

System Development Project DAP605

Module Handbook 2023 – 2024

**You are expected to have fully read and checked this module handbook for potential answers to any query before approaching the module tutor**



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## Section 1

## What is the System Development Project?

#### Introduction

Welcome to ‘System Development Project'; not to be confused with Project Management, however it would be anticipated that techniques gained in the Project Management Module alongside DAP507 will be used. This type of project is sometimes known as a synoptic assessment that is because you are expected to draw from the knowledge you have gained from many of the modules and experiences you have previously gained whilst studying at University.

The duration of the module is over two terms and is worth 30 credits.

You will be expected to follow a System development approach in which Apprentices will provide an IT related artefact.

## Section 2

## Term 1: Preparing your Project Proposal

#### Indicative Teaching Programme Term 1

The sessions during the term will be based on a mixed approach including taught sessions and Action Learning Sets, where each Apprentice is expected to take responsibility for their own learning by identifying those areas where support is required, and by participating to ensure that all areas of weakness have been covered. Please note that attendance to all sessions is mandatory.

|  |  |
| --- | --- |
| **Week 1** | **Introduction to module ( Handbook)** |
|  |  |
| **Week 2** | **Research Methods 1 (Ethics Choosing A Topic and Proposal)** |
|  |  |
| **Week 3** | **Research Methods 2 (Literature Review/Best Practice Building the question reviewing the literature [including library talk])** |
|  |  |
| **Week 4** | **Systems Development 1** |
|  |  |
| **Week 5** | **Action Learning Sets (ALS) - Identification of Skills Gaps** |
|  |  |
| **Week 6** | **Self-Directed** |
|  |  |
| **Week 7** | **ALS Review How is it going – A problem shared** |
|  |  |
| **Week 8** | **Formative Presentations (Voluntary)** |

## Section 3

## The Management Project Supervisor

#### The role of the Project Supervisor

From the end of Term 2 you are entitled to a Project supervisor who will support you throughout the writing of the System Development Project. In exceptional circumstances your Project Supervisor might change, for instance if she/he changes role within the University of Chichester or if they decide to move away. If this occurs, you will be allocated a new Project Supervisor as soon as possible.

The Project Supervisor’s role includes:

* Discussing a workable timetable and action plan for your project.
* Helping you establish the parameters covered in your project.
* Establishing a dialogue during the module to facilitate and encourage an analytical approach to the study.
* Discussing relevant professional reading and research.
* Guiding you in the formulation of a research design.
* Reviewing aspects of your research and writing, and provide feedback about it on a mutually agreed format.

***Please note that the role of the supervisor does NOT include providing directions, instructions or advice on how to achieve a specific mark or degree classification on your System Development Project.***

##### Supervision Entitlement

**Your entitlement support should total up to 6 hours in duration over the whole of the System Development Project writing period**. How you and your Project Supervisor choose to use this time is entirely up to you – however, **you need to negotiate an approach that suits you both, with a time allocation evenly spread over the whole of the term**. Failure to do this could lead to you not receiving your full entitlement of support. For example, it is unlikely that your supervisor would be able to accommodate your support requests if you make limited use of the supervision early on and then expect a considerable amount of support towards the end of the project over a short time frame.

As well as planning your own time effectively, you should have reasonable expectations in relation to your supervisor’s time. For example, it is unreasonable to email information to your supervisor in the evening / weekend and expect them to be in a position to review, comment, and meet with you to provide feedback the next day / next Monday. Like yourself, your Project Supervisor will have competing commitments and a busy timetable, so again it is important that you have a dialogue with your supervisor early on about reasonable expectations in relation to reviewing material and arranging meetings.

Supervisory support includes a balance between face-to-face meetings, email exchanges and phone calls. The 6 hours also includes time for reading drafts of your work and preparing feedback for you. Also, supervisors won’t review any chapter more than once, so you must ensure that any drafts submitted for feedback are written to final submission standards prior to sending it to your Project Supervisor.

##### Recording your support, monitoring progress and managing deadlines

Meeting with your Project Supervisor is a Programme requirement. You should plan to meet with your Project Supervisor **immediately** they are allocated to discuss your research strategy and plan of action.

**No data should be collected without prior supervisor agreement and approval of the Ethical Review Form**.

You are required to complete, along with your Project Supervisor, a record of your tutorial attendance, communications and support. You are both required to agree, initial and date the form every time that you meet. A copy of this form can be found in the appendices (Appendix A). **You are expected to ‘drive’ the support**. In other words, it is up to you to contact your Project Supervisor. A copy of this Project Support Record should be submitted at your final assessed presentation.

One of the aims of the System Development Project is for Apprentices to demonstrate the extent to which they have managed the final transition from a tutor-led approach to Apprentice centred learning. **This involves planning and managing your time effectively to ensure that you can comfortably meet deadlines.** If you feel you are falling behind your plan, you should meet and discuss this with your supervisor as a matter of urgency and **mutually agree new deadlines that will ensure your timely completion of the project**.

##### Submitting drafts to your supervisor

Your Project Supervisor will read and provide feedback on any chapter drafts in line with the milestones mutually agreed. Partial chapter submissions will also be given feedback, but Apprentices should not have the expectation that the supervisor will read subsequent versions of the same chapter. **Project Supervisors will not mark the drafts, nor are they able to advise what you need to do or change in order to gain a particular grade or mark*.***

**The role of the supervisor is not to say what you need to do, write or change about your project chapters in order to gain a particular mark, irrespective of the fact that you have told them so, or regardless how important is for you to gain a specific degree classification.**

##### Minimum standards for draft submission

The following are intended to act as guidelines of what are the minimum standards that draft work should meet in order for your supervisor to be able to read and advise on improvements. Failure to meet these minimum standard guidelines could create further delays in turnaround times or may force your supervisor to return the draft unseen and request compliance with these guidelines.

* All draft work should be submitted as print-outs unless mutually agreed in advance.
* All drafts should be formatted detailed in **Section 5.1***.* In particular, your attention is drawn to the acceptable type and size of font; line spacing; page numbering; the use, numbering and mention in text of all charts, tables and figures; and the use of appropriate citation and referencing conventions.
* All draft work should be appropriately cited and referenced, and references should be handed in at the same time that the chapter(s) where those references are mentioned.

##### Turnaround times for communication and feedback

Supervisors will provide feedback to all submitted work within 10 working days from submission and will endeavour to reply to your email queries within 2 to 3 working days (i.e. not including weekends or University / bank holidays). It is vital that Apprentices factor in the 10 working-days period as part of their project timetable, and that they don’t repeatedly email tutors about the same issue over a short period of time.

Although on occasions individual supervisors may choose to return feedback earlier than the indicated 10 working-days period, you should not expect your supervisor to speed up the indicated turnaround time for any material you submit, regardless of how urgently you need it back or how close to a deadline you are. You are expected to keep agreed milestones - please do not put pressure on your supervisor to turn work around within a shorter time period.

All supervisors work differently and provide feedback in different formats and level of detail. However, they should always provide feedback that is appropriate and sufficient to guide you in terms of improving your work. If your learning needs require you to have a different type or level of detail in the feedback, you should always start by discussing this openly and honestly with your supervisor.

##### Making the most of your supervisor

* Always request appointments via email, so that your supervisor can check their diary before replying.
* When offered an appointment, please confirm your acceptance of the appointment promptly.
* When you have an agreed appointment, make sure that you attend and do so in time. Unless there are major, justifiable reasons not to attend / be late, such as medical or family emergency (in which case you should follow normal non-attendance procedures), you can expect the supervisor to note any booked and non-attended time and allocate it against your supervisory time allowance. Typically you can expect half an hour of time to be allocated against your time allowance should you miss an appointment. Remember that the time that has been allocated to you may be needed by a fellow learner.
* When attending a Project meeting, make sure that you bring along all relevant materials and information that may be needed during the meeting. Typical examples include your own list of points to be discussed at the meeting, printouts of the work to be discussed, completed questionnaires or databases, earlier revised drafts, this guide, the **Project Support Record form** (available as an appendix at the end of this Handbook, or electronically in Moodle)and your own diary to set new appointments.
* Allow for a few extra minutes at the end of the meeting to jointly complete the meeting log in your Project Support Record form.
* Your supervisor’s mission is to support you in producing the best Project possible out of the information and data that you have collected. In return, your supervisor expects you to behave in a courteous and respectful manner at all times, and they expect you to do the work that has been agreed in earlier meetings in a timely manner.

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## Section 4

## Trouble Shooting

#### What happens if…?

##### I fall behind in submitting drafts?

Be organised from the start, use Gantt charts or any other method to assist you in monitoring work done relative to your plan and these should include milestones and non-project work (i.e. work, family and social commitments) time management is essential and your responsibility - if you are still falling behind, contact your Project Supervisor immediately to warn them. They will then assist you in reconfiguring your milestones and may suggest suitable strategies.

**The biggest mistake you can make doing the System Development Project is to adopt avoidance strategies.**

If you fall so far behind that you are unable to submit the Project in a presentable condition, and with no evidence of interaction with your Project Supervisor to reflect your difficulties, it will be impossible for the Programme to support you with, for instance, mitigating circumstances.

##### I do not get on with my Project Supervisor?

Working on your Project can be stressful, particularly at the beginning. As in all cases of disagreement between Apprentices and tutors, it is best to discuss the issue with the person concerned first. Often they will then realise your difficulties and make the necessary adjustments to ensure that you get the support that you need. However, if real difficulties persist, you must discuss them with the Project co-ordinator and/or your Academic Advisor.

##### I feel I’m not getting sufficient supervision / my supervisor is too slow?

If for any reason you do not feel you are obtaining your entitlement to your Project Supervisor time, **it is best to first discuss the issue in a frank and open manner with your supervisor**. This situation often happens when Apprentices have either not agreed a mutually convenient timetable of support and draft submission with their supervisor, or have missed or ignored deadlines to submit draft work to them, so make sure you meet with your supervisor early and agree a work timetable with him / her. Sometimes Apprentices also compare their supervisor’s support with that received by other Apprentices and feel their supervisor is not as quick / proactive as that of their colleagues. Sometimes Apprentices may also have different expectations in terms of the amount or quality of support they should be getting. Remember that **different tutors will have different feedback approaches**, but all supervisors should meet the 10-working days guideline for work turnaround. Also, you need to keep in mind that **any form of support must be driven by you, i.e. it is expected that you will initiate all contacts with the supervisor and indicate to him / her on what areas you require support with**.

If you feel unsatisfied with the amount or quality of support that you are getting, it is best if you raise this issue directly with your supervisor as early as possible, so that you can discuss your expectations with him / her to ensure that these are appropriate, realistic and mutually agreed. However, if you keep having problems with access to your supervisor, you should contact the Module Coordinator as soon as possible. They will investigate and follow up your support profile (hence the importance of completing and signing the **Project Support Record form** after each meeting) and ensure any issues are addressed in a satisfactory way.

##### I lose focus on the importance of the System Development Project?

If you are good at planning you are unlikely to lose this focus. If, however, your working practice is to leave everything to the last minute and try to write assignments just before the deadline, the likelihood is that you will struggle to pass the module. Include in your plan a soft date for submission to allow time for rewrites and amendments; in advance of the submission deadlines.

##### I fall ill or have other problems and cannot submit in time?

If circumstances arise preventing you from working ‘normally’, e.g. with illness or circumstances occurring that are beyond your control, **you must inform your Project Supervisor and the Module co-ordinator as soon as possible.** It would also be advisable to contact your Academic Advisor. One or all of these parties will contact the Head of the School so that you can gain support and advice in completing the University’s Mitigating Circumstances documentation (available from the Business School website).

##### I’m running out of time and I need an extension?

The System Development Project is like an examination – **normally extensions will not be given**. If, however, you feel you have grounds for an extension you should discuss the possibility with your Project Supervisor first. Depending upon your circumstances, your Project Supervisor may support you and contact the Module Coordinator to recommend that an extension is granted, however neither of them actually issue the extension - this can **only** be granted by the Head of the Business School who will:

* mediate and make a final judgement based upon your circumstances;
* if appropriate advise you on acquiring *Mitigating Circumstances* and the application process for this;
* issue an appropriate date for submission.

Therefore, following discussion with either your Project Supervisor or the Module Coordinator, you will at some stage need to submit an extension request to the Head of the Business School. If, however, you have your Supervisor’s support, it can make a crucial difference to your chances of acquiring more time. Therefore, please follow this protocol and ensure that your supervisor is informed about your progress with the System Development Project at all times. You are also advised to refer to the Programme Handbook that will provide further guidance in relation to extensions and/or consideration of mitigating circumstances.

## Section 5

## The Format of the System Development Project Document

#### 5.1 The format of the System Development Project

The Project Document should be formatted according to the following structure, **with careful reference to the assessment criteria**.

* The font used for the text should be easy to read, such as Arial, Calibri or an equivalent, in a minimum size of 12 points. Avoid small, difficult-to-read, or fidgety fonts, such as older versions of Word’s default font - Times New Roman. Text lines must have a minimum of 1.5 lines spacing with a margin of not less than 1½ inches on the left hand side (to ensure the binding does not obscure the text). Text must be presented on one side of A4 paper only.
* Every page should be numbered at the bottom centre of the page.
* There should be a contents page, giving the titles and starting pages of each chapter.
* Every diagram, figure, map, table and appendix should be numbered consecutively and referenced to each chapter of the System Development Project so that, for example, ‘Figure 2.3’ will be the third figure in Chapter 2. Normally tables are numbered separately from all other figures.
* When including any figures, tables or pictures, do not text-wrap your writing around them. They should be presented as a distinct element spaced in between your text.
* Any text not included as part of the project’s main discussion should be enclosed in a box that distinguish and creates a separation from the text, and should be called ‘Table’. All tables should have a descriptive legend at the top that explains what the table is about. Any charts, diagrams, photographic materials or maps should be named ‘Figures’ and should have a short descriptive legend at the top or bottom (be consistent throughout). If you include maps, diagrams or illustrations in colour, any copies of your final project document should also be in colour.
* All figures, tables and appendices should be referred to and discussed in the text and not appear purely for ‘window-dressing’. The discussion in the main text of a given table or figure should come **before** the table or figure itself, not after it.
* All citations referred to in the text should appear in the reference list, and vice versa.
* All references should be given in a consistent, standard Harvard format, as recommended by the University guidelines.
* The documents should not use offensive, discriminatory, sexist or racist terms.
* The System Development Project should be written in the **past tense**. Remember that by the time your final document is read by others, you would be long finished!
* The System Development Project should be written in the **3rd person**, e.g. “the researcher/developer”, “this project”, and avoid the use of the 1st person (e.g. *I, my, you, your, us, we,* etc.) in order to demonstrate a neutral / impartial stance in terms of the research.
* On final submission, you are required to submit **three copies** (subject to discussion around digital submission) of your project document (Part 2), one of which will be sent to your employer by the university. If you have been given support by an external organisation to complete your project and even if this was not specifically stated as a condition for granting you such support, it is always appropriate to provide them with an additional copy. Remember to check any copies going to external parties to ensure that confidentiality and anonymity agreements are not being breached.
* **The maximum word limit for the final document is 3500 words.**  Please bear in mind the University Academic Regulations for Assessments, point 2.1.2, which state that *"Assignments that are over-length should be penalised by a deduction of marks of up to 10 %, depending on the extent of the problem."* A 500-word excess is normally considered serious and meriting a 10% penalty deduction of the final mark.
* The maximum word limit only applies to the project document’s main chapters, and does not include the index, abstract or executive summary, acknowledgements, text contained within tables, the reference list or any appendix.
* There is no penalty for being under the maximum word limit.

#### 5.2 The structure of the System Development Project

This section provides a general description of the System Development Project format.

**Do not forget part of the project document will be a discussion of the company and its operations as they are relevant to the project, as well as the problems or issues they might have in relation to the problem being explored. While this section might include some academic literature it will draw on a wider range of material such as industry data, company reports and other market intelligence. This material will be chosen with the organisational readers in mind**

System Development Project should be as follows:

* Cover page and Title
* Abstract
* Acknowledgements
* Contents page
* Chapter 1: Introduction and Review (Based on Part 1)
* Chapter 2: Specification of Requirements
* Chapter 3: Analysis and Design
* Chapter 4: Conclusions and Recommendations
* Reference List
* Appendices

Specific advice about the indicative content for each section is provided in Section 8 of this Handbook.

#### The IT Systems-based System Development Project Assessment Criteria

***Part 2*** System Development Project (3500 words)

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Specific Criteria** | **Weighting** |
| **Chapter 1: Introduction.** | * **A clear aim/focus is outlined for the project.** * **Purpose and objectives of project are clearly outlined.** * **Appropriate and relevant areas of the project scope are developed.** * **To contextualise the project focus within the company’s own strategy/policies.** * The project demonstrates an understanding of the lifecycle and analysis and design methods and justification of the selection of those used. | **10%** |
| **Chapter 2:**  **Specification of Requirements:**  **Consultation of a diversity of authoritative sources.** | * To demonstrate that a critical review has been conducted of relevant literature in order to fully explore the domain in which the organisation is operating and the full extent of the project requirements. * Internal and external influences and constraints on the project are considered. * Effective approach to systems analysis, design and development using an appropriate lifecycle   + Robust set of requirements including functional and non-functional details   + Clear and agreed detailed systems specification and a provisional design * Presentation and justification of the requirements based on research and effective collection and analysis of data collected. | **45%** |
| **Chapters 4 and 5: Analysis and Design and Conclusion.**  **Area of study selected and data generated has application to the workplace.** | * A clear presentation of the approach taken to the completion of the elements of the lifecycle undertaken. * To demonstrate critical evaluation of the approach taken and the results arrived at. This requires that the rationale to any choices made is clearly justified. * To analyse evidence by identifying key issues, themes and/or trends as a result of the project. * To identify realistic implications of findings on a personal and professional level, and in the wider context. * Evidence of analysis and appropriate recommendations made. * The project is conducted effectively | **30%** |
| **All Chapters**  **Ability to produce a high quality report which is well structured, exhibits cogent and critical arguments, conforms to a high standard of literacy (and numeracy if relevant), and displays good referencing skills.** | * To demonstrate a professional quality of spelling, punctuation and grammar, and where relevant, of numeracy skills. * To demonstrate conceptual understanding through the use of a coherent and sustained argument. * To demonstrate the ability to present text and data in a coherent and professional manner. * Effective communication demonstrating clarity and economy of expression. * To use Harvard convention for citations and Bibliography. | **15%** |

##### Structure of the System Development Project document*.*

This is a simple and very brief list, outlining what are the sections that make up the project document. It should provide the reader with a clear idea of how many chapters are included in the document, in what order have they been assembled, and what is the purpose of each chapter.

## Section 6

## Indicative contents for the IT Systems-based System Development Project

We recommend you structure your IT System Development Project according to the following guidelines, **with careful reference to the assessment criteria**. Section-based word counts are provided for guidance and may vary in discussion with your supervisor.

**Due to the limited word count you are advised to draw extensively on PART 1 of the module assessment in particular for Chapter 1 and Chapter 2. To achieve this, you can include PART 1 in the appendices and refer the reader to the relevant content. You are advised that if the content in PART1 has been amended since submission please label the document accordingly e.g. <Document Name> Amended <Date>. This should also be reflected in the document version control**.

##### The Title

This should be brief, accurate and to the point. Avoid ‘snappy’ titles unless you and your Project Supervisor think they ‘work’. Some examples of possible project titles are:

‘**An Investigation into possible web service development within an organisation and the creation of a prototype production system’**

OR

**‘Website Accessibility: A Lifecycle approach to designing a Council Website’**

These titles worked because they neatly summed up the findings, depth and range of the projects.

##### Abstract

You should provide a brief summary of the subject of your investigation and findings. This should be no longer than a single side of A4

##### Acknowledgements

To some extent, your project will be a ‘joint production’ resulting from interaction between yourself, tutors, your client mentor, work colleagues and family. It is conventional to acknowledge such help and support. However, in academic work, such acknowledgements should be short and to the point.

##### Contents Page

Place the title of the project at the top of the page, the heading ‘Contents’ on the left and ‘Page Number’ on the right hand side. List the contents as Introduction, Section One, Section Two and so on.

##### Section 1 Introduction

For the introduction to your project, outline the sections you intend to include and formulate a **clear aim for your project***.* You should include a summary of the organisation and the issue you have been asked to address and why or the system that you have been requested to consider perhaps including a high level statement of requirements. Justification of your chosen SDLC and potentially Project management Life Cycle by reference to a variety of different theoretical discussions. This is likely to be a summary taken from your PID defining some of the constraints that you will need to take account of.

***You should make some statement about any ethical issues that have to be taken into account to conduct the intended project approach and how you intend to provide for this.***

##### Section 2 Specification of Requirements

You should begin this section with a demonstration of your detailed understanding of the domain in which the system is to be investigated or implemented. You should explore both externally and internally (Consider SWOT and potentially PESTLE). The investigation should consider issues that relate directly to the context of your project. They may include elements of an **environmental scan** which can explore the company’s competitive opportunity, technical trends, economic outlook, political and social issues and resource availability. Elements of an **Internal Scrutiny** may be used to establish the current state of the organisation, its systems and processes in terms of its competitive position, customer focus, core competences, operational effectiveness, innovation and its strengths and weaknesses, opportunities and threats.

In developing your understanding of the domain, you need to demonstrate that you have considered what other business organisations and researchers may have done in similar circumstances, through the consultation of a range of relevant literature. What has already been found out and implemented? In what ways could these findings be relevant/not relevant to the project you intend to do/are doing? How relevant, important and significant is this research to the external environment of your client and your identified current business context? For example if you were asked to build a website to improve sales for a business, detailed research into what makes an effective e-commerce site in similar markets would be expected with extensive reference to relevant literature to support your ideas.

Subsequent analysis may utilise a range of techniques such as Data Flow Diagrams and Entity Relationship Diagrams. You should justify your approach in relation to alternatives at every stage.

Examples of interview schedules, questionnaire pro-formas etc, should be included as appendices where appropriate and should always be cross referenced in the text.

The final part of this section should pull together and justify the systems requirements based on your understanding of the domain, what has been researched and the results of any quantitative or qualitative research undertaken with the customer for the system. Detailed system requirements may need to be attached as an Appendix.

##### Section 3 – Analysis and Design

This section is about key issues that arose out of your research, systems analysis and implementation methods as appropriate. These should be based on careful reflection and critical analysis of what has occurred. State how you undertook your analysis and what you found arising from it. For example if you undertook a Feasibility Study, what alternatives did you construct and how and why did you select the chosen solution. Make sure that you critically justify your choices. If you designed a system, what influenced your design, for example, from the perspective of the Human Computer Interface or perhaps Search Engine Optimisation. What were the results from system tests? It is important to draw attention to how your approach reflects best practice as defined by your previous research into the literature in terms of the system developed and the methods used. It is also expected that you discuss the impact on the business. This section is likely to follow the structure of the systems development lifecycle you defined in Section 2.

##### Section 4 - Conclusions and Recommendations

This chapter should refer back to the Introduction and the Specification of Requirements and consider your original intentions and the degree to which you achieved these, including the project progress. You should briefly summarise the key points of your arguments having completed the project, and then go on **to discuss the implications of your findings and the solution delivered**, offering suggestions for change in the future – your own practice and possibly the practice of others. Suggest what you recommend to improve business practice in the light of what you have found out. Discuss your own professional development in the context of the study. What have you learned? If you were repeating aspects of the project, or developing it further, what changes would you make?

##### References

You must include a list of references that includes **ALL** the texts and sources you have **directly** referred to in the text of the Personal Study. Use the Harvard convention for setting out this reference list. (Please refer to Presentation Requirements below.) **Please** **do not use a separate ‘Notes’ page**.

##### Bibliography

Titles of books, sources etc **NOT** referred to directly in the text of the System Development Project but studied as background reading should be listed separately on an ‘Additional Reading’ page. Again, use Harvard convention for setting out this page.

##### Appendices

Having a set of appendices are optional but you may wish to include important and relevant information which would have been disruptive to the main body of the text had you placed it there. Appendices must be clearly titled as Appendix A, Appendix B, Appendix C and so on, or Appendix One, Appendix Two, Appendix Three etc. Apprentices sometimes use appendices for a summary of key points from interview transcripts, examples of questionnaire formats, copies of correspondence in connection with the project, and copies of an essential business policy etc.

**You should not include ‘raw’ data, original evidence or web copies of system components selected from companies. Keep this safely in a file at home and have it available for your project supervisor if it is required – do not bind this kind of material into your appendices**

You should also ensure that the appendices have been **ethically considered** before being constructed. For example, elimination of participant’s names/identification except for your coding arrangements etc.

**To summarise, only include information in the Appendices if it is relevant**. If in doubt, **don’t** put it in! The heat binding requirements for submission can be compromised if you have an unnecessarily large appendices section.

## Section 7

## Submission Regulations

#### 7.1 Submission Regulations

##### Deadlines (Presentations may change subject to availability of panel members)

* Please see Moodle Page

##### Submission of hard copies (Subject to Digital option)

**Submission of the complete System Development Project** should be done to the Business School Administrative Office on the deadline indicated above following normal assignment procedures.

Hard copies must be submitted regardless of your location at the time, even if you are outside the UK. If for some reason you are unable to physically come to the University to hand in your hard copies, or if you have been given an extension to submit the project, it is acceptable to submit your System Development Project hard copies by post. However, you must make sure that the project is posted with a service that ensures that **it will arrive at the Business School Office by the submission date** and that you have obtained proof of postage (e.g. Royal Mail next-day delivery, DHL Courier or similar).

##### Electronic copy submission using Turnitin

You **must** submit an electronic copy of your Project at the same time that the hard copies are handed in using the Turnitin link on the Moodle page.

However, if for any reason you were unable to access or use the Turnitin submission link, you should not delay the submission of either the hard or the electronic copies. Instead, you should email your electronic copy as an attachment to the Module Coordinator, your Supervisor and the Business School Administrative Office, explaining the reasons why you were unable to use the Turnitin link. Please note that **failure to submit an electronic version of the final System Development Project document by the stated deadline will be regarded as a non-submission, and the project marked according to ‘Late submission / Non-submission’ Regulations**, i.e. 5% deduction of final mark if submission is done after 1:00 pm on the deadline day; 10% deduction up to a week after submission deadline, and non-submission after that.

When you submit to Turnitin, please write the Paper ID (available from your Turnitin receipt) number onto the assignment submission cover sheet attached to your hard copy assignment. **It is also helpful if the file name of your Turnitin electronic submission includes your student number**, so it is easier for the module tutors to find your work if required.

Do not hand your Project document or files to a supervisor or a friend who offers to submit them for you. The School has to keep a central record of the submissions and, technically, even if you hand it to a University supervisor or tutor, as far as we are concerned, you have not submitted the System Development Project according to regulations and therefore have no protection should your friend or the supervisor, for instance, lose it.

##### Presentation, covers and bindery

* **You must submit exact copies of your System Development Project**. The top cover should be presented in an attractive and professional way, underneath a clear plastic sheet of A4 to protect it. The bottom cover should be made of card – to protect the base of the document.
* **Binding of the project document should be of the thermal type with a glue backing tape on the edge. Do NOT bind your project using comb or spiral binding**, as this type of binding is prone to falling apart, especially when sent to an External Examiner in the post, and are therefore inappropriate for submission. A loose or inadequately bound System Development Project **will not be accepted** by the Business School Administrative Office.
* If your original text or print-out includes colour maps, diagrams or illustrations, any additional copies should also be in colour.
* Projects should be taken to the Print Shop Department for thermal binding, but please give the staff adequate advance notice, normally a minimum of 24 hours, but they may need up to two days’ notice during busy periods. They cannot be expected to bind all copies of your Project shortly before the deadline for submission. Alternatively, please make your own arrangements to have your project document thermally bound elsewhere.

#### 7.2 Submission of Ethical Review Form

Completion of the Ethics Review Form is mandatory. In order to meet their obligations under the University’s research guidelines, Apprentices should complete a UoC Ethics Review Formbefore any data collection takes place. Collecting data or completing a System Development Project without an approved Ethics Form constitutes both academic malpractice and an assessment non-submission and will lead to a fail mark being given to the module.

Once Apprentices have completed and signed Ethics Review Form, they should:

Send the form to the Project Supervisor to check and sign.

The Apprentice should keep the signed original. The completed Ethical Review Form, minus the first 4 pages (remove the instructions and signature sheet, in order to keep anonymity), should be attached as an appendix in each copy of the final project document.

The Apprentice should also send a scan of the signed form to the Module Coordinator. If you are unable to scan the form, you should send the completed form as a Word document and either scan the signature page, or request your supervisor to email the coordinator to let him know that they have approved the form.

If for any reason you cannot submit or scan a hardcopy of the form to your supervisor, it is also acceptable to provide an Electronic Signature by typing your name in the appropriate space, and your supervisor can do the same. This is particularly relevant to Apprentices on placement who are unable to come to the university on short notice.

If by the date provided in the Moodle page the module Coordinator has not received either a completed and signed Ethical Review Form, or confirmation from your supervisor that you do not require one, your project is likely to come under investigation for potential academic malpractice and if you are found to be collecting data without an Ethics Form, your project will be marked as a non-submission.

Supervisors are entitled not to sign an Ethical Review From and withheld consent to collect data until they are satisfied with the approach.

##### When is an Ethical Review Form not required?

The only instance when an Ethics Review Form isn’t required is when Apprentices are either working exclusively with secondary data or doing research that does not involve human subject interactions in any way (e.g. designing a piece of software without directly consulting users or developers). However, Apprentices are still required to discuss and agree with their supervisor that an Ethics Form isn’t required**, and the supervisor must advise the module coordinator in writing about this agreement.**

#### 7.3 Confidentiality agreements

Although it is always easier and desirable to protect your data with anonymity rather than by making your project confidential, it is not unusual for some companies to require confidentiality agreements from Apprentices doing either placements or organisation-based System Development Projects, and might be a condition placed on you in order to grant data access.

If you are requested to complete a confidentiality agreement, please contact the Module Coordinator to request a blank agreement template that you will need to complete and get signed by the mentor of the company where you are doing your project. **Once the agreement has been signed, you need to submit a scanned copy to the Module Coordinator** to ensure your project copies will be handled confidentially after submission. You will also need to request a ‘confidential cover sheet’ from the Module Coordinator, which you must bind as the first page in all your System Development Project copies.

#### 7.4 Safeguarding all research data

**Please note that it is your obligation to *keep all your original data and information used in your System Development Project until the TBC after completion of your degree and if required, make these available to your tutors without delay*.** This includes any completed questionnaires, databases, interview recordings and transcripts, observation notes, pictures, journal articles, book copies, website printouts and any other information that you have used as evidence or data for your System Development Project. Your supervisor, the module coordinator or the external examiner may require you to provide this information before or after you have submitted your final document and you **MUST** make it available if requested to do so.In order to ensure that Apprentices are safeguarding their data correctly and complying with ethical procedures, at the end of the second term**, all supervisors will conduct a random check of the data and information sources on a sample of their supervisees.**

**Failure to submit primary or raw data, or to provide access to the original information sources cited in the System Development Project, might lead to academic malpractice procedures being initiated if there are any doubts about the sourcing or originality of the data or information sources.** Please note that having your PC, laptop or memory stick stolen, damaged or lost is not considered a reasonable excuse for not submitting your data, as you must backup your data at all times, and one of those backups **must** be located in the University servers and must be accessible through University-provided software (Microsoft Office), while you must keep those elements not suitable for backup in a safe place where they can’t be lost or damaged. Citing ethical safeguards is not a valid reason to refuse access to your original data or information sources, as in order to ensure you comply with Ethical procedures, your supervisor and the module coordinator have the right and the responsibility to check both.

In order to ensure data access integrity and comply with University Ethics procedures, **Apprentices undertaking online surveys of any kind MUST only use the Bristol Online Survey (BOS) platform,** which is provided free of charge by the Business School. The only acceptable exception to this requirement is if you are doing a placement where the organisation requires you to use their own proprietary or licensed software. In this case you must ensure that the anonymity and confidentiality of the data will be adequately protected.

## Section 8

## Presentations

#### Introduction?

You will be required to undertake two presentations.

##### Part 1

Perform a preliminary 10-minute presentation which will be assessed and account for 20% (1400-word equivalent) of the final mark. This should cover all elements of the Project Initiation Document (PID) following a recognised SDLC - including but not limited to:

• Project Brief (approved by the sponsor)

• Systems development process and rationale

• Project Plan

• Project Quality Plan

|  |  |  |  |
| --- | --- | --- | --- |
| **Grade** | **Criteria** | | |
| **Project Brief** | **Project Plans** | **Presentation Quality** |
| (25% weighting) | (50% weighting) | (25% weighting) |
| 80%+ | Clear and professional presentation of the various steps associated with the preparation of the Project Brief in accordance with PRINCE2. High quality discussion of the system requirements with supporting rationale. The brief should be agreed with the Project Sponsor. | Clear and professional presentation of the Project Initiation Document (PID) and initial project plans based on PRINCE2. This should cover all facets of the PID and be supported by appropriate justification.  Clear rationale for proposed lifecycle, quality plans and initial risk assessment and mitigation strategy. | Throughout the presentation the presenter speaks clearly, fluently and with style. He/she appears relaxed, professional, makes good eye contact and connects with the audience. The presentation is supported by clear, structured and imaginative material and demonstrates good understanding of what is being presented and is grammatically correct. |
| 70%-79% | Clear presentation of the various steps associated with the preparation of the Project Brief in accordance with PRINCE2. Good discussion of the system requirements with supporting rationale. The brief should be agreed with the Project Sponsor. | Clear presentation of the Project Initiation Document (PID) and initial project plans based on PRINCE2 supported by appropriate justification.  Clear rationale for proposed lifecycle, quality plans and initial risk assessment and mitigation strategy. | Throughout the presentation the presenter speaks clearly, fluently and with style. He/she appears relaxed, makes good eye contact and connects with the audience. The presentation is supported by clear, structured and imaginative material and demonstrates good understanding of what is being presented. |
| 60%-69% | Generally clear presentation of the various steps associated with the preparation of the Project Brief in accordance with PRINCE2. Essentially a reasonable discussion of the system requirements with supporting rationale. The brief should be agreed with the Project Sponsor. | Mostly persuasive presentation of the PID and initial project plans based on PRINCE2 supported by generally appropriate justification.  Rationale for proposed lifecycle, quality plans and initial risk assessment and mitigation strategy is presented but may have some flaws in thinking. | For the most part, the presenter speaks clearly, fluently and with moments of style. He/she appears acceptably relaxed, makes good eye contact and connects with the audience. The presentation is supported by generally clear, structured and imaginative material and demonstrates good understanding of what is being presented. |
| 50%-59% | Satisfactory presentation of the various steps associated with the preparation of the Project Brief in accordance with PRINCE2. However, presentation is somewhat undermined by **either** a lack of clarity **or** lacks persuasiveness due to insufficient account being taken of the system requirements. The brief should be agreed with the Project Sponsor. | The presentation of the PID and initial project plans based on PRINCE2 lack persuasiveness due to flaws in the rationale or the steps described. Rationale for proposed lifecycle, quality plans and initial risk assessment and mitigation strategy contain a number of inconsistencies or inappropriate reasoning. | Descriptor as detailed in 60-69% range applies, but **either** the presenter’s clarity & fluency is inadequate to allow the performance to be judged as stylish, **or** the material supporting the presentation is poorly structured and not particularly clear. |
| 40%-49% | Presentation of the various steps associated with the preparation of the Project Brief and demonstration of the rationale linking these steps is seriously flawed by **both** insufficient clarity **and** a lack of persuasiveness due to insufficient account being taken of the system requirements. The Project Brief does not follow the PRINCE2 methodology. | Whilst there may be some basis for justification for the Project Plans broadly based PRINCE2, there are a number of serious flaws / inconsistencies. Rationale for proposed lifecycle, quality plans and initial risk assessment and mitigation strategy is seriously flawed with significant inconsistencies. or inappropriate reasoning. | Presenter’s clarity & fluency is inadequate to allow the performance to be judged as stylish the audience, **and** the material supporting the presentation is poorly structured and not particularly clear. The presenter does not really understand the subject. |
| <40% | Presentation of the various steps associated with the preparation of the Project Brief lacks clarity and bears little resemblance to PRINCE2. There is no clearly identifiable rationale linking the various steps. Explanation is completely unconvincing given the context of system requirements | Description and explanation of project plans, lifecycle, Quality Plans and Risk Assessment are not justifiable given the system requirements specified in the Project Brief. | Presenter’s volume and pace of speech is poor. The presentation is faltering and stilted throughout. Presenter may be over-reliant on notes. The material supporting the presentation is very poorly structured and lacks clarity. |

##### Part 3

Presentation and demonstration of artefact (15 Minutes) which will be assessed and account for 30% (2100-word equivalent) of the final mark:

* Articulation of the rationale to support the project aims, approach, analysis and conclusions
* Demonstration of artefact.

At the end of both presentations you will asked questions by the audience and how you respond to these questions will also be assessed.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Part 3**  **Grade** | Criteria |  |  |  |
|  | **Clear articulation of understanding the project, its context and the approach adopted to system development/research.** | **System (or Prototype) Features and Functionality** | **Quality of presentation skills** | **Persuasiveness of responses given to questions** |
|  | Weighting  20% | Weighting  45% | Weighting  15% | Weighting  20% |
| **70%+** | Demonstration of clear and effective approach to the project. Evidence of considering options and making suitable choices demonstrating a depth of understanding. | 1. Evidence through demonstration that the artefact fully meets the specification requirements. 2. Clear and effective examples of testing and error handling. 3. Supporting documentation is high quality; professional standard 4. The overall design is effective and justified by research and best practice. | The presentation will be completed in the allocated time with the main messages communicated in a clear and concise manner to the listener. Supporting material will used to reinforce or support points that are made verbally. The presenter will demonstrate signs of rehearsal, and confidence in manner, stance and eye contact | Demonstration that the scenario was fully understood, the Apprentice may have prepared in advance for potential questions. The answers supplied are reasonable and are supported with reason and evidence |
| **60-69%** | Generally clear and effective approach to the project. Reasonable evidence of considering options and making suitable choices demonstrating a reasonable level of understanding | * A Reasonable attempt has been made on all criteria   Or   * As above for 1) HOWEVER one of the remaining criteria is missing or seriously flawed | The presentation will be completed in the allocated time with the main messages generally communicated in a clear and concise manner to the listener. Supporting material will used to reinforce or support points that are made verbally. The presenter will mostly demonstrate signs of rehearsal, and confidence in manner, stance and eye contact | Demonstration that the scenario was mostly understood, the Apprentice may have prepared in advance for potential questions. The answers supplied are reasonable and are supported with a reason |
| **50-59%** | Satisfactory demonstration of the approach to the project. The presentation could be undermined by a lack of clarity or rigour in the approach. Processes are incomplete and or content is only satisfactory. | * An attempt has been made on all criteria but could be undermined by a lack of clarity or rigour in the approach.   Or   * A reasonable attempt of Point 1) is demonstrated HOWEVER two of the remaining criteria is missing or seriously flawed | The presentation will be delivered in a satisfactory manner though the presenter may not be very clear at times or be totally sure where they are within the presentation. Supporting material will either be over used or underused with some or many passages repeated verbally. Certain aspects of the delivery may indicate a lack of confidence, stance, voice projection eye contact for instance | A satisfactory demonstration that the scenario was mostly understood, the Apprentice may be not be confident in the answers supplied though reasonable and the rationale will be clear |
| **40-49%** | Demonstration of the approach to the project is seriously flawed by a lack of clarity or rigour in the approach. Processes are incomplete and or content is limited. | * Evidence that Point 1) and 2) Has be considered but may contain serious flaws. | The presentation is in the main of poor quality. The presenter may not communicate messages causing the listener to be confused. The supporting materials will be of poor quality and will be used to generate most if not all of the verbal communication. The presenter may also demonstrate poor skills in terms of stance, voice projection or eye contact. | Apprentice will be unsure of the answers and lack confidence in them. Some of the answers will be reasonable, though the rationale will be unclear |
| **<40%** | Approach to the project lacks clarity and bears little resemblance to the subject matter. Answer is poorly attempted incomplete and or content is limited. Demonstrates a poor understanding. | Demonstration indicates that the artefact is poor quality –for example:   * Artefact lacks key functionality, * Artefact not related to the project aim and therefore requirements,   etc | The presentation is of poor quality. Has little or no structure. The presenter will show signs of poor preparation. Support materials will be of poor quality and / or the presenter will have poor skills in terms of voice projection, stance or eye contact. | The Apprentices answers will be unclear, perhaps guessed and will be lacking in coherency |

## Section 9

## References

#### Why do I have to reference?

When writing essays or reports you will need to demonstrate what you have read, and discuss the ideas put forward by a range of different authors. You need to do this in a way which shows you are not trying to take credit for such ideas yourself. If you do include other people's ideas in your work without acknowledging where they have come from then you are **plagiarising.** Plagiarism literally means to steal ideas and pass them off as your own. This is looked on very seriously and anyone found plagiarising will be penalised. If your supervisor or second marker have reasons to believe you may have plagiarised elements of your System Development Project, they are obliged to initiate an academic malpractice procedure, and you will need to justify in front of an Academic Malpractice Board the sources of all questionable information or data included in your document. **If you were unable to justify your sources, or you are found to have plagiarised information, the penalty for doing so are very serious, and may range from having a 40% cap on your final mark to not being allowed to gain an Honours degree.**

* A well-referenced piece of work will:
* Enable readers to find and read the original material for themselves.
* Enable readers to check the origin and accuracy of your sources.
* Show you have read about the subject thoroughly.

##### How to Reference

These guidelines (available from the University library) provide general tips on how to reference and they are based on the Harvard system.Other subjects may not use the Harvard system. **Check with your supervisor to find out which system they prefer.** More detailed information is available from the items listed at the end.

|  |  |
| --- | --- |
| * **For a journal:** | * **For a book:** |
| * Name of author(s) | * Name of author(s)/editor(s) |
| * Date of publication | * Name of chapter author in an edited book |
| * Title of article | * Year of publication of edition used |
| * Journal title | * Title and sub-title (if any) |
| * Year, volume and part numbers | * Publisher and place or publication. |
| * Page numbers of article | * Page number if quotations are used |
|  |  |

 What is the Harvard system?

This is a commonly used system of referencing which means you only insert the author's name and year of publication in the text. All other information is then placed in a list at the end of the essay. This list is called a **reference list.**

Because these references are woven into your writing, they do not interrupt the flow and this makes reading much easier. Here are some examples:

* It has been shown (Lishman, 1994) that.........
* Kennedy and Charles (1990) have stated that.....
* Studies undertaken by George and Wilding (1992) suggest.........
* According to Lane (1993)..........
* In 1994 Holton and Turner found.......

##### What is the difference between citing and quoting?

**Citing** means to **refer to by name,** so if you are citing someone's ideas, then you are acknowledging whose ideas they are, for example (Lane, 1993).

**Quoting** means you are using the **author's exact words** straight from the book/journal. When quoting directly from an author you must include quotation marks, the author's name, date of publication and the page number when the original text included in the quote can be found. For example:

It has been pointed out that "posture is also important, reflecting cultural and contextual conventions (sitting up straight in church), status and emotions". (Lishman, 1994, p.21).

##### A quote within a quote

There will be times in your writing when you will need to quote an author quoting someone else. For example Kilkey is the author of the book you are using but she has included a direct quote from Hobson that you want to use. So your referencing would look like this: Hobson (quoted in Kilkey, 2000, p70) states "the kinds of state support solo mothers receive indirectly shape the equality in families".

Alternatively, it could look like this: It could be argued that "the kinds of state support solo mothers receive indirectly shape the equality in families". (Hobson quoted in Kilkey, 2000, p. 70).

However, in your final reference list only the author that you have actually consulted (i.e. the source you have used) should be listed, so your reference would look like this: Kilkey, M. (2000) *Lone mothers between paid work and care*. Ashgate, London.

 You don't need to refer to Hobson again because you have already stated that it can be found in Kilkey's book.

##### Referencing a website

When you want to use ideas or quotes from a website you should follow the same rules that you use for a book by putting the author of the website and date of the site in brackets. **Do not put the website address in the text.**

In many cases the website you are using may not have an author. In this case put the title of the website, date and the word ‘website’ in brackets. For example the BBC online site has an interview with the entrepreneur Richard Branson but does not have any author. So in your text it would look something like this: Branson states "what is business for me is not necessarily always the clichéd notion of making money." (BBC, 2000).

Many websites list the date at the very end of the information, but if you cannot find any date at all, either put the year that you accessed the site. So your reference would look like this: "DV8’s work is about taking risks" (Tate Modern, 2003).

The following examples show how to reference **Internet** use in your reference list:

Stanley, T. 1996. *An introduction to the worldwide web* [online]. Leeds: Leeds University Library. Available from: http://www.leeds.ac.uk/ucs [Accessed 25 Oct 1999]

The term ‘online’ in brackets indicates the type of medium and is used for all Internet sources. The ‘accessed date’ is the date on which you viewed or downloaded the information.

##### How to reference different types of sources / materials

At the end of your work you must have **your reference list** which will include all the authors you have referred to in your project. **The list must be arranged alphabetically by the author's surname**. When there is no author then it should be listed alphabetically under title. Books titles and journal names (not the article title) must be italicised or underlined. You should have all your references in one list. Do **not** separate them into Books, Journals, Videography, Webography.

Here are some examples of how to list different sources in your bibliography:

* **Book:** Northedge, A. (1990) *The good study guide*. Milton Keynes: Open University.
* **Book (two authors):** George, V. and Wilding, P. (1992) *Ideology and social welfare*. London: Routledge.
* **Book chapter:** Stones, C. (1989) Groups and groupings in a family centre. In Brown, A. and Clough, R (eds.) (1989) *Group and groupings.* London: Routledge.
* **Journal article:** Holton, R. (1994) Debates in class analysis. *Sociology* Vol. 28, No 3 p799-805.
* **Interview:** Norris, P. (1999) Notes from conversation held with Mrs Pamela Norris, Social Worker, West Sussex County Council, 10th March.
* **TV Programme:** BBC (2000) *Forgotten children*. 18th September.
* **Newspaper article:** Smith, C. (1998) Bridging the gap. *The Times*, 13th October, p. 12.
* **Legislation:** Department of Health and Social Security (1983) Mental Health Act 1983. London: HMSO
* If there are **more than two authors** or editors of a book or article, it is usual to refer to them in the text by the name of the first author and then ‘*et al.’*, for example Atkinson *et al.* (1987). However, in the listing at the end of you work, you are expected to include all the authors’ names e.g.: Atkinson, R., Smith, E. and Hilgard, E. (1987) *Introduction to psychology* (9th edition).Harcourt Brace, Johanovich.
* If you are referring to **two different authors with the same surname** writing in the same year, you should include their initials - "As B. Smith (1989) noted...".
* When referring to two separate pieces of work by the same author published in the same year, use letters after the date to differentiate between them - "Green (1994a) suggested that...while Green (1994b) argued…"
* Information gathered by e-mail should be referenced as: “Roberts, S. Personal communication 6/04/10, Sroberts@ports.ac.uk”.

When using **photographs** in your work you do not necessarily have to list them in your reference list. However you must make sure that underneath the photograph the source is clearly identified and captioned with all relevant details.  For **films and videos** the reference needs to include the film title, country of origin, date and director if known.

* It is advisable to reference all films or videos in a separate Film/Videography listing rather than include them with the main bibliography.
* As films and videos of the same works can have totally different dates, the date of the film should always be noted if such information can be found. (Using the film guides in the Quick Reference section should provide most information). If no original film date can be found then it must be recorded that the reference is to a video. For example:

*Carry on Nurse.* Britain, 1957. Dir.: Gerald Thomas

*Ellis Island.* USA, 1996 (video) Cho: Meredith Monk

*Flesh and Blood*. UK, 1989. Cho: Lea Anderson

*Prospero’s Books*. Holland, 1991. Dir: Peter Greenaway

*Secrets and Lies.* Britain, 1996. Dir: Mike Leigh

*Terminator 2: judgement day.* USA, 1996 (video) Dir: James Cameron

**Or**

*Terminator 2: judgement day.* USA, 1996 Dir: James Cameron (filmed in 1991)

To reference a **CD Rom** you should follow the outline below:

Encyclopaedia Britannica [CD Rom] (1994-98) Merriam Webster.

##### More information on how to reference can be found in the following:

Bosworth, D. (1992)*Citing your references: a guide for authors of journal articles and Apprentices writing theses or dissertations.* Thirsk: Underhill Press.

Gibaldi, J. (1998) *MLA style manual*. New York: Modern Language Association of America.

Maney, A. (1981*) MHRA style book: notes for authors, editors and writers of dissertations.* London: ModernHumanities Research Association.

**Useful websites:**

www.unn.ac.uk/central/isd/cite/

http://www.i-cite.bham.ac.uk/

www.bath.ac.uk/Library/webpubs/references.html

## Section 10

## System Development Project - Marking Process

#### Assessment of the System Development Project Management and Feedback

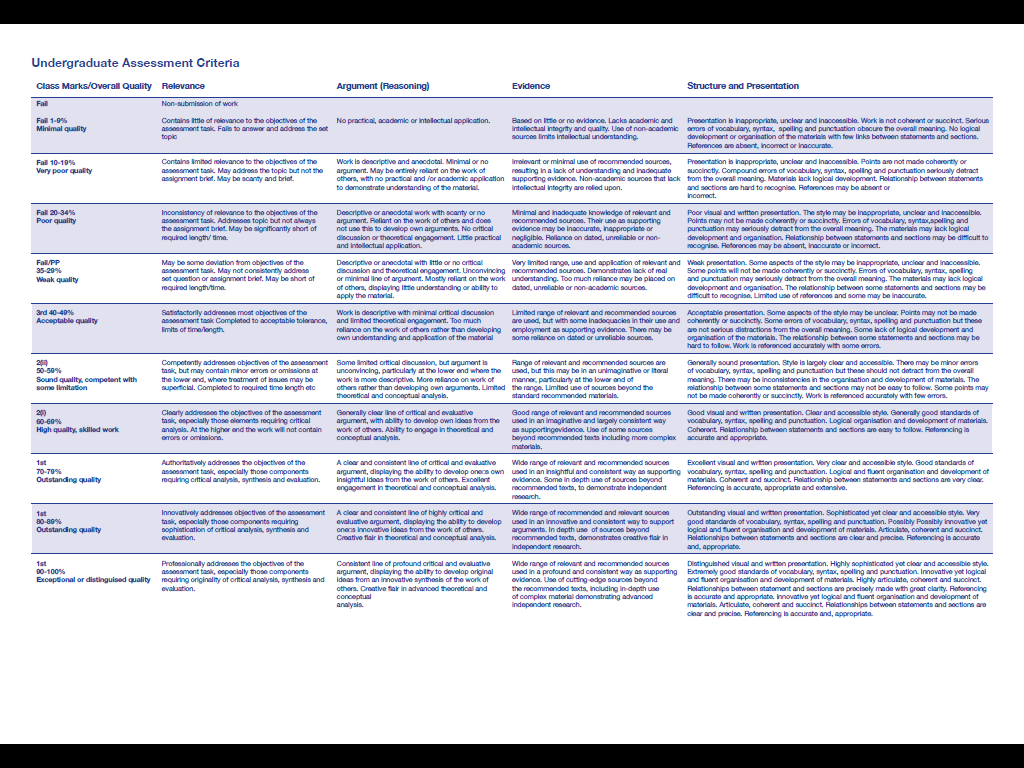
A rigorous process of assessment is followed once you have submitted your System Development Project. A first and second marker assess each copy separately, using the assessment criteria listed in Section 5, before meeting to discuss the level they believe it has achieved. Usually, markers are very accurate and consistent in their application of the published criteria, a feature External Examiners remark upon on an annual basis.

However, occasionally, a difference of opinion between markers can arise in the way the assessment criteria have been interpreted and/or applied. To off-set this in the System Development Project module, we use a moderation system where a third member of the marking team will read a System Development Project in such circumstances and guide the original markers accordingly.

Once your System Development Project mark has been provisionally awarded, we are unable to inform you until after the corresponding Business School Examination Board, where the External Examiners will confirm the assessment has been conducted to their satisfaction. After the Exam Board, marks lists will be compiled and published on ChiView.

Only one copy of your System Development Project will be returned to you. Due to University of Chichester’s regulations, the second copy is kept at the Business School Administrative Office. These have to be retained for at least 3 years and made available to Higher Education inspectors scrutinising the overall standard of Level 6 dissertations.

**The School reserves the right to place an electronic copy of your System Development Project into the University Library as an exemplar for future Apprentices. Copies of the marking sheets and any other personal identification feature are removed**. *However, if you would prefer that an electronic copy of your System Development Project is not used as an exemplar, you will need to inform the System Development Project Coordinator in writing at the time of submission*.



#### External Examination of System Development Project

Following the double-marking process, a sample set of System Development Projects are sent to our team of External Examiners. These will include:

* **All** Projects provisionally awarded a **First Class** mark
* **All** Projects provisionally awarded a **Fail** mark
* A **sample** of Projects covering **2:1**, **2:2** and **Third Class** marks

The role of the External Examiners includes ensuring that the published assessment process and criteria have been rigorously applied, and that the marks given to the System Development Projects are broadly in line with national norms and expectations. They also scrutinise the experience you have had in being able to complete the System Development Project. Therefore, Apprentice representatives will be invited to the School Board to speak about the way we have prepared you for, and supported you with, the writing of the System Development Project.

*Please note, although we make every attempt to ensure everyone receives their assessed System Development Project and feedback at the same time, in exceptional circumstances where an External Examiner fails to return work to us by the time we request, your System Development Project may have to be returned at a slightly later date*.

#### Resubmission procedure for failed management projects

In the unfortunate circumstance that you were to fail your System Development Project, you will be offered the opportunity to do a resubmission, capped at 40%. The System Development Project resubmission consists of a revised version of the submitted project document, addressing all the issues highlighted by your supervisor and second marker in their feedback. Your markers’ feedback is available in ChiView, but if required, a copy can be obtained from the Business School Admin Office along with one copy of your original submission. The remaining copy must be kept by the Office. Please note that supervisors and second markers normally won’t write any comments on the original document in order to preserve its integrity, so you need to refer to the feedback sheet for guidance.

Please do not attempt to do a resubmission without having first read, understood and addressed all the issues raised by your markers in their feedback. If you require clarification around this feedback, you are encouraged to contact your supervisor directly. However, please note that resubmissions don't have any supervisory time attached to them, and you shouldn't expect that your supervisor will continue formal supervision arrangements during your resit. Early contact is extremely advised, as most Business School staff will take annual leave at some point during the summer.

Please remember that in order to meet assignment submission regulations, **you need to submit two hard copies and an electronic copy of your project resubmission** using the Turnitin link available in the Business School resubmission page. **Any project that is submitted with either the hard copies or the electronic file missing will be classed as a non-submission** and marked accordingly.

#### Some common problems in past Management Projects

Written academic English is significantly different from spoken English. As a graduate you will be expected to be able to put across a written argument with clarity and accuracy. If you find this difficult, get someone else to read your work. If you have not already done so, contact the University’s Academic Support Team. Clear and effective structures exist to support your writing, and on that basis we must mark what we receive ‘as seen’. The list below, although is not exhaustive, covers some of the most frequent writing errors seen in past Management Projects.

* Unnecessary use of apostrophe when writing in plural. It is becoming quite common for Apprentices to add unnecessary apostrophes when attempting to refer to the plural of a verb, such as in manager’s, bank’s, customer’s. The apostrophe should only be used to indicate the possessive e.g. It is the **manager’s responsibility**, the **bank’s manager** provided data, a **customer’s complaint**, etc.
* A lot. ‘A lot’ is a colloquialism inappropriate for academic or business writing.
* Effect / affect: ‘effect’ means ‘a consequence or result of some action’, as in *‘the recession has had an effect on car sales’*. To ‘affect’ (verb) means ‘to influence or modify something’, as in *‘car buyers’ disposable income has been affected by the recession’*.
* Its / it’s. It’s is a contraction of ‘it is’, which should be written in full in business documents; ‘its’ means belonging to it. In other words, if *it’s* appears in a management project it is probably wrong.
* Their / there / they’re. ‘Their’ is ‘belonging to them’; ‘there’ is a place; ‘they’re’ is an abbreviation of ‘they are’, which should be written in full in business documents.

## Section 11

## Indicative Reading

Berndtsson, M. (2008) Thesis projects: a guide for students in computer science and information systems (2nd Edition). New York: Springer

Bryman, A. and Bell, E. (2015) *Business Research Methods.* 4th edition. Oxford: Oxford University Press.

\*Dawson, C. (2015) Projects in Computing and Information Systems: A Student's Guide (3rd Edition). Harlow: Addison-Wesley

Denscombe, M. (2012) *Research Proposals: A Practical Guide.* Maidenhead: Open University Press. *(Available as an E-Book)*

Easterby-Smith, M.; Thorpe, R.; Jackson, P. (2015)*Management and Business Research.* Fifth edition. Los Angeles: SAGE.

Ng, W. and Coakes, E. (2014) *Business Research: Enjoy Creating, Developing and Writing your Business Project*. London: Kogan Page. *(Available as an E-Book)*

Saunders, M. and Lewis, P. (2012) *Doing Research in Business and Management: an essential guide to planning your project.* Harlow: Pearson Education. *(Available as an E-Book)*

Saunders, M. (2019). *Research Methods for Business Students*. 8th ed. Pearson Education Limited.

White, B. and Rayner, S. (2014) *Dissertation Skills for Business and Management Students*. 2nd Edition. Melbourne: Cengage Learning.

## Appendices

#### 

#### Appendix A

**Project Support Record Form**

Student’s Name:................................................................................. Project Supervisor’s Name:.................................................................

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Timeline Guide:** | **Date of Support** | **Nature of Support** | **Action by student/Project Supervisor**  **(Both initial please)** | **Time Used** |
| Jan 2022 |  |  |  |  |
| Feb 2022 |  |  |  |  |
| Mar 2022 |  |  |  |  |
| Apr 2022 |  |  |  |  |
| May 2022 |  |  |  |  |
| June 20220 |  |  |  |  |

**At the end of the Project process, please both sign confirmation of support received:**

Signed: ………………………………………............(Student) Signed…………………………………………(Project Supervisor)

***The original of this form, completed and signed by both student and supervisor, MUST be submitted loosely along with the final management project document.***