personal Tutor</li> <li>• IT Services</li> </ul>
Pressure of academic workload	Essay deadlines falling on the same day or in close proximity. However, this may be eligible as an aggravating factor if you also have a diagnosis of a relevant medical condition (see Table 1, above).	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• SU Advice Centre</li> </ul>

Non-academic activities and foreseeable events	Holidays, weddings, rites of passage ceremonies whether religious or secular, sporting fixtures or training in preparation for them and other similarly foreseeable events.	
Temporary self-induced conditions	Hangovers; ill-effects from the use of recreational or performance-enhancing drugs, whether legal (e.g. caffeine, energy drinks) or illegal. If in doubt please consult one of the sources of support in the box immediately to the right.	<ul style="list-style-type: none"> <li>• GP or hospital</li> <li>• Personal Tutor</li> <li>• Student Support</li> <li>• SU Advice Centre</li> </ul>



## What happens to my marks?

All marks remain provisional until they have been formally confirmed at a Board of Examiners meeting. Membership of the Board of Examiners comprises appointed representatives from WBS Subject Groups and External Examiners. The Board meets at scheduled points in the year to:

- review performance across all modules.
- make recommendations on individual student progress.
- determine remedial action where students have failed one or more modules.
- recommend final award decisions.

When reviewing marks and student progress, the decisions made by the Board of Examiners are guided by each course's examination conventions.

In some cases, students who have failed modules may be required to be re-assessed for which a re-sit fee may be charged.

Details of the timing of Board of Examiners meetings and the examination conventions for your course will be provided separately.

## Appeals process

Within specified circumstances, students have the right of appeal against a decision made by the Board of Examiners in accordance with University Regulation 37.5 Appeals against the decision of a Board of Examiners. Students should note that there is no right of appeal against the requirement to resubmit work or resit examinations nor against the decision to award a Master's degree at pass level rather than with distinction or merit, or at the level of merit rather than distinction.

[http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/reg37pgt\\_pt1](http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/reg37pgt_pt1)

## Cheating and plagiarism

In addition to guidance provided through your course, a wide range of resources are available to help you understand the academic standards that are expected of you which include:

The University Library [Bibliographic Citation and Referencing guide](#)

Avoiding plagiarism [PLATO: online plagiarism course](#)

You are strongly advised to complete the PLATO online plagiarism course to check your understanding with regard to referencing.

### Cheating

We expect all students to demonstrate the highest standards of academic integrity at all times. Lack of academic integrity (academic dishonesty) refers to 'cheating' which means any academic act that is dishonest or unfair. This includes plagiarism, collusion or unauthorised collaboration, examination misconduct, theft of other students' work and misconduct in research. Cheating devalues your qualification for all students. It does nothing to assist your own learning.

Academic dishonesty includes any of the following types of behaviour and they can apply to work in any medium (for example, written or audio text, film production, computer programmes, etc):

- Plagiarism or verbatim copying - material copied word for word or exactly duplicated without any acknowledgement of the source.
- Inappropriate/inadequate acknowledgement - material copied word for word which is acknowledged as paraphrased but should have been in quotation marks, or material paraphrased without appropriate acknowledgement of its source.
- Collusion - material copied from another student's assignment or work with her/his knowledge.
- Ghost writing - work written by a third party and represented by the student as her or his own work.
- Word switch - a sentence or paragraph copied into an assignment with a few words changed will still be considered to be plagiarism. If a phrase is copied it should be copied word for word and quotation marks used.
- Purloining - material copied from another student's assignment or work without that person's knowledge.
- Self-plagiarism - the re-use of the student's previously written work or data in a new assignment that is not referenced appropriately.
- Taking unauthorised material into examinations. Make sure you are aware of the procedures for open and closed book examinations and the material you are permitted to take into the examination with you.

*Adapted from the Assessment Policy, Murdoch University, Perth, Australia*

**If you are unsure about any aspect of School or University policy relating to plagiarism and/or cheating, please seek advice from your Programmes Team.** It is your responsibility to ensure that you understand what is expected of you - ignorance is not an accepted defence should you be subject to investigation.

### Collusion and group work

Working with others is an essential skill in the modern workplace and the majority of employers expect employees to be able to demonstrate team-working ability. Group work is designed to build team building skills and encourages the development of leadership skills, the ability to understand group dynamics, organisational skills and the ability to agree goals collectively (through negotiation, listening and compromise). In addition, communication skills, commitment and patience are all required to work effectively as a group whether the group work is carried out face-to-face or by virtual team work.

Collusion is a form of plagiarism that can occur as a result of inappropriate collaboration during group work where the resulting assignment is assessed individually. Collusion constitutes joint effort between students, or students and others, in preparing material submitted for assessment, except where this has been approved by the relevant faculty. Students are encouraged to discuss matters covered in the course, but when writing an individual assignment or any other piece of assessed work, the recording and treatment of data and the expression of ideas and argument must be the student's own.

### At what point does co-operation become collusion?

You may find the following definition helpful when trying to understand where to draw the line between helping colleagues in your group and colluding.



*Cooperation is talking about a problem and sharing ideas; collaboration is showing or sharing material that might be included in a final version. Cooperation is a good learning strategy and is to be encouraged. Collaboration is acceptable if the assessed work is produced independently. Collusion occurs when joint work results in an unacceptable amount of similar material.*

**Culwin and Naylor (1995)**

The University actively encourages students to collaborate in discussing ideas and issues. However, any work submitted as an individual assignment should be entirely the student's own work. One good test to apply is to ask yourself 'would I be quite happy to tell the lecturer who is going to mark this work that we have acted in this way?' If the answer is no, then you should ask yourself very seriously whether you are taking part in collusion.

We would advise students NEVER to share their work (particularly work in electronic format as this lends itself to direct copying) whether it be a draft or a finished version. If you allow other students to copy your work by making your work available to them, you are just as liable to receive a penalty as the student who has copied your work.

It is very important to protect your work and reduce risk to it; that is a responsibility to yourself, so develop and maintain good working habits. If you use a shared computer for word-processing your assessments, NEVER leave the machine logged-on even for a short time (e.g. while fetching a cup of coffee). NEVER store assessment material on the hard disk of a University PC; even if you delete it afterwards, there are ways of reconstructing the file. Back up your work constantly, ideally on portable storage as well as locally, to reduce risk. (This is an important self-management skill in any case: claimed loss of work through computer failure is not an acceptable reason for granting extensions, as the expectation is that you will responsibly protect yourself against such loss.) NEVER lend your storage devices to other students.

### Plagiarism

The University has a strict policy against the deliberate reproducing of work of another person without acknowledgement. All sources used for any piece of work should be fully referenced and acknowledged.

Additionally, students are not permitted to submit any substantial part(s) of the same piece of work for more than one assessment for any accredited course of study. Such action would be treated as self-plagiarism. This is also true in the case of resubmitting an assessment; you must not resubmit the same piece of work you submitted previously, nor must you resubmit any components of a piece of work you submitted previously, even if it was for the same assignment.

Where a case of plagiarism or cheating is proven, and it is suspected that the student is a repeat offender, the School reserves the right to check the offender's previous modules for similar offences. This may result in the application of penalties retrospectively, if earlier instances are identified and proven. Repeat offenders will normally be referred to the University's Academic Registrar and an Investigating Committee. The School will press for maximum penalties to be applied. This may mean that, in addition to the application of a mark of zero in the unit of study in which the piece of work is being assessed (with or without the opportunity to resubmit or undertake a further assessment) the Investigating Committee may impose a more severe penalty. Such a penalty would be imposed without prejudice to the provisions of the Disciplinary Regulations.

More advice and information regarding plagiarism can be found [here](#).

[Regulations governing the procedure to be adopted in the event of suspected cheating in a University test](#)

### Turnitin

Turnitin is similarity detection software used by the university to reduce the instances of plagiarism. Turnitin compares submitted student assignments to a large database of resources including online journals and academic publications, the internet, archived copies of the internet and other students' assignments. It looks for matches between the text submitted to it in an assignment and the data held in the database. This means that the software is also able to detect cases of self-plagiarism (please see previous notes on self-plagiarism).

All assignments are submitted to Turnitin. A report is produced for each assignment which details the percentage of the assignment's text matched to text in the database. It then identifies the matched text and the resource to which it has been matched.

Students are advised **not** to use plagiarism detection software packages (such as Turnitin) at other institutions or detection software available online. Turnitin automatically adds all new material to its database so this practice may lead to students' work being investigated for plagiarism erroneously.

### Procedure for handling confidential work

The School will ensure that confidentiality is properly respected when handling and marking all work which is submitted for assessment. As a general point of good practice you are recommended to anonymise or disguise any parts of your work where this is particularly relevant and appropriate.

Any document submitted to Turnitin is added to a reference database hosted by Turnitin such that the database continually grows. This is a secure database, although we recognise that some organisations may still have concerns about confidential information being stored on a third party database. In anticipation of this we have adapted the assignment submission process for some students to allow work to be flagged as containing information of a confidential nature. Flagged documents will not be submitted to Turnitin.

Markers will be notified when an assignment has been flagged as confidential at point of submission. You may be contacted by the Programmes Team to investigate the reason for submitting a piece of work as confidential if the marker can see no obvious reason for this. You are expected to submit all work which does not contain sensitive information without flagging it as confidential at point of submission and questions will be asked if you seek to avoid plagiarism detection software without permission.

All hard copies of assessments are stored for the required period of time after which they are incinerated. Hard copies of dissertations are destroyed once you have been awarded your degree unless permission has been granted by you for us to retain a copy.

Full advice relating to Turnitin can be found [here](#).

### Procedures relating to suspected cheating

Should a member of staff indicate that she or he suspects that you have committed an offence with respect to an assessment; the procedure that will be followed is detailed in the [document entitled 'WBS Plagiarism Procedures'](#).

## What IS Feedback?

Feedback can be about:

- Your individual assignments
- Group work
- A draft that you have prepared
- Your ideas about your subject

Feedback can come from different people:

- Module leaders
- Seminar tutors
- Fellow students

Good feedback can:

- Help you to assess your work against assessment criteria
- Help you to work out what you have done wrong in an assignment
- Help you to improve your future assignments
- Help you to understand your subject better
- Help you to approach work in new modules

Feedback works - don't waste it!

### 3 Steps to get the best out of feedback

#### 1 Get ready for feedback

- Find out what sort of feedback you will be getting on your module assignments: will it be written or verbal or online?
- Who will be giving the feedback on your assignments: the module leader, your seminar tutor; other students on the module?
- When will the feedback be given?

If this information isn't clear from the module handbook, ask your module leaders - they are there to help.

- Feedback on your ideas and ways of approaching your assignments is likely to be given during class discussions.

Be there to receive it!

#### 2 Understand feedback

- Read or listen to it carefully and think about how it applies to your work or ideas.
- Think about how it relates to the assessment criteria.
- If you don't understand your feedback ask! Feedback should be a dialogue. Be prepared to ask your module leader, your module leader or your personal tutor about it.

You can't use your feedback if you don't understand it!

#### 3 Use your feedback

- To think about what you have done well and what you can improve in your work.

- To plan a subsequent piece of work.
- To prepare work in other modules. Feedback given on one module is often relevant for another. For instance feedback on researching your ideas or giving a presentation will probably be as useful for assignments in Term 3 as it was in Term 1.
- To develop your understanding of your subject.
- To think about your future!

Think of feedback as advice.

Advice is useful!

## Student feedback

We take your feedback seriously. The University operates a policy of continuous improvement. This means that we are constantly looking for ways to improve the learning experience we provide for our students. We can only do this effectively if we have open channels of communication with you, not only to identify problems so that we can take steps to eliminate them, but also to learn about the things you find assist your learning so that we can disseminate best practice in teaching and learning across the School.

In addition to providing feedback on an ad-hoc basis via your Programmes Team, there are different methods of providing feedback on your learning experience as summarised in this section.



## Feedback mechanisms

### Student-Staff Liaison Committee (SSLC)

Each course has a Student-Staff Liaison Committee (SSLC), comprised of student and staff representatives. The SSLC deals with academic matters such as curriculum/teaching issues and assessment matters, as well as other areas of interest such as library resources, computer facilities and careers support. SSLCs normally meet three or four times each year, although additional meetings can be convened if needed. For all full-time Master's courses, SSLC meetings take place face-to-face.

Each student cohort is required to nominate and elect student representatives early in the course. Student representatives can access training from the Students' Union to help them perform their role as SSLC representatives effectively.

If you are having difficulties with a particular module, you are advised to discuss the issues with the module leader in the first instance. If difficulties continue, please discuss them with your Personal Tutor, the Programmes Team or with one of your SSLC student representatives who can raise them at the next SSLC meeting if appropriate.

The Students' Union provides [guidance on SSLCs](#).

### Module feedback

We will ask you to provide feedback on individual modules via separate surveys for each module. This gives you the opportunity to express your views on various aspects of each module. However, feedback is only useful if it is provided in a considered and thoughtful way.

### University-wide surveys

The University circulates surveys to gather feedback on the student learning experience at Warwick on an annual basis. This typically includes the National Student Survey (NSS), the Postgraduate Taught Experience Survey (PTES) and the International Student Barometer (ISB). All students are encouraged to complete the survey relevant to their course of study to ensure that the results accurately reflect the views of the majority of students.

## What happens to my feedback?

Quantitative module and course feedback is analysed and qualitative feedback is collated. The anonymised output is shared with the relevant Module Leader, the Head of Group responsible for delivering the module and the Assistant Dean who provides academic leadership for the course. Where feedback identifies areas of concern the Assistant Dean will take the lead on finding a resolution. Otherwise, feedback is used to enhance the teaching and learning experience for current and future cohorts.

At the end of the academic year, a formal review of each course is undertaken which considers all feedback and identifies positive features and action points for improvement. This report is presented to the WBS Programme Quality Committee for evaluation prior to submission to the relevant University Committees which oversee teaching quality.

Summarised feedback may also be made available to outside agencies, such as the Quality Assurance Agency for Higher Education (QAA).

## Good practice guide to giving feedback

**Be specific and be constructive:** for example, a single comment 'I didn't like this assessment' is not very helpful, since it gives no guidance as to what was wrong with it. In the same way, just saying that you did not like a module does not give the lecturer any indication as to what steps s/he should take to improve the module. Was the pace too slow? Too fast? Did you find it hard to see the relevance of the material? Or is the fact that you didn't enjoy the module perhaps nothing to do with the teaching, but simply that the module you chose did not resonate with your personal learning goals? Make good use of opportunities for open-ended comments to explain these points.

**Mention the positive as well as the negative:** when you provide feedback, as well as highlighting areas where we can improve please also try to mention any features which you particularly enjoyed or found helpful.

**Be honest with yourself:** we often talk about 'teaching and learning' to show that the educational process requires participation from two people - the teacher and the student. You cannot expect to gain full benefit from a module if you simply attend lectures and do the assessment - you need to do the module reading, participate fully in discussions, etc. So, before you indicate that you did not get much out of a module, ask yourself honestly what you put in.

**Try to separate personality from content:** during your time at Warwick, you may be taught by many different members of staff. It would be surprising if you liked all of them equally as people, or if there weren't some who had habits and mannerisms which irritate you! Try to keep your reaction to lecturers' personalities separate from your reaction to their teaching. It's possible for you to regard someone as a total pain but still get a lot out of their teaching!

**Be considerate:** lecturers are people with feelings too. Sometimes you may need to be critical of aspects of a module, but you should always try to offer criticism in a sensitive way. Comments such as 'X is the worst lecturer I've ever had' are neither useful nor constructive.

**Be conscientious:** PLEASE complete feedback forms, even if you don't have very much to say. If we only get a small number of forms returned, then we may well get a biased idea of students' views, and that idea may not coincide with yours. So don't lose your opportunity to be heard.

## Academic appeals and complaints

### Complaints Procedure

Should you wish to make a complaint about the teaching and learning process you should first pursue informal channels within WBS to seek a resolution. We advise that you first raise your concerns with the module leader, your Personal Tutor or your Programmes Team and then escalate to the relevant Assistant Dean, the SSLC or the Students' Union Education Officer as required. If, having explored the informal channels, you remain dissatisfied with the outcome of consideration of your complaint you should follow the University's Student Academic Complaints Procedure. Please note: formal complaints should be received within three months of the occurrence about which the complaint has been made.

Full details about the complaints procedure are [provided here](#).

### Appeals Procedure

If the Board of Examiners determines that your performance merits the award of a lower qualification than the one for which you were registered or does not merit the award of a qualification at all, you have the right of appeal. Regulation 37 sets out the procedure to be followed for taught postgraduate courses which can be found in the [University Calendar](#).

Students should note that there is no right of appeal against the requirement to resubmit work or resit examinations nor against the decision to award a Master's degree at pass level rather than with distinction or merit, or at the level of merit rather than distinction.

Full details about the appeals procedure are provided at: <http://warwick.ac.uk/appeals>

## Student support and welfare

In many cases your first point of call for support will be your Programmes Team. However, a wide range of other options are also available to you; a brief summary of these is as follows. Please note: students may consult the services of their own accord, or may be referred to them, by personal tutors/supervisors.

The Student Reception in Senate House acts as a 'one stop shop' for students wishing to access the University's support services. The Student Reception incorporates Student Support Services and the Academic Office ([Enrolment](#), [Examinations](#), [Student Admissions and Recruitment](#), [Student Finance](#), [Student Funding](#), [Student Records](#), [Awards and Ceremonies](#) and [The Graduate School](#)). The [International Office](#) and [Teaching Quality](#) sit under the Academic Registrar's Office.

The Student Reception is located on the ground floor of Senate House and is open from 09:00 to 17:00 Monday to Thursday and from 09:00 to 16:00 on Fridays. The reception team is equipped to offer advice and guidance relating to all areas of the Academic Office and Student Support.

The Director of Student Support and the Student Support Team work closely with the University Senior Tutor to help students in times of need, and lead on the development of policy and practice in the area of student support across the University. They advise students on non-academic issues, including: personal or family problems; financial difficulties, accommodation problems; and in situations where students are unsure who to go to or where to get help. A guide to Student Support Services entitled [Need Help Finding Your Way?](#) is available online.

The Student Support team provides support and pastoral care and helps foster a sense of community amongst students; give advice and practical help to students on a daily or more long term basis; and manage emergency and crisis situations which impact on students.

Student Support Services, located on the ground floor of University House, can be contacted by telephone on 024 765 75570 or by email to [studentsupport@warwick.ac.uk](mailto:studentsupport@warwick.ac.uk). Further information can be found on the [Student Support Services website](#). Further details of specific support services available through the Student Support Team and other areas are detailed in this section.

## Equality and diversity statement

The University of Warwick, recognising the value of sustaining and advancing a safe and welcoming learning environment, strives to treat both employees and students with respect and dignity, treat them fairly with regards to all assessments, choices and procedures and to give them encouragement to reach their full potential. Therefore the University strives to treat all its members and visitors fairly and aims to eliminate unjustifiable discrimination on the grounds of gender, race, nationality, ethnic or national origin, political beliefs, religious beliefs or practices, disability, marital status, family circumstances, sexual orientation, spent criminal convictions, age or any other inappropriate ground.

Further information about the University's equal opportunities policy can be found at:

<http://warwick.ac.uk/equalops>

<http://warwick.ac.uk/equalops/singleequalityscheme/>

## Personal Tutor System

All full-time students have access to a member of academic staff who acts as a Personal Tutor. The role of the Personal Tutor is to help guide you through the year; you are expected to see them regularly over the course of the year. They are here to provide academic advice to personal tutees on their academic and personal development including feedback on their academic progress; to give students help and advice about pastoral/non-academic matters and signpost students to Student Support Services for further professional assistance; and to assist students with induction into university life. Personal tutors are - along with your Programmes Team - the first point of contact for help with concerns about academic progress; study problems; enquiries about course changes; general concerns about university life; and financial issues.

It is important that you keep your Personal Tutor informed of anything which may adversely affect your performance on the course (e.g. problems with your own health; problems with your family; severe accommodation or financial difficulties) and ensure that s/he knows of any difficulties you may have in complying with assignment deadlines.

Although discussions regarding your overall academic progress are appropriate, your Personal Tutor is not expected to provide tuition or act as your dissertation supervisor. Although they will endeavour to provide you with what help they can with both academic and personal problems, they are academics not professional counsellors and there may be times when it is more appropriate to use the University's professional services.

Further information can be found at:



**[Student Support Services: Personal Tutoring](http://www2.warwick.ac.uk)** [www2.warwick.ac.uk](http://www2.warwick.ac.uk)

## University Senior Tutor

The University Senior Tutor works closely with the Director of Student Support to help students in times of need by promoting the **academic** welfare of students, individually and collectively. The Senior Tutor is an experienced member of academic staff whom students can turn to in confidence for support regarding difficulties with their studies. The University Senior Tutor is responsible for the personal tutor system. The University Senior Tutor has no disciplinary function. Issues typically dealt with by the University Senior Tutor include: academic course issues such as change of course, advice on temporary withdrawal, appeals against academic decisions; difficulties in getting on with a Personal Tutor, course tutors or supervisors; and problems with termination of registration proceedings.

The University Senior Tutor can be contacted via email at [seniortutor@warwick.ac.uk](mailto:seniortutor@warwick.ac.uk) or by telephone on 024 765 22761.

Further information can be found at: <http://warwick.ac.uk/seniortutor>

## Warwick Graduate School

The Graduate School at Warwick is responsible for enhancing postgraduate student experience and upholding the high standards of graduate educational provision across the University. The Graduate School provides support to students to ensure timely progress, academic success and appropriate preparation for careers, and is available as a source of information and support beyond students' departments.

To meet the needs of the University's postgraduate students, the Graduate School:

- works to ensure that postgraduate students are provided with appropriate facilities and take advantage of the wider student experience offered by the University environment, for example the Wolfson Research Exchange and the PG Hub;
- supports and delivers a series of activities and events to provide postgraduates with opportunities for networking and socialising beyond their departments;
- administers student feedback mechanisms, for example, research students' Annual Reports and the Postgraduate Research and Taught Student Experience Surveys;
- provides information and support to students applying for internal and external bursaries and scholarships;
- supports the conduct of formal appeals and complaints processes and other investigations.

For the latest information on how the Graduate School can support you in your studies please visit:

<http://warwick.ac.uk/graduateschool>



## Campus accommodation

A range of accommodation is available on campus for full-time students. The University's [Accommodation Office](#) can provide help and guidance.

Part-time students attending residential sessions on campus will be advised separately of the accommodation options available to them.

### Residential Life Team

All full-time students who have accommodation on campus, or in some off-campus properties in the surrounding area, have access to an excellent network of support called the Residential Life Team. The Residential Life Team works and lives alongside students within the Halls of Residence and are a key part of the University's welfare and support network.

Resident Tutors are there to help with a wide range of matters including: personal or family problems; feeling lonely or homesick; problems with accommodation - e.g. noisy neighbours; trouble settling in etc.; and when students are not sure where to get help or who to talk to. Resident Tutors in students' accommodation are their primary point of contact; if unavailable, students are advised to contact the Student Support Office.

## Counselling Service

The University Counselling Service provides an opportunity for all students at any level and at any time of study at the University to access professional therapeutic counselling so that they may better develop and fulfil their personal, academic and professional potential. There are a wide variety of services, including individual counselling, group sessions, workshops and email counselling.

You may wish to visit the Counselling Service if you are: suffering from depression; experiencing stress/anxiety; having problems with self/identity; having problems with relationships; having issues from the past or present that may hinder your capacity to function - abuse, self harm, eating disorders, loss.

If you wish to seek the help of a professional counsellor, please consult the Counselling Service located in Westwood House. You may contact them directly by telephone on 024 765 23761 or by emailing [counselling@warwick.ac.uk](mailto:counselling@warwick.ac.uk).

Further information can be found at: <http://www2.warwick.ac.uk/services/tutors/counselling>

## Disability Services

Disability Services offer advice, guidance and support to students with Specific Learning Differences/Dyslexia or hearing and visual impairments, physical disabilities, mobility difficulties, Asperger's, unseen/medical conditions, mental health difficulties and any other impairment or condition that is likely to have an impact on their studies and life at University. The services provided are tailored to the individual and aim to enable students to manage their support and studies independently.

Students should visit Disability Services:

- to discuss individual support requirements.
- for advice on the Disabled Student Allowance (DSA).
- if they think they might be dyslexic or have any other Specific Learning Difference.
- if they require exam arrangements, note-taking, mentoring, specialist study skills support etc.
- for information about accessible campus accommodation, parking, resources and assistive technology.
- for information about external agencies that also provide support.

Disability Services are located on the ground floor of University House and can be contacted by telephone on 024 761 50641 or email [disability@warwick.ac.uk](mailto:disability@warwick.ac.uk).

Further information can be found at: <http://warwick.ac.uk/disability>

## Mental Health Team

The University Mental Health Team provides advice, information and support to facilitate academic work and participation in University life. Their main aims are to:

- promote mental health and wellbeing throughout the University.
- identify support needs.
- discuss strategies for managing mental health difficulties.
- provide short-term or ongoing support, which may include mental health mentoring for students in receipt of Disabled Students Allowances.
- provide information and if needed, access to other services within the University and local mental health services.

Students should contact the Mental Health Team if they:

- are struggling to manage a mental health difficulty.
- or other people, have become concerned about their mental health recently.
- would like to discuss strategies which may help them to cope with university life.

The University Mental Health Team is located on the ground floor of University House and can be contacted by telephone on 024 761 50226/51629 or email [mentalhealth@warwick.ac.uk](mailto:mentalhealth@warwick.ac.uk).

Further information: <http://warwick.ac.uk/mentalhealth>

## Health Centre

Full-time students who are resident on campus should register with the University Health Centre. Students must be registered in order to use the Health Centre, although they may be able to assist non-registered students in emergencies. Full-time students who are not resident on campus are advised to register with a local GP as soon as possible (to locate your nearest GP visit [www.nhs.uk](http://www.nhs.uk)). Do not leave this until you become ill as this could complicate quick access to care.

The Health Centre provides primary health care GP services to registered patients; two medical practices with both male and female doctors; nurse practitioners and Practice Nurses; sexual health clinics; travel clinics and immunisation facilities; physiotherapy sessions.

Students should visit the Health Centre if they require a consultation with a doctor or nurse; an emergency appointment; emergency contraception; vaccinations or advice on vaccinations; sickness certification.

The University Health Centre is located on Health Centre Road and can be contacted by telephone on 024 765 24888.

Further information: <http://www.uwhc.org.uk>

## Chaplaincy

The Chaplaincy is the focus of Spiritual life on campus; it provides a meeting place for Christian, Jewish and Muslim prayer and worship. It is a focal point for different faith groups and student societies and offers a safe, supportive space at the centre of campus where people can 'learn to live well together'. Students of all faiths and none can come and find a friendly place to chat and eat. A chapel, three kitchens, meeting rooms and an Islamic prayer hall make the Chaplaincy an inclusive, spiritual and social space that welcomes the whole University community.

Students can visit the Chaplaincy with personal issues - stress, debt, relationships, loneliness; vocational issues; theological issues; enquiries about using the Chaplaincy for religious and social functions.

The Chaplaincy is located by the Arts Centre and can be contacted by telephone on 024 765 23519 or email [chaplaincy@warwick.ac.uk](mailto:chaplaincy@warwick.ac.uk).

Further information: <http://warwick.ac.uk/chaplaincy>

## Security

The University Security Team works 24 hours a day to support the University's overall aims by ensuring there is a safe, secure and friendly environment for students, staff and visitors. The University also has a campus policeman who is located on the University campus, is available Monday to Friday (9am - 5pm) and can be contacted by telephone on 024 765 22083 or email [security@warwick.ac.uk](mailto:security@warwick.ac.uk). In emergencies dial 999.

Students should call the security team about emergency response requirements - Doctor/Ambulance/Fire; safety and security issues on and off campus; assistance - pastoral care, directions and facility support; outdoor event applications and entertainment support.

Further information: <http://warwick.ac.uk/security> (where you will also find general Health and Safety information including accident reporting form in case of need).

## Students' Union

The Warwick Students' Union is one of the largest and most dynamic in the country and is a focal point for many students during their time here. Warwick has a diverse population and being student-led, the Union is equipped to meet the full range of student needs. Whether it is in academic representation, skills development or the nightly entertainment programme, the Union will have something for you. All students become members of the Students' Union and can join any student society or indeed set up their own if they can find 30 people with similar ideas. Full details of Union activities and services may be found in Students' Union guides at:

[About Warwick SU - Warwick SU Warwick Students' Union - creating a better experience for students at Warwick. www.warwicksu.com](http://www.warwicksu.com)

## Students' Union Advice Centre

The Students' Union Advice Centre is an independent Warwick Students' Union-run service for all students. It offers free, confidential, non-judgemental advice and support on a whole range of issues.

Students can contact the Advice Centre if they have academic problems and difficulties with, for example, exams, change of course, academic appeals and complaints; have a housing problem with their accommodation on or off campus; have immigration problems such as entry clearance, family members and working in the UK; have money or legal difficulties, or are simply not sure who to talk to or where to get help.

The Advice Centre is on the second floor of SU HQ next to the lift. It will see students usually by appointment or can be reached by telephone on 024 765 72824 or email [advice@warwicksu.com](mailto:advice@warwicksu.com).

Further information:

[Student Advice Centre - Warwick SU Warwick Students' Union - creating a better experience for students at Warwick. www.warwicksu.com](http://www.warwicksu.com)



## Careers Advice

The University has an excellent Student Careers & Skills team which offers a wide range of online resources, workshops, 1:1 advice, employer presentations, careers fairs and a student helpdesk accessible in person, by email and phone and can help students:

- Settle into life at Warwick and discover all the University has to offer;
- Understand what's important to them, what their strengths and career goals are;
- Succeed in their studies and get help with academic writing, revision, note-taking and seminar presentations;
- Recognise and develop transferrable skills employers look for, including communication, leadership, enterprise and team-working;
- Research employers, gain work or volunteering experience and find a job for after graduation, including by searching thousands of employer vacancies.

Further information: [www.warwick.ac.uk/services/careers](http://www.warwick.ac.uk/services/careers).

Warwick Business School has a dedicated WBS CareersPlus team which provides more tailored personal development and careers support. CareersPlus offers a comprehensive programme of careers support exclusively for WBS students throughout the year. This includes employer and sector insight events, professional skills training, unlimited career guidance appointments, application checks, mock interviews and mock assessment centres. The CareersPlus team provides pre-arrival careers support over the summer before you begin your course, to help you meet early application deadlines, and will continue to work with you after your course is finished if needed.

## Masters Skills Programme

Use the Masters Skills Programme to develop your academic, personal and professional skills whilst at Warwick. Our range of workshops, events and online resources will help you adjust to postgraduate study, boost your employability and enhance your research skills.

Selected highlights:

- **Warwick Skills Portfolio Award:** Tailored by you, to meet your personal development needs, this award encourages you to work towards your own goals and reflect on your learning experiences.
- **Leadership Scheme:** This scheme runs during the spring term and is designed to support students in developing their leadership skills whilst at Warwick.

There are plenty of opportunities to meet other students and you can gain recognition for your efforts through the Warwick Skills Portfolio Award.

Find out more:

Web: [warwick.ac.uk/maskills](https://warwick.ac.uk/maskills) | Email: [skills@warwick.ac.uk](mailto:skills@warwick.ac.uk) | Twitter: @warwickskills

## Office for Global Engagement

If you are an overseas student, who has not visited the UK before, you are strongly advised to familiarise yourself with the University's International Guide which contains comprehensive advice on preparing for life in the UK and is available on-line at <http://warwick.ac.uk/welcome/next>. Useful contacts can be made through the Office for Global Engagement. They can also provide valuable advice and information.

Further information:



**Support for International Students at the University** [www2.warwick.ac.uk](http://www2.warwick.ac.uk)

The Office for Global Engagement supports all EU and international students during their studies at Warwick and is able to assist with immigration advice (a free and confidential service advising on issues including visa extensions, dependent visas, working in the UK during or after study, travel visas, etc.); practical support (bringing family to the UK; Police registration; providing letters to prove student status for visa purposes; banking) and the International Student Experience (orientation and a programme of ongoing induction events; social events and trips for international students and their families; and the opportunity to take part in a HOST visit).

The Office, located on the first floor of University House, and can be contacted by telephone on 024 765 23706 or email [Internationalsupport@warwick.ac.uk](mailto:Internationalsupport@warwick.ac.uk) or [immigrationservice@warwick.ac.uk](mailto:immigrationservice@warwick.ac.uk).

### Immigration Advice for Students

Advice on immigration can only be obtained via authorised staff that are deemed to meet the Immigration Services Commissioner's Code of Standard and Guidance. Students should be directed to the Immigration Team within the International Office ( [immigrationservice@warwick.ac.uk](mailto:immigrationservice@warwick.ac.uk)) or the Students' Union Advice Centre ([advice@warwicksu.com](mailto:advice@warwicksu.com)) in the first instance for immigration advice. It is also worth noting that changes in your enrolment status, for instance, temporary withdrawal, can have implications for your ability to hold a visa to remain in the UK and so you may wish to seek advice accordingly.

## Student Funding

The Student Funding team offers advice and guidance on all aspects of financial support. This includes government grants and loans, and scholarships and bursaries provided directly by the University. The team can provide budgeting advice to help make students' money go further and also administers University hardship funds. Students should visit Student Funding if they want to know what financial support they may be entitled to; want to know more about scholarships and bursaries; are having difficulty paying for their day-to-day living expenses; or have additional financial needs because they care for a child or have a disability.

The Student Funding team is located on the ground floor of University House and can be contacted by telephone on 024 761 50096 or email [studentfunding@warwick.ac.uk](mailto:studentfunding@warwick.ac.uk)

Further information: <http://warwick.ac.uk/services/academicoffice/funding>

## English Language Support

Students who need support with their English Language are encouraged to attend study and learning skills classes organised by the Centre for Applied Linguistics (CAL). They run classes, amongst others, on Listening and Speaking, Pronunciation, Grammar Revision. These are popular and early sign-up is necessary.

Further information:



[Learn English](https://www2.warwick.ac.uk/learnenglish/) [Learn English landing page](https://www2.warwick.ac.uk/learnenglish/) [www2.warwick.ac.uk](https://www2.warwick.ac.uk/learnenglish/)

If you do not wish to join an English class, you may be able to get some help with your writing on an individual basis from CAL. This may be important if you have an essay-type answer to prepare and have little experience of this.

We also offer additional English language support for Masters students in WBS. During the first week of your course, you will take a screening test. This short writing test will help us to identify students who may benefit from additional study support. If you are selected for this support, you will be required to attend 10 hours of face-to-face input and complete self-study as guided by your tutor.

WBS provides a programme of optional workshops throughout the year for Masters students. Examples of workshops are:

- WBS Film Club
- Reading and Note Taking
- Proof-reading and Editing your work
- Planning and organising an assignment
- Understanding spoken academic English

Please check my.wbs for more information of dates and times. You can register for these sessions at the Masters Reception on the second floor.

## Language Centre

The Language Centre supports the University's commitment to the increased provision of foreign language learning opportunities for undergraduate and postgraduate students and staff across the University. It is equipped with digital language classrooms and seminar rooms, with data projection and electronic whiteboards. There is also a multi-media open access suite with satellite TV, computer-based learning, and DVD players. There are a number of choices available for acquiring a new foreign language or brushing up language skills:

i. Modules for credits on the academic programme

These can usually be taken as part of an undergraduate degree course, but this must be agreed with student's home department before enrolling. More information available online from: <http://warwick.ac.uk/languagecentre/academic/>

ii. Academic modules not for credit

The same modules as those available for academic credit are also available to take in addition to degree studies. A fee applies to these modules. Further information is available from the Centre's website.

iii. Lifelong Language Learning (LLL) Courses

A programme of language courses for students, members of staff and the public. More information is available from: <http://warwick.ac.uk/languagecentre/lifelonglearning/>.

The Language Centre (<http://warwick.ac.uk/languagecentre>) is located on the ground floor of the Humanities Building and can be contacted by email [language.enquiries@warwick.ac.uk](mailto:language.enquiries@warwick.ac.uk).

## Nursery

Some students may require information about child care provision on campus. The University Nursery is open to children of staff and students.

Further information: <http://warwick.ac.uk/nursery>

## Campus facilities

Situated in the centre of England, WBS is easily accessible by road, rail and air. The campus is situated three miles from the city of Coventry and seven miles from the towns of Leamington Spa and Warwick.

**Please Note:** the area from Scarman Road to the entrance of the WBS building is a no smoking area, and the [WBS smoking policy](#) can be viewed in full. Please view the **University Regulations and definitive course information** section of the Masters handbook for more information on the smoking policy of the University.

### WBS / University of Warwick quick links

- [How to get to Warwick Business School](#)
- [Campus Maps](#)
- [Parking on Campus](#)
- [Campus Tour](#)
- [Warwick Arts Centre](#)
- [Sports Centre](#)
- [Warwick Retail](#)
- [University Bookshop](#)
- [Local areas](#)
- [Useful contacts](#)



## University Regulations and definitive course information

### Course specification

There is a course specification published for every Master's degree. This information provides the definitive description of course aims and learning outcomes and summarises the teaching and learning methods and methods of assessment at a course level. Individual course components, such as modules, are designed to collectively ensure that you meet the course level aims and learning outcomes. You can locate your course specification via the online database at:

<http://www2.warwick.ac.uk/services/academicoffice/quality/coursespecs>

### Course regulations

There is a set of course regulations published for every Masters degree which provides definitive course information regarding course requirements (e.g. admissions requirements, registration period) and the examination schedule (e.g. top level summary of assessment methods). You can locate your course regulations online at:

<http://warwick.ac.uk/quality/courseregs>

Please note that modules offered on individual courses may vary year to year; if necessary you can contact your Programmes Team to clarify the modules on offer.

### Examination conventions

Examination conventions provide the set of course-specific rules and regulations that guide all decisions made by the Board of Examiners in relation to student progression and making award decisions. The examination conventions for Masters' courses can be found in full under the [Requirements for Taught Postgraduate Awards](#).

If, after consulting the links provided, plus the summary below, you are still unsure as to how the conventions apply to your case, then please contact your Programmes Team who will be able to provide further guidance and advice.

### Summary of key points to note

**These points do not relate to the MBA - please refer to the course-specific information and seek clarification from the Programmes Team as necessary. Furthermore, whilst these conventions still apply to the MSc Financial Mathematics, you should also consult the course-specific information due to the introduction of a 'core required' module on this course.**

In order to be eligible for a Master's award, a student must have passed **all** core modules.

The total minimum credit to be passed (including all core modules) is **150 CATS**, but a total of 180 CATS must be taken in order to be eligible for a Master's degree.

The award may be made where a student has obtained 150 credits providing a mark of **at least 40.0** has been obtained in the failed module(s). These failed modules can **only** be elective (optional) modules.

A fail mark may **not** be condoned.

Students may re-sit modules not passed on first attempt **up to no more than one half** of the total credits awarded in the taught element of the course (for example, Dissertation = 60 [CATS](#), taught element = 120 CATS, so up to 60 CATS can be re-sat).

Where a student has failed a module which contains more than one element of assessment, the student is normally only required to re-sit that element which is failed, not the entire module.

The award of Merit and Distinction:

- The award of Merit or Distinction is based purely on weighted award average across all course elements. There is no requirement to achieve 60/70+ in the dissertation.
- Merit/Distinction can be awarded regardless of whether a student needed to resit/resubmit, as long as they successfully completed and passed all the necessary modules.

### Tabulated Summary of Credit Requirements for Awards

Qualification	Total minimum credit to be taken	Total minimum credit to be passed: including all core modules*	Highest level of credit	Minimum credit to be passed at highest level
Master (PGT)	180	150**	7	150
PG Dip	120	90***	7	90
PG Cert	60	60	7	60

\* Please confirm with your Programmes Team which modules are considered core. This may differ at the Master's, PG Dip and PG Cert levels.

\*\* The award of Master may be made where a student has obtained 150 credits providing the student has obtained a mark of at least 40 in the failed module(s).

\*\*\* The award of Postgraduate Diploma may be made where a student has obtained 90 credits providing the student has obtained a mark of at least 40 in the failed module(s).

## University Calendar

The University Calendar (<http://warwick.ac.uk/gov/calendar>) contains information about key University Regulations and Policies which you should read and comply with. This handbook is kept as up to date as reasonably possible; nevertheless in all situations, the Regulations as set out in the Calendar, course regulations and examination conventions have ultimate authority.

## Summary of key University Regulations, policies and guidelines

Regulation/Policy/Guidelines	Link
Examination regulations: Regulation 10	<a href="http://warwick.ac.uk/regulation10">http://warwick.ac.uk/regulation10</a>
Student Disciplinary Offences: Regulation 23	<a href="http://warwick.ac.uk/calendar/section2/regulations/disciplinary">http://warwick.ac.uk/calendar/section2/regulations/disciplinary</a>
Procedure to be adopted in the Event of Suspected Cheating in a University Test(including plagiarism): Regulation 11	<a href="http://warwick.ac.uk/regulation11">http://warwick.ac.uk/regulation11</a>
Procedure to be adopted in the Event of Absence for Medical Reasons from a University Regulation Governing Student Registration, Attendance and Progress: Regulation 36	<a href="http://warwick.ac.uk/regulation36">http://warwick.ac.uk/regulation36</a>
Regulations Governing Taught Postgraduate Courses: Regulation 37	<a href="http://warwick.ac.uk/regulation37">http://warwick.ac.uk/regulation37</a>
Regulations governing the use of University Computing Facilities: Regulation 31	<a href="http://warwick.ac.uk/regulation31">http://warwick.ac.uk/regulation31</a>
University Policy on Recording of Lectures by Students	<a href="http://warwick.ac.uk/quality/recordinglectures/">http://warwick.ac.uk/quality/recordinglectures/</a>
University Smoking Policy	<a href="http://warwick.ac.uk/services/healthsafetywellbeing/guidance/smokingpolicy">http://warwick.ac.uk/services/healthsafetywellbeing/guidance/smokingpolicy</a>
Health, Safety and Wellbeing Policy	<a href="http://warwick.ac.uk/services/healthsafetywellbeing">http://warwick.ac.uk/services/healthsafetywellbeing</a>
Data Protection Statement	<a href="http://warwick.ac.uk/services/legalservices/dataprotection/studentstatement/">http://warwick.ac.uk/services/legalservices/dataprotection/studentstatement/</a>
Dignity at Work and Study Policy	<a href="http://warwick.ac.uk/dignity/">http://warwick.ac.uk/dignity/</a>
Sexual, Racial and Personal Harassment Guidelines for Students	<a href="http://warwick.ac.uk/insite/topic/healthsafety/welfare/harassment">http://warwick.ac.uk/insite/topic/healthsafety/welfare/harassment</a>

## P&D information and Introduction

**This information is not applicable to participants on our MSc in Management.**

**There are additional arrangements for the dissertation stage on some courses in the Masters portfolio - your own Programmes Team will provide further information regarding these where necessary.**

### Introduction

As part of the course you are required to write a dissertation. This should consist of applying the academic skills, concepts and ideas you have acquired during your course, to the exploration or clarification of a problem or issue. The dissertation gives you the opportunity to explore a topic in greater depth than you are able to do in modules and essays and allows you to develop your knowledge in an area of your choice. Many students say they find the dissertation the most enjoyable and rewarding part of their course.

These guidance notes aim to provide factual information about the project, its management by you, the supervision process and the marking criteria.

### What is a dissertation?

First, to clarify some terminology: the terms project and dissertation are sometimes used interchangeably, but it helps if you think of the *project* as the empirical work you undertake (e.g., action research, policy analysis, gathering data, reviewing literature, conducting interviews, doing a survey etc.) to address a research question and the *dissertation* as the academic report you produce at the end of the project that details the concepts you have applied, the methods you have utilised, your findings and interpretations. Because this is a piece of academic work a dissertation must include evidence of your awareness of key academic literature relating to the area or topic of study and how it relates to the issue you are addressing.

The dissertation may serve one or more purposes:

- Critically reviewing existing knowledge in order to present a synthesis or new understanding of an existing knowledge.
- Analysing a situation, problem or issue relevant to a workplace or organisation.
- Developing and evaluating an innovative approach to a specific policy or management question or problem.

Bear in mind that everyone finds the project takes longer than they expected, particularly at the writing up stage. Deciding 'how much' empirical research or writing has to go into a postgraduate degree can be difficult to quantify. A Postgraduate degree by study and dissertation should have a dissertation with the following characteristics:

- An ordered, critical and reasoned exposition of knowledge gained through the student's efforts.
- Evidence of awareness of the literature, its strengths and weaknesses and any gaps needing to be filled.

The University of Warwick regulations indicate that:



*A dissertation submitted in part fulfilment of the requirements for the award of a Masters shall constitute an ordered, critical and reasoned exposition of knowledge in an approved field and shall afford evidence of knowledge of the relevant literature, and be submitted in accordance with the appropriate programme regulations.*

## Aims and resources for the P&D

### Aims of undertaking a project and dissertation

The aims of the dissertation are as follows:

1. To enable you to undertake an in-depth academic and practical analysis and interpretation of an area of your choice.
2. To demonstrate that you are able to apply academic and practical skills and concepts learned on the course in a systematic manner.
3. To demonstrate that you can analyse and interpret academic and practical information in new contexts.
4. To develop your research skills and critical understanding.

### Resources for undertaking your dissertation

A wide-ranging multi-media on-line workbook is made available for the dissertation stage of your course. These resources take you through the process of completing your dissertation step by step, and are complemented with study group seminars and individual contact with faculty.

The workbook will become available towards the end of Term 2.

## Timetable for the dissertation

Having a sense of the overall plan and timetable for the dissertation will help you manage your time and get the dissertation submitted within the timetable.

You will be issued with specific instructions for the choosing and allocating of topics relevant to your course of study, but there are some commonalities across the Masters Portfolio in the dissertation process, which are as follows:

- During Term 2 WBS Faculty submit topic areas suitable for the various course. Topic areas are circulated to students towards the end of Term 2.
- At the start of Term 3 students need to select (in order of preference) the topic areas they would be interested in completing their dissertation in (from which you will be matched to one).
- As far as possible all students are allocated to their first choice topic. Project allocation and supervisor are confirmed by early in Term 3.
- The online dissertation workbook will be available from the end of Term 2.
- You will be required to develop a dissertation proposal.

Within the structure of teaching, supervision and other support, it will be helpful to plan and pace your project work so that you can take advantage of the seminars/group meetings and so that you do not fall behind with the work.

It is also important to consider the time it will take for your supervisor to read your draft dissertation and give you feedback. To get the most out of your supervisor's comments you should negotiate when you will be sending the draft to them and when you can expect their feedback.

## The role of your P&D supervisor

Your supervisor will be a member of academic staff or an Associate Fellow of School. You may, or may not have been taught by this person during your course.

The first contact you will have with your supervisor about your dissertation will likely be in a group meeting. The benefit of working with other students working in the same topic area is that at the start of the process generic questions are often raised. You will benefit from understanding and discussing the approach and the challenges faced by your fellow students. As your project takes shape - and once you have developed your individual project proposal - you will receive more individual guidance from your supervisor.

It is up to you to contact your supervisor to negotiate a schedule of contacts, either in face-to-face meetings or by telephone or email **as the project develops**.

The following sets out the minimum input expected from the supervisor:

- Run seminar groups/group meetings.
- Review and comment on project proposal.
- Provide occasional guidance during project (by phone, email or face to face as organised by you).
- Review and comment on a first draft of the dissertation (if submitted in good time).
- Respond to all email and telephone contact from the participant.

The following sets out the minimum input expected from the participant:

- Use the on-line support materials and take an active part in the seminars/group meetings.
- Once your individual project is taking shape make contact with supervisor (following feedback on proposal).
- Set up and agree a date for a progress review meeting with the supervisor.
- Set up and agree a date for the delivery of the first draft of the dissertation.
- Set up and agree a date or a phone appointment for receiving feedback on the dissertation.
- Be pro-active in seeking help, where possible asking specific questions to ensure most efficient use of academic supervision.

Like any other organisation, Warwick Business School must conduct its activities within strict financial and temporal constraints. As such, each student can expect approximately three meetings with their supervisor.

To ensure that you receive the most effective supervision we recommend that you approach your supervisor with specific rather than general queries. This is particularly important when they are reading your first draft. When you submit your first draft for your supervisor to comment on identify particular issues or areas about which you have concerns; this will guide the supervisor's reading and feedback.

If there are any difficulties in your working relationship with your supervisor, you should endeavour to sort these matters out directly. In the event that this is not possible, then please contact your Programmes Team for help.

## Research Ethics and Information Security

### Who does this apply to?

**This applies to all students whose research project involves direct interaction with human participants or their data (eg. through interviews, participant observation, survey, or other collection of participant data).**

The University has a Research Code of Practice which applies to all those undertaking research on the University's premises, using its facilities, or on behalf of the University, including staff, students, visiting or emeritus staff, associates, honorary or clinical contract holders, contractors and consultants. You are required to read and familiarise yourself with the Code of Practice before undertaking any research at the University. Please see:

[http://www2.warwick.ac.uk/services/academicoffice/gsp/aboutus/formslibrary/120202\\_research\\_code\\_of\\_practice.pdf](http://www2.warwick.ac.uk/services/academicoffice/gsp/aboutus/formslibrary/120202_research_code_of_practice.pdf)

The University also provides guidelines on information security which all students undertaking research should read, familiarise themselves with and adhere to. Please see:

<http://www2.warwick.ac.uk/services/gov/informationsecurity>

All issues of research ethics and data protection should be discussed with your supervisor. Further advice and support is provided by the University's Research and Impact Services. Please see the following link for information and documents on this topic:

[http://www2.warwick.ac.uk/services/rss/researchgovernance\\_ethics/](http://www2.warwick.ac.uk/services/rss/researchgovernance_ethics/)

### Actions:

- Students will be expected to complete a **Research Ethics Questionnaire** as part of their dissertation.
- The Questionnaire, participant information sheet and participant consent form should be should be completed by the student in consultation with their supervisors.
- The completed form should then be submitted via email to the programme team. The ethics documentation will then be reviewed by the Nominated Ethics representative who may ask for further information and may refer high risk cases for full ethics approval by the University's Humanities and Social Sciences Research Ethics Committee.

If at any time the research project changes and the original research ethics information is out of date or incomplete, students will be required to submit updated ethics documentation as part of their annual review submission.

Details of submission dates for documentation and what is required will be provided via my.wbs. for your course.

## The argument of your dissertation

The dissertation must be clearly organised around a recognisable 'thesis' or argument. The title of your dissertation should signal your argument and the academic literature you engage with should also relate to the key concepts relevant to the topic you are researching. As a postgraduate student you must do more than simply present a body of factual information; a dissertation requires more than description of a phenomenon it also requires the application of theoretical concepts to explain and interpret the object of study. Through your argument you present a way of understanding your subject, which should be linked to the issues and debates in the literature, both for and against your position. The literature that you have been exposed to on different modules is a good starting point but you will inevitably have to read beyond these texts. The qualities expected of graduate students are most easily seen in the criteria used by examiners to assess your work.



## Presentation and submission of the dissertation

### Formatting

- Typed in, for example, Times New Roman 12pt, or Arial/Calibri 11pt.
- A4-size page layout.
- Double-spaced.
- 2.5cm margins.
- ID number in the header of every page.
- Page numbers (bottom centre).
- If you are required to print your dissertation, print it double-sided. The in-house print service at the University - Warwick Print - offer a dissertation binding service. By providing your dissertation as a PDF document they will print, bind and deliver direct to your Programmes Team. Rates start at approximately £15. Further information can be found at [www.warwickprint.co.uk](http://www.warwickprint.co.uk).

### Contents

1. In the middle of the title page, give the project title and your student ID number. At the bottom of the page, write:



*A dissertation submitted in part fulfilment of the [Course Name], University of Warwick, [month, year]. All the work contained within is my work and conforms with the University guidelines on plagiarism.*

1. There must be a 1-page summary (abstract), setting out briefly the objectives of the project and conclusions reached.
2. All citations should be punctuated and referenced correctly.
3. References should be quoted in Harvard style in the body of the work and in the bibliography and not at the foot of individual pages.
4. A bibliography should be included at the end of the dissertation.

## Criteria for marking the dissertation

The criteria for the marking of the dissertation are given below. Please study these criteria carefully.

	80+	70-79	60-69	50-59	40-49	<40
<b>Introduction and summary/ conclusion</b>	Succinct and complete	Complete	Clear and helpful	Adequate	Limited	Missing
<b>Conceptual understanding</b>	Complete and thoroughly assimilated	Complete	Overall good grasp	Fair overall grasp	Partial grasp	Very little grasp
<b>Expression of ideas</b>	Fluent and well structured	Clear and well structured	Mostly clear and well structured	Some lack of clarity and immaturity of expression	Poorly structured, lacking in clarity and with some confusion	Very confused and lacking in clarity. Inability to express ideas
<b>Literature review</b>	Comprehensive. Excellent use of, and clear reference to a wide variety of readings/materials	Comprehensive. Good use of course material and clear referencing to other readings/materials	Minor gaps. Good use of course material and clear referencing to other readings/materials	Minor gaps. Use only of course material, no or little use of other readings	Some major gaps. Limited use of, or relationship to, course materials	Many major gaps. No relationship to course materials
<b>Methods and methodology</b>	Thorough and detailed justification of choice of method(s) and/or its (their) use	Excellent justification of choice of method(s) and/or its (their) use	Good detail on justification of choice of method(s) and its (their) use	Adequate justification of choice of method(s) and/or its (their) use	Weak use and explanation of methods	Inappropriate method(s) and/or no justification for its (their) use
<b>Use of data</b>	Seamless integration of the data into the argument	Excellent use of data and integration into the argument	Data provides good support of the argument	Data supports most of the claims made by the dissertation	Links between data and argument are not always clear	Inadequate use of data
<b>Applications/ problem solving</b>	Tackles problems not previously addressed in the literature with ease	Tackles problems not previously addressed in the literature	Makes a good attempt at tackling new problems	Modest application to new problems	Very little novelty in the problems tackled	Incapable of tackling new applications
<b>Analytical ability</b>	Highly developed and mature	Highly developed	Well developed and applied	Reasonably developed and clear	Some evidence of ability	Very little or no analytical ability
<b>Critical ability</b>	Highly developed and reflective	Highly developed and reflective	Generally well developed with some evidence of critical reflection	Superficial only	Poorly developed	None
<b>Critical appraisal</b>	Outstanding	Excellent	Good but could be more critical or detailed	Adequate	Limited	None

Referencing	Full and consistent referencing	Full and consistent referencing	Full and consistent referencing	Mostly appropriately referenced	Few or incomplete references	No references provided
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***Note that the marking scheme is not a basis for calculating a final mark. Different weightings may be applied to different categories and the final mark is based on a holistic overview of the essay. All marks are subject to confirmation by the Exam Board.***