



University of Sunderland

Module Handbook

Faculty of Computer Science
School of Computer Science

26/09/2016

CET325 Advanced Mobile Development

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1. Introduction

Welcome to the 20 credit, Year 3 module CET325 Advanced Mobile Development. The purpose of this guide is to give you information about the module, including details of the module plan, resources available to you, and assessment criteria.

The aim of this module is to enable students to build native mobile applications. This will include understanding the systems involved, from device hardware and software on which information is stored, including the platform database technologies used to structure and access data, to the interface features needed to create good user experience.

The module will use an integrated and tiered approach which bridges the disciplines of modern native smartphone and tablet design, SDK programming and database development, while conforming to design and data structure standards of the designated mobile platform.

2. What's changed

The first week of the module is now entirely dedicated the Java Programming Language. Moreover, to improve the students' engagement we ask them to upload their tutorial work on SunSpace periodically (usually every week). We have upgraded and standardized the Android Studio configuration. The PC on the terraces have been upgraded with more RAM and SSD has been installed to improve the performance of these machines. The OS and the application software has also been upgraded.

3. Standard module descriptor

MODULE DESCRIPTOR

TITLE:	Advanced Mobile Development
CODE:	CET325
CREDITS:	20
LEVEL:	6
FACULTY:	Computer Science
MODULE BOARD:	Computing
PRE-REQUISITES:	None
CO-REQUISITES:	None
LEARNING HOURS:	200

LEARNING OUTCOMES

Upon successful completion of this module, students will have demonstrated

Knowledge

1. Advanced understanding of the various methodological approaches to native mobile design, including different programming languages, storage designs and appropriate native mobile standards;
2. Comparative knowledge of design and development techniques for the design of native mobile applications and storage systems

Skills

3. Ability to plan, analyse, design, build and implement a media and interaction rich native mobile application in a chosen domain

4. Ability to plan, develop and implement an integrated testing and evaluation strategy accounting for user experience, data integrity, security and network performance issues.

CONTENT SYNOPSIS

The aim of this module is to enable students to build native mobile applications. This will include understanding the systems involved, from device hardware and software on which information is stored, including the platform database technologies used to structure and access data, to the media rich interface features needed to create good user experiences which leverage the native mobile platform.

The module will use an integrated and tiered approach which bridges the disciplines of modern native smartphone and tablet design, SDK programming and database development, while conforming to design and data structure standards of the designated mobile platform.

TRANSFERABLE SKILLS

The module provides opportunities for students to develop transferable skills, including, but not limited to:

- Written communication – technical reporting and project management
- Verbal communication – client interaction and presentation
- Group work – group research and shared experiences;
- Commercial and societal awareness - structured review of mobile technologies and approaches to such development (various domains)
- System level/computer program design and decomposition;
- Management of resources - time management and scheduling activities

The module will challenge students to think creatively about solutions to problems and will result in developing both technical and personal attributes.

AMPLIFIED CONTENT

This module will involve students in the design of native smartphone/tablet application (e.g. Android, iOS, Windows Phone), which accesses a range of multimedia assets and data driven elements:

The rationale for the module is to present content as a three tiered structure helping students to understand the different design, development and evaluation issues on each layer that is:

- i. the base layer - the device hardware and software (SDK) on which media assets and data are stored;
- ii. the middle layer - the database and associated programming technologies which provide structure (based to media assets and data and enable effective information access and drive data access via the SDK;
- iii. the top layer - the media rich multimedia interface which delivers the user experience and through which users access the information they need.

Students will develop applications using an object orientated programming language suitable for the target platform, such as Java or C#.

Students will use an Integrated Development Environment (IDE) such as Android Studio or Eclipse to write code that will leverage the platform SDK and third party frameworks.

The module will provide in-depth coverage of the mobile activity lifecycle, application design principles, middleware, UI design principles, mobile testing, common APIs and deployment, which will prepare participants to go beyond the taught elements of the module. Students will extend their understanding of native mobile/tablet development and they will be better placed to deal creatively with new situations. For instance, apply to novel contexts, hypothesize, reflect and generate new ideas and software applications.

TEACHING AND LEARNING METHODS:

The module will be taught via a combination of lectures, seminars and practical lab activities.

Some time is spent with students working individually, some of the time working in pairs or small groups and some of the time as a whole group, designed to ensure a blended learning experience and sufficient opportunities to practice analysis, design, development and critical thinking skills.

Students will be required to undertake independent study and compile an electronic learning log throughout the module, which will be used to facilitate formative feedback sessions and reflective practice.

Materials will be provided electronically in a range of formats via the university learning platform (sunspace) and the library site (my module resources) – typical materials will include copies of lecture slides, workshop, lab sheets, screen recordings, case studies, interactive polls and discussions.

Scheduled activities		Independent study		Total hours
Hours	Detail	Hours	Detail	
24	Lectures	128	Private study (library and on line), revision, preparation of formative work and summative assessment	152
48	Lab activities			48
Total				200

ASSESSMENT METHODS

Seq.	Element (1)	% of module assessment weighting (2)	Summary (3)	Pass Mark	LO	Required For KIS return to HESA							
						Written exam – central timetable (% of the element)		Written exam – local timetable (% of the element)		Coursework (% of the element)		Practical (% of the element)	
						% (4)	Type	% (5)	Type	% (6)	Type	% (7)	Type
001	Coursework	90	Native mobile portfolio and demo	*	1,2,3,4					90	Native mobile portfolio		
002	Engagement	10	Evidence of engagement in tutorial activities	*	1,2,3,4					10	Evidence of engagement in tutorial activities		

Assessment 001: Native Mobile portfolio assessed by staff testing learning outcomes 1, 2, 3 and 4 and contributing 90% of final module mark. Submitted at module end but with formative feedback opportunities throughout. Typically, this will require students to develop a native mobile application for a given scenario using an IDE and device emulator specified by the tutor. The application will use a range of features available in modern smartphones.

Assessment 002: Evidence of engagement in tutorial activities contributes to 10% of final marks. Students are required to upload to SunSpace, evidence of completion (or at least a genuine attempt demonstrating a reasonable effort to complete) of the tutorial exercises. The upload deadline is usually one week. The marking considers the overall number of submissions.

READING LIST

1. Annuzzi, J (2014) Advanced Android Application Development, Wiley, ISBN-13: 978-0133570922
2. Arnold, K et al. (2005), The Java programming language, Addison-Wesley, ISBN-13 : 9780321349804
3. Chell, D et al. (2015), The mobile application hacker's handbook, John Wiley & ISBN-13: 9781118958506
4. Deitel, D (2013), Android for Programmers: An App-Driven Approach: 1, Deitel Developer, ISBN-13: 978-0133570922
5. Gargento, M (2014), Learning Android: Develop Mobile Applications using Java and Eclipse, O'Reilly, ISBN-13: 978-1449319236
6. Meier, R (2015) Professional Android, Wrox, ISBN-13: 978-0133570922
7. Swincegood, T (2010), Pragmatic Guide to Git (Pragmatic Programmers), ISBN-13: 978-1934356722
8. Theresa, N (2014), Mobile Design Pattern Gallery: UI Patterns for Smartphone Apps, O'Reilly, ISBN 978-1449363635

PROGRAMMES USING THIS MODULE AS CORE/OPTION:

BSc Computer Science	(core)
BSc Computing	(core)
BSc Computer Systems Engineering	(core)
BSc Games Software Development	(option)

Is the programme delivered On Campus or Off campus: On campus

Work based learning: No

Professional Accreditation: Yes

MODULE LEADER

Paolo Modesti

LEAD DELIVERER

Paolo Modesti

JACS Code:

I100

4. Contacts specific to the module

Paolo Modesti, paolo.modesti@sunderland.ac.uk, 0191 515 2382
Andrew Smith, andrew.smith@sunderland.ac.uk, 0191 515 3094

5. Key information

Available on SunSpace

6. Full reading list

See section 3. Standard module descriptor

7. Relevant Assessment Criteria

There is one formal assessment for this module. Specifically, you will submit an application with documentation, assessed by staff testing learning outcomes 1, 2, 3 and 4 and contributing 90% of final module mark. The assignment is submitted at module end. 10% of the final mark is given to the evidence of engagement in the tutorial activities as specified in the module descriptor.

Assignment submission and feedback opportunities are summarised in the table below:

Date	Description	Weighting
13 th January 2017	Submission of mobile application and documentation	90%
weekly	Evidence of engagement in the tutorial activities as specified in the module descriptor.	10%

In order to pass the module you must obtain a pass (40% or greater). If you are unsuccessful in passing the module, the Board of Assessment may at their discretion refer you in those elements in which you were unsuccessful, if it is convinced that you have made a genuine attempt to engage with the module. Alternatively, you will have to repeat the module.

8. Work submission statement.

a statement that work submitted is expected to be the student's own work. If the student is not clear what plagiarism is, then the student must discuss this with the module leader. The Academic Misconduct Policy is on the Generic Information page.

9. Programme Specific Regulations for the module.

n/a

10. Hand-in dates and locations

On SunSpace, Friday 13th January 2017, midnight

11. Faculty Information Page

<http://www.sunderland.ac.uk/faculties/apsc/>

12. Module Feedback

<https://docushare.sunderland.ac.uk/docushare/dsweb/Get/Document-8187>

13. Sunspace

Lectures notes and tutorials will be available on SunSpace, along with the other material mentioned in other sections of this document.

14. Referencing

<http://library.sunderland.ac.uk/services-and-support/skills/research-skills/referencing-and-avoiding-plagiarism/cite-them-right/>

15. Additional costs

n/a

16. Health and Safety

n/a

17. Amplified content

Available on SunSpace.

18. Expanded teaching materials

Available on SunSpace.

19. External Examiners

<http://services.sunderland.ac.uk/academic-services/external-examiners/>

20. Attendance monitoring

Students are expected to attend timetabled events and engage with their studies. Attendance is monitored through TDS, which records each time you swipe your student card and matches the swipes with events on your timetable.

If you are absent or unable to swipe into a session for any reason you should report your absence via the student portal in TDS.

If you do not attend for a period of time you will be contacted by Student Support to make sure that you are alright and offer support if you need it. If you do not respond to communications from the university about your attendance, you risk being withdrawn from your programme for non-attendance. As well as monitoring your attendance to support your studies, we are also required to report non-attendance to external organisations such as the Student Loan Company and the Home Office. For this reason, we take fraudulent swiping very seriously and carry out frequent checks to prevent it. Students who are found to have fraudulently swiped into a class may be subject to disciplinary action. If you have any queries about attendance or any problems you are having please contact Student Support.

Email: fasgetsupport@sunderland.ac.uk

Telephone: 0191 5152750 or 0191 515 3642

APPENDIX A - GENERIC INFORMATION

The information below is provided by Academic Services and includes links (where applicable) to the associated documents:

[Student Guide to the Academic Regulations](#) - a brief guide to how the Academic Regulations work.

[Academic Regulations](#) – the regulations that govern how undergraduate and postgraduate taught students are assessed, progressed between stages, and given awards.

[University Extenuating Circumstances Policy](#) - the University has a procedure to deal with events which affect your work but which are not predictable and are beyond your control, for example, illness, either by short term extension or by other measures such as deferral of a piece of work (allowing you to submit it at a later assessment point).

Important Note: You should note that the policy (like that of many universities) takes the view that by sitting an examination or handing in an assessment, a student has deemed her/himself fit, and no subsequent claim for extenuating circumstances will be considered. Your Faculty will publish deadlines for the submission of such claims prior to the assessment and it is important that you are aware that such claims must be made by the deadline, as after it has passed a claim will not be considered unless there are very exceptional circumstances.

[University Academic Integrity and Misconduct Policy](#) – the University publishes guidance on how to properly reference your work, and how to avoid plagiarism (“the unacknowledged insertion into a student’s work of material taken from the work, published or unpublished, of another person”) in Academic Integrity and Academic Misconduct – A Guide. You should read this carefully to ensure that you understand what plagiarism is, and how to avoid it.

Where the University suspects that a student has plagiarised work, or where it is suspected that a student has cheated or otherwise infringed the University’s assessment regulations, the case is dealt with under the Academic Misconduct Regulations. Depending on the severity of the case, this may be dealt with by a module leader, or may go to a Faculty Academic Misconduct Panel, which determines whether an infringement has taken place, and recommends a penalty to the Assessment Board. Penalties can include failure of the assessment, having to repeat the module, or in serious cases of academic misconduct, having to leave the University.

[University Fitness to Practise Policy](#) – the University operates a number of professional programmes where students must demonstrate skills and standards of professional behaviour as well as academic ability, and issues from time to time arise over whether a student’s behaviour or health gives cause for concern about their fitness or suitability to practice in the professional area concerned.

The University also operates programmes where students engage with placement activity, for which similar concerns may arise about a student’s fitness or suitability to participate in that activity. In either case, these concerns might not be of a kind which would prevent a student from continuing studies on campus, but the University has a responsibility to those members of the public who come into contact with students on placement, to its partners in placement and professional practice, and to professional, statutory and regulatory bodies to ensure that where they arise in a professional or placement context, such concerns are dealt with.

These regulations cover how the University addresses such concerns. Please check your programme handbook to see if your programme has its own programme-specific Fitness to Practise procedure.

[Student Complaints](#) – this process exists for complaints by students about services provided by the University. You should always raise any issue of complaint informally at a local level as soon as possible, and you will receive a response which most of the time will resolve your complaint. If you are still not happy with the response and any proposed solution, you can take your complaint further through the formal Student Complaints Procedure. Please contact Academic Services, 2nd Floor, and Edinburgh Building. (Tel: 0191 5152941) for advice on the process, or the Students’ Union for advice on the process and advocacy and support.

[Academic Appeals](#) - if you wish to challenge an assessment decision (for example, award, module

results, and progression and withdrawal) you should refer to the Academic Appeals Procedure. Please note you must demonstrate grounds for appeal as defined in the procedure, disagreement with academic judgment (for example, simply considering that you think you should have got a higher mark) is not sufficient grounds for appeal.

Student Discipline - all students give an undertaking at enrolment to abide by the rules and regulations of the University, including those relating to conduct and discipline. The student disciplinary regulations outline what the University considers to be unacceptable behaviour on the part of students, and the processes which exist for dealing with it. Students who face allegations of misconduct may obtain advice and support from the Students' Union.

Guide for Students on the Supervision of Dissertations and Projects – if you are taking a project or dissertation, this outlines what you can expect of the supervision process, and what your supervisor will expect of you.

Leave of Absence – a student who has been accepted onto a programme of study is expected to remain in continuous enrolment, either full-time or part-time, throughout their programme. Students who fail to enrol for a period of more than 12 months will be considered to have withdrawn from their programme. During their study a student may experience compelling personal circumstances such that the student wishes to suspend their studies and temporarily leave the University. In this case the student may apply for an approved period of extended leave. This policy is intended to give guidance on the eligibility, requirements, the procedure and duration of an approved period of extended leave from studies.

Withdrawals, Leave of Absence, Course Transfers and Changing Mode - students considering withdrawing, taking a leave of absence, transferring courses or changing mode of attendance are strongly advised to contact their Faculty or for Postgraduate Research Students (PGRs) the Graduate Research Support Office (GRS), as soon as possible. If you are an International Student you should also contact the International Support Team for additional information and advice.

To notify the University you must complete the appropriate form promptly. These are available from each Faculty Office or GRS, as well as the Gateway Enquiry Desk at City Campus (0191 515 2222) and the University of Sunderland in London (020 7531 7333). Students studying at a Partnership College should contact their Liaison Officer or Programme Leader. Failure to return the form may result in you being liable for the full tuition fee. For full information on the financial implications please refer to our Tuition Fees and Refunds Policies, which can be found here:
<http://services.sunderland.ac.uk/finance/student-fees/>

Student Representation – students elect their own representatives to represent fellow-students; to attend university and Students' Union boards and committees; to recognise and raise student issues at appropriate meetings; and to feed back information on actions taken to fellow students. Each Faculty has its own student representation and feedback policy which explains in detail how it will meet the requirements of the university policy within its own structures. This University Policy explains more about the role of the Student Reps, and the structures within which they work and represent you.

External Examiners: A Guide for Students - external examiners are experienced academic staff from other universities (sometimes supported by professional experts also acting as examiners), who are appointed by the University. Some external examiners are responsible for oversight of modules, some for oversight of programmes, and some cover both. Every award of the University which is a nationally recognised award must have an external examiner. Their duties are to advise the University on the comparability of academic standards of the award with those in other universities and to ensure that the assessment process is fair, and is operated in a fair and equitable way. This guide explains more, and tells you who is examiner for your programme and allows you to view their reports and Faculty responses. (NB: as indicated in the Quality Assurance Agency's Quality Code on External Examining, *it is not appropriate* for any student to attempt to contact one of the University's External Examiners directly. If students have issues of concern, please raise them through the normal processes of feedback, discussion with staff or your student representative, Student-Staff Liaison

Committee, or if necessary the Student Complaints Procedure or Academic Appeals Procedure.)

The Careers and Employability Service is part of Sunderland Futures the university offer that supports students develop their employability skills and prepares them for future success in the job market or further study after Graduation. Visit: www.sunderland.ac.uk/futures

Careers and Employability offers a range of services to help students explore their future career, find and apply for opportunities and get the most from their time at university.

One to one appointments are available at both City and St Peters campus:

- Careers Guidance to help you explore career options and steps to take
- CV and application coaching
- Interview coaching

We also run central careers workshops and employer events including a part-time jobs and volunteering fair and a graduate careers fair (November).

On our website you will also find:

- Student and graduate jobs advertised on-line
- Paid projects and volunteering opportunities
- Free online practice aptitude tests
- Career information resources

Contact us:

<http://sls.sunderland.ac.uk/ces/>

Call us on 0191 515 2920

Send us a fax on 0191 515 2281

Email us: ces.enquiries@sunderland.ac.uk

Student support services All students have access to the University's central Student Services including Counselling, Disability Service, Health and Well-being, Chaplaincy, Student Financial Advice, Student Support Fund, International Student Support, Gateway and Careers and Employability Service.

The Students' Union provides an independent service which offers advice and support across the full range of personal and academic problems which students may encounter.

Students wishing to lodge a complaint or an appeal can seek advice from the Students' Union or from Academic Services. Full details of all these services can be found on the University's web-site.

Where appropriate, academic or support staff in the Faculty will sign-post students to these specialist services.

The University's comprehensive student support service student includes the following areas listed in this link: www.sunderland.ac.uk/studentlife/support

Student Support Fund - The University's Student Support Fund Team administers a general hardship fund referred to as University Hardship Fund (UHF) and is available to eligible full-time and part-time students studying either undergraduate or postgraduate level.

Student Support Fund Team
University of Sunderland
Edinburgh Building, Level 1
City Campus, Chester Road
Sunderland SR1 3SD

<http://sls.sunderland.ac.uk/student-support-fund/>

Telephone: 0191 515 2946/2090
Email: studentsupportfund@sunderland.ac.uk

Chaplaincy - The Chaplaincy is involved in the life of the University at all levels and across all parts of the institution, offering:

- Friendship
- Support
- Pastoral care
- Advice on religious matters to both students and staff, regardless of any particular religious affiliation or none

Please feel free to use the Chaplaincy Service in the way that is most beneficial and appropriate to your needs.

University of Sunderland
Edinburgh Building, Level 1
City Campus, Chester Road
Sunderland SR1 3SD

<http://sls.sunderland.ac.uk/chaplaincy/>

Email: chaplain@sunderland.ac.uk
(for appointment bookings, information about our services and general enquiries)
Telephone: 0191 515 2933

Gateway & International Student Support - The Gateway is your one-stop shop for all your enquiries. No matter what your question is, we'll be able to help resolve your issue or at least advise on what you need to do next. Take a look at our video to find out more about what we do and where you'll find us

<http://services.sunderland.ac.uk/gateway/>

University of Sunderland
Edinburgh Building
City Campus, Chester Road
Sunderland SR1 3SD

General enquiries email: gateway@sunderland.ac.uk
Tel - 0191 515 2222/3322

Disability support - The University of Sunderland is committed to inclusive practice in all areas. If you have or think you may have a specific learning difficulty, if you become disabled while studying at the University, or if you have a disability or medical condition and want to know what support and resources are available on campus, contact the Disability Support Team to discuss your learning support needs:

Disability Support Team
University of Sunderland
Edinburgh Building, Level 1
City Campus, Chester Road
Sunderland SR1 3SD
Phone 0191 515 2952
<http://sls.sunderland.ac.uk/disability/>

Students with disabilities can also contact their personal tutor, Faculty Disability Support Tutor if they have concerns about accessing course content, using equipment, or assessment procedures.

Health and wellbeing - We are a team of Registered Nurses offering confidential support and advice on a wide range of health issues. This can include both physical and mental health and is a confidential place in which to explore problems and find solutions.

Students are able to access the service via drop-ins or appointments and arrange by email or telephone. We work closely with local GP's, dentists, nurse specialists, and mental health services.

Our aim is to promote healthy life style choices including a healthy diet, stopping smoking, sensible alcohol use, accessing appropriate immunisations and health services to ensure students are able to maintain their optimum health whilst studying and living in Sunderland.

The team support students with an 'open door' professional yet friendly service. We see a wide and varied range of issues including, pregnancy, missing family, anxiety, emotional and mental health issues.

Support from the team may involve a one off 'signpost' meeting, support to help negotiate local services /access specialist services, or may involve regular ongoing support for general issues in order to maintain their overall health and wellbeing throughout time with us.

University of Sunderland
Edinburgh Building, Level 1
City Campus, Chester Road
Sunderland SR1 3SD
Tel: 0191 5152938
Email – health.wellbeing@sunderland.ac.uk
<http://sls.sunderland.ac.uk/health-and-wellbeing/>

Counselling and personal development for all students - The Counselling service helps you to explore emotional, personal and relational difficulties, supporting you to develop emotional resilience and self awareness, enabling you to overcome barriers so you can achieve your personal and professional potential.

Students bring a wide range of difficulties to Counselling such as:

- bereavement and loss
- family problems
- self harming behaviours
- suicidal thinking
- adjusting to change
- sexual, emotional and physical abuse
- stress, anxiety and low mood
- eating distress
- struggles with work and studies
- issues with self esteem and confidence

The Counselling service also offers CBT Online. This consists of 4 programmes providing space from depression, anxiety, stress and body image difficulties. This can be accessed entirely on your own or you can come and work alongside our SilverCloud Coach. sunderland.ac.uk/silvercloud

The Counselling Team are here to help you to make positive changes in your life. Therapeutic support can be provided face to face, by phone or online. The service is strictly confidential.

To find out more or to make an appointment contact us on 0191 515 2940 / 2933 or email counselling@sunderland.ac.uk

<http://sls.sunderland.ac.uk/counselling/>

Student financial advice - The Student Financial Advice team is the University's provision of

information, advice, representation and on-going support for students on any aspect of student finance. The Service is free, confidential, impartial, and non-judgemental, and is for all prospective or current students on University of Sunderland courses, either full-time or part-time, undergraduate or postgraduate.

Advice can be given on all aspects of student finance including:

- problems with applying for grants and loans
- contact with national Student Finance agencies, such as Student Finance England or the Student Loans Company
- information on the student finance system and other sources of financial support
- assistance with claims for state benefits for those students who remain eligible
- help with budgeting
- if appropriate, help with identifying educational charities and trusts, and with applications for funding

If you do find yourself in financial difficulty during your studies at the University of Sunderland, the Student Financial Advisers can also help you with an application to the University's Hardship Fund. You can contact the team at studentfinancialadvice@sunderland.ac.uk or by calling 0191 515 2933.

<http://sls.sunderland.ac.uk/studentfinancialadvice/>

Library Services – Find contact details, subject blog and more on the Support for Your Subject pages library.sunderland.ac.uk/supportforyoursubject

Library resources – our collections include a wide range of resources in both electronic and print formats; books, journals, exhibition catalogues, DVDs, slides, databases, newspapers... Find print resources and ebooks via the library catalogue catalogue.sunderland.ac.uk, and find electronic journals, databases and more via Discover library.sunderland.ac.uk/discover

My module resources – see your online lists of resources recommended by academic staff for all of your modules, in one place, with direct links to the library catalogue and electronic resources. Access My Module Resources via your SunSpace modules or moduleresources.sunderland.ac.uk

Skills for Learning – online support and workshops to help you with skills such as academic writing, avoiding plagiarism, and finding quality resources library.sunderland.ac.uk/skills

Contact us – library staff are here to help you! Contact us by telephone, in person at the Help Desk or via Library Talk– we love to hear from you librarytalk.sunderland.ac.uk

Library opening times – The libraries are accessible during extensive opening hours and in core teaching weeks and both Murray and St Peter's libraries have provision for additional unstaffed access. The latest opening hours can be found on the library website.

Find out more about staffed service hours, vacation opening times, and access during self-service opening hours at library.sunderland.ac.uk/openinghours

Learning spaces in the library – at Murray and St Peter's libraries we have a variety of learning spaces to suit your needs and mood. Choose from social, quiet, or silent; bookable spaces for group work; computer clusters library.sunderland.ac.uk/learning-spaces

Borrowing from other libraries - If we do not already have the item you are looking for, we will try to obtain it for you from another library through our Interlibrary Loans (ILL) service. More info and the ILL request form are available at library.sunderland.ac.uk/resources/interlibrary-loans

Visiting other libraries – we have a number of reciprocal agreements with other UK libraries to allow you to visit or borrow from their collections. Find out more and register for the SCONUL Access Scheme at library.sunderland.ac.uk/resources/visitingotherlibraries

IT Support – how to reset and protect your University account, borrow a laptop, information about printing and online print account top-up, connecting to the wireless network and lots more at

my.sunderland.ac.uk/display/uniitsupport/My+IT+Support

Library assignment blog – you can find details of the library assignment services and those ready to collect here - <http://library.sunderland.ac.uk/assignments/forstudents/>

University Policy on Responding to Email – pending approval.

University Student Handbook - <http://www.sunderland.ac.uk/studenthandbook/>

University of Sunderland Students' Union

The Students' Union exists to provide support designed to help you make your University experience valuable for life. The Union is run by a team of elected students, which means the student voice can really be heard and directly shapes the work that we do.

There are lots of ways you can get involved with the Union, from trips out to exciting places on our Connect scheme and a wide range of volunteering opportunities, to representing your fellow students as a Student Rep or at Union Council or even helping other students settle in as an SU Buddy.

The SU is here to support you throughout your University life and offer professional, confidential and friendly advice on a range of different issues including:

- Housing
- Loans
- Benefits
- Visas
- Consumer rights

The SU can also provide support if you:

- Feel homesick and lonely
- Want to meet new people and make friends
- Are wondering whether you have chosen the right course
- Are unsure whether Sunderland or the University is right for you
- Have missed lectures/deadlines and don't know what to do about it

Below is a summary of some of the different services we offer. Visit our website www.sunderlandsu.co.uk for more information on all of our different services and to find out how you can get involved. You can also find us on Facebook (www.facebook.com/sunderlandsu) or Twitter (@sunderlandsu).

Connect

Connect is a programme of events, activities and trips run by the SU and it's a great way to get to know people, learn something new and have lots of fun! Many events are FREE and the rest are all offered at student friendly prices.

SU Buddies

SU Buddies is a scheme which matches up new students with existing students to make the transition to University life just a little bit easier.

<http://www.sunderlandsu.co.uk/subuddies>

Student reps

Being a Student Rep is one of the most important and valuable roles you can play in your time at University. You'll receive all the training you need to give you the knowledge and confidence to play a leading role in your own and your fellow students' education.

Advice

The SU offer a free, independent, confidential and expert advice service to give you the information and confidence you need to get through tricky times. If you're thinking about leaving University, struggling with making an appeal, having problems with your landlord or just feeling a bit homesick, come and talk to us.

<http://www.sunderlandsu.co.uk/advice>

Coaching and peer support

Peer support is all about students helping students! When we are worried, anxious or stressed, we can often find it difficult to find the right person to talk to. This may be because we don't feel comfortable speaking to certain people, we may be too close to some people to share personal stuff or we may never have talked a problem over with someone before. That's why, at the Students' Union we want to develop our students ability to help each other and provide a support network for those who need it. <http://www.sunderlandsu.co.uk/peersupport>

Volunteering

Volunteering while at University is fun, easy and very rewarding. The SU can set you up with a wide range of opportunities which will help you build up experience for your CV as well as help you meet new people, learn new skills and give something back to the local community.

<http://www.sunderlandsu.co.uk/volunteering>

Union council

Union Council is held monthly and any student can come along. It's where decisions are made about what the SU will work on in the coming months and it's your chance to get really active and make your student voice heard.

Elections

If you want to make your mark on the SU why not stand for election and take the lead? We run student elections each year and if you've got ideas you're dying to share, then you've got the start of a manifesto. Details of elections will be posted on the SU website, so stay tuned!

NUS extra card

NUS Extra is a very special discount card which offers discounts at hundreds of different retailers both online and in store. It costs just £12 for the year and opens up a whole new world of student saving. You can get yours from our main reception on the ground floor of Edinburgh Building, at the SU Info Point at St Peter's Campus, the Bonded Warehouse Shop or online at www.sunderlandsu.co.uk.

For advice and support contact su.studentadvice@sunderland.ac.uk or 0191 515 3000.

For Student Executive contact details, please visit <http://www.sunderlandsu.co.uk/>

You may also find useful information in the University's general Student Handbook which is at: www.sunderland.ac.uk/studenthandbook

What we mean by Stages (programmes) and Levels (modules)

Every programme has stages, through which you progress. For example, a typical undergraduate degree will have three Stages. An extended four year degree, where you study a foundation year before starting degree-level study, has a Foundation Stage first.

We describe them as Stages rather than years, as if a student takes a leave of absence, repeats modules, or goes part-time for a while, their year of study will differ from the Stage. For example, a student who has had to repeat a year may be on their fourth year of study but on Stage Three (their final stage). A one year masters programme would only have one Stage.

Modules have Levels, which show the level which they occupy within national qualifications frameworks. Modules on the first stage of a University undergraduate degree generally are at Level 4, the second stage at Level 5, and the final stage at Level 6. The modules on taught masters' programmes are at Level 7.

It's important to recognise the difference between module levels and programmes stages as sometimes programmes may allow students to study modules from the level below (e.g. a Level 4 module in Stage 2 of a degree).

Degree award classification calculations are based on *Stages*, not Level of modules studied. For example, 80% of your degree classification is based on what you studied at Stage 3.

In summary:

Stages belong to programmes – a normal undergraduate degree has three Stages.

Levels belong to modules

Years of study belong to the student – this is how long you have been registered on a programme.

APPENDIX B – A NOTE ON CONSUMER PROTECTION

Consumer Protection

Although the University recognises the complex nature of the teaching and learning relationship, the University is regulated by (and prospective students have rights under) a range of consumer protection regulations. These regulations govern the provision of information to consumers (i.e. students) and the fairness of terms associated with the provision of services (i.e. higher education courses). The regulations provide students with the possibility of seeking financial compensation from the University for breaches of the regulations.

Within the recruitment process, the University provides 'material information' to prospective students through prospectuses, programme specifications, handbooks and websites. Material information is information which must be given to prospective students to enable them to make an 'informed decision' as to what and where to study, and which enables current students to know about any relevant changes (and the processes which enable them to have an input into those changes).

Module Guides and Programme Handbooks are part of this material information, and therefore the information within them must be **accurate, clear, unambiguous and timely**. This includes, for example, information about assessments where multiple assessments make up one element of assessment in SITS, information about programme specific regulations, and information about changes that have been made and unambiguous clarity about which students those changes apply to, and when.

If your Module Guide or Programme Handbook is up to date, clearly reflects what is delivered and tells students what they need to know to study on the module or programme, there should be no consumer protection issue created within any student complaint or challenge.

If staff have any additional questions or comments about this guidance contact Iain Rowan in Academic Services (iain.rowan@sunderland.ac.uk) in the first instance or if it is a specific legal query Legal Services via Becky Lane or Nicola Robertson (becky.lane@sunderland.ac.uk or nicola.robertson@sunderland.ac.uk)