University Student Handbook for Taught Courses

Effective September 2024 to Present

Purpose of Policy	This handbook provides information and guidance on how to obtain advice on a range of matters to support you during your study.
Internal services involved	Academic Quality Unit Academic Registry Student Services Learning and Information Services Student Achievement Services
Related UCLan regulations, policies and procedures	
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Senior Managers responsible	Helen Collinson
VCG Lead	Pro Vice Chancellor (Students and Teaching)

Version	Approved	Effective from	Revisions made	Next Review
1	May 2022	September 2022		May 2023
2	May 2023	September 2023	Minor – for accuracy	May 2024
3	May 2024	September 2024	Minor amendments for accuracy Inclusion of content regarding Academic Integrity Essentials training	May 2025

UCLan Mission

We're proud of our mission and we take it seriously. Since being founded as the Institution for the Diffusion of Knowledge in 1828, our educational ethos has brought life-changing learning to local people, this remains at the heart of our mission.

Our institution motto *'Ex solo ad solem'* translates to *'From the Earth to the Sun'*. It means helping talented people from all walks of life to make the most of their potential. We create positive change in our students, staff, business partners and wider communities, enabling them to develop their full potential by providing excellent higher education, innovation and research.

We are a proud civic anchor too, committed to adding social value and playing our role in the economic prosperity of the places in which we are based; sourcing products and services locally, boosting jobs and economic growth.

We pride ourselves on universally supporting our people, being actively liberating, inherently innovative and proudly spirited to face whatever life throws at us. These values are woven into the fabric of who we are and will always be.

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UCLan Values

Student Charter

The Student Charter has been developed by the University and the Students' Union so that students gain the maximum from their UCLan experience. It is a two-way commitment or 'contract' between the University and each individual student. It acts as a means of establishing in black and white what students can expect from the University and the Union in terms of support, and in return what we expect from our students. [Read the full Student](#) [Charter](#)

Supporting Diversity at UCLan

UCLan recognises and values individual difference and has a public duty to promote equality and remove discrimination on various grounds including race, gender, disability, religion or belief, sexual orientation and age. During your time at UCLan we expect you to be able to

- experience *"an integrated community based on mutual respect and tolerance where all staff and students can feel safe, valued and supported."*
- contribute to creating a positive environment where discriminatory practices and discrimination no longer happen.

Please review the UCLan [Equality and Diversity Policy and our UCLan Respect pledge](#) for further information.

Contents

1. Welcome and Introduction to the University

The University of Central Lancashire (UCLan) welcomes you and hopes that you will enjoy studying at UCLan and that you will find your course both interesting and rewarding. This Handbook provides you with generic University level information.

If your programme of study is based on one of our UCLan campuses, additional information can be found on the websites:
UCLan Burnley: https://www.uclan.ac.uk/burnley
UCLan Cyprus: https://www.uclancyprus.ac.cy/
UCLan London: https://london.uclan.ac.uk/
UCLan Westlakes: https://www.uclan.ac.uk/westlakes.

1.1 Communication

The University expects you to use your UCLan email address and check regularly for messages from staff. If you send us email messages from other addresses they risk being filtered out as potential spam and discarded as unread. The Student Hub is the place to go for access to up to date news and advice and guidance on life, study, support and ways to contact us: Student Hub - Home (sharepoint.com)

1.2 External Examiner

The University has appointed an External Examiner to your course who helps to ensure that the standards of your course are comparable to those provided at other higher education institutions in the UK. External Examiner reports will be made available to you electronically. The School will also send a sample of student coursework to the external examiner(s) for external moderation purposes, once it has been marked and internally moderated by the course tutors. The sample will include work awarded the highest and lowest marks and awarded marks in the middle range. Details of the External Examiner associated with your course can be found on your Blackboard course pages, or requested from your course leader.

1.3 Expected hours of study

The normal amount of work involved in achieving a successful outcome to your studies is to study for 10 hours per each credit you need to achieve – this includes attendance at UCLan and time spent in private study. For example, if you are an undergraduate student you will typically study 120 credits in a year which equates to 1200 hours of study. Please note however that this may vary depending on your particular course and programme of study. You should therefore check with your Course leader or contact a member of staff within the relevant School.

1.4 Attendance Requirements

Student attendance at all timetabled learning activities of courses and modules is required. Your personalised timetable will be available once you have enrolled onto the programme, through the Student Portal.

Notification of illness or exceptional requests for leave of absence must be made as advised to you by the Course leader. Individual modules and/or courses may incorporate a specific attendance requirement as part of the assessment criteria for successful completion of a module.

Students with continuous unauthorised absence may be deemed to have withdrawn from the course. The date of withdrawal will be recorded as the last day of attendance. You may request a review of this decision if you have grounds in line with the Academic Appeals Procedure. Tuition fees will be charged in accordance with Appendix 2 of our Tuition Fee Policy.

You must swipe in using your student card. Each time you are asked to enter your details on the Student Attendance Monitoring system (SAM) you must remember that the University has a responsibility to keep information up to date. **You must only enter your own details on the system** as to enter any other names would result in inaccurate records and be dishonest. Any student who is found to make false entries, such as scanning but not attending, can be disciplined under the [Regulations for the Conduct of Students](#)

1.5   Data Protection

All of the personal information obtained from you and other sources in connection with your studies at the University will be held securely and will be used by the University both during your course and after you leave the University for a variety of purposes. These purposes are all explained during the enrolment process at the commencement of your studies. If you would like a more detailed explanation of the University's policy on the use and disclosure of personal information, please see the University's Data Protection Policy and [Privacy Notice](#) or contact the Information Governance Officer, Office of the University Secretary and Legal Officer, University of Central Lancashire, Preston, PR1 2HE or email [DPFOIA@uclan.ac.uk.](#)

2.   Learning resources

2.1   Learning and Information Services (LIS)

The UCLan Library building provides comfortable, flexible study spaces and offers a wealth of excellent learning resources, extensive collections of information sources and expert help and support from Library staff.

Full information about how the Library works (including rules and regulations) can be found here https://www.uclan.ac.uk/students/library-it/library/how_it_works.php.

The Library has a dedicated professional team who provide support, guidance and advice for students. Their aim is to help you make the most of the Library facilities throughout your studies, and to make sure you're working effectively and efficiently. You can ask Library questions at the Student Centre, ask any Library staff providing 'roving' support or you can book a one to one session (online or in-person) with a Librarian via Starfish.

The best place to start when exploring the Library resources available to you is;

• 	Your 'Subject Guide' can be found in the [Library Resources](#)
• 	Your 'My Library' tab in the [Student Portal](#)
• 	Use the [Library search](#) to search for books and journals.
• 	Your module reading list – this can be found in your electronic module space.

2.2   Electronic Resources

LIS provide access to a range of electronic resources – E-Journals, E-Databases, E-Books, E- images and a research repository.

2.3   IT Support

At UCLan we ensure the best IT facilities are provided in conjunction with expert help and advice if needed. You will find answers to common questions our students ask about IT, email issues and printing facilities for UCLan students on our webpage at https://www.uclan.ac.uk/students/library-it/faq/index.php. The answers cover topics such as resetting your passwords, accessing your files

from home, renewing books and adding printer credit. If you have any further questions then please contact us directly:

LIS Self-Service Portal - https://servicedesk.uclan.ac.uk/assystnet

2.4   Learning and Technical Resources

All teaching laboratories, workshops and other specialist equipment and facilities are centrally managed by the LIS Learning and Technical Resources team therefore making them available to users right across the campus.

Detail of the resources that are available together with methods of contacting appropriate personnel, can be found on the Student portal or by following this link.

2.5   WISER: Academic Skills Development

WISER aims to support you with academic skills development to help you realise and fulfil your academic potential. WISER provides a student-facing service with one-to-one tutorials and workshops offered throughout the academic year. Tutorials can be booked via the booking system, or you can attend a drop-in session.

WISER provides a comprehensive range of resources on academic writing and study skills on their Blackboard site (or accessed through the Student Hub) to support students at foundation, undergraduate and postgraduate level undertaking UCLan programmes.

The WISER service benefits all students by providing the skills needed to learn more effectively and get better marks in their assignments and exams, whatever your stage of study. Many students have found the WISER service crucial to their success in their academic studies, so don't leave it too late and come and see them!

3.   Preparing for your career

We know that for the majority of students one of the main reasons for coming to University is to improve your future prospects. That is really important to us too, so to help you fulfil your potential we have employability learning integrated throughout your course. This means that whilst studying for your degree you will not only gain the technical knowledge and information related to your subject area, you will also have opportunities to develop the kinds of skills, attributes and attitudes needed for work. This is not extra to your degree, but an important part of it.

•	You will be given the opportunity to explore your identity, your strengths and areas for development, your values and what you want to get out of life.

•	You will be able to investigate a range of options, including jobs and work experience, postgraduate study and self-employment.

•	We will support you to enable you to successfully tackle the recruitment process and to develop your enterprise skills.

It's your future: take charge of it!

The UCLan Careers Team offers a range of support for you including:-

•	Careers advice and guidance appointments, plus applications checks and practice interviews

•	Support to find opportunities including work placements, internships, voluntary positions, part- time employment and live projects

•	Workshops, seminars and events to develop your knowledge and skills, plus the

Annual Careers Fairs in November with over a hundred employers on campus promoting opportunities
- Online mentoring by an employer or professional from a wide range of different industries
- Quick and easy access to lots of online resources and careers development tools with CareerEDGE (UCLan's online careers system)

A daily drop-in service available from 09:00-17:00 (Mon-Thurs) 09:00-16:00 (Fri) for CV and cover letter checks and initial careers information. For more information come along and visit the team in the Student Centre or access CareerEDGE at www.uclan.ac.uk/careers. You can also contact them by phone: 01772 895858 or email: careers@uclan.ac.uk

4.   Student support, guidance and conduct

4.1 Student Support

Student Support provides all the non-academic student support services at UCLan. You can get support by visiting our staff in the Student Centre.

Our friendly and approachable team will ensure you receive the help you need. Come and have a chat with us if you have a query on any aspect of student life and study. Or visit our website at: https://www.uclan.ac.uk/student-life/support.

Student Support offers a range of services including

- Financial support, advice and guidance
- Library, printing and basic IT queries
- UCLan cards
- Car parking permits
- Banks and confirmation of study letters
- UCLan Bursaries
- Information about our services e.g. Pre School and Oasis Multi Faith Centre
- We also offer helpful information for international students. e.g. guidance on Tier 4 immigration and visa issues, airport collection, settling in and graduation

4.2 Student Support and Wellbeing

Everyone has ups and downs in life. We are here to help when that happens. You might just need some general advice, or you may need one of our one-to-one services, for example:
- Counselling
- Disability/Inclusive Advisers
- Mental Health Advisers
- Student Mentoring
- Student Wellbeing Service
- Learning Technology etc.

Students have also asked us for help with:
- Addictive behaviours
- Alcohol and drug use
- Anxiety
- Bereavement

- Care leavers
- Carers responsibilities
- Depression
- Domestic violence
- Forced marriage
- Physical health needs / injury
- Safety concerns
- Stalking and harassment
- Victims of crime

If you are struggling financially or have financial concerns which may prevent you from continuing on your course, you can get advice from the <i>, or the Advice and Representation Centre at the Students' Union.

4.3 Personal Tutors and Achievement Coaches
Students will be assigned a Personal Tutor who will provide additional academic advice and support during the year. Personal Tutors are academic members of staff whose role is to look after a group of students across a year group for specific courses, they will be the first point of call for many of the questions that you might have during the year. Your Personal Tutor will be able to help you with personal development, providing guidance and direction to enable you to realise your potential, and can refer you to other University support services if appropriate.

You may also be contacted by an Achievement Coach, whose role it is to identify students that would benefit from additional support to engage in their studies. The Achievement Coach will work with you, alongside the Personal Tutor and other members of staff to develop solutions to any difficulties you may be experiencing.

4.4 Students with disabilities
Students who declare their disability as early as possible will be able to access a range of support and adjustments as soon as they start their classes. You aren't alone – over 4,000 students at UCLan have a disability and get the support they deserve. Once you have told us about your disability, Student Services will be in contact to advise on the adjustments which may be appropriate for you. They will also allocate you an Inclusive Support Adviser who can help you during time at UCLan. If you prefer, please tell your Personal Tutor, who can refer you to Student Services. https://www.uclan.ac.uk/students/health/disability_services.php

4.5 Administration Details
Academic Registry provides a range of services to support the student journey from enrolment to graduation. The Academic Registry is responsible for course administration and supports the University's academic Schools. Teams in the Academic Registry provide information and guidance on student records, change of circumstances and academic appeals. Services within Academic Registry operate from 8.45am until 5.15pm Monday to Thursday and until 4.00pm on Fridays. Contact information can be found at: https://www.uclan.ac.uk/student-life/support.

4.6 Health and Safety
As a student of the University you share responsibility for the safety of yourself and for that of others around you. You must understand and follow all the regulations and safety codes necessary for a safe campus environment. Please help to keep it safe by reporting any incidents, accidents or potentially unsafe situations to a member of staff as soon as possible.

Safety assessments have been undertaken for each module of your course and you will be advised of all applicable safety codes and any specific safety issues during the induction to your course and modules. You must ensure that you understand and apply all necessary safety codes. These form an essential element of your personal development and contribute to the safety of others.

4.7 Conduct

You will be expected to abide by the Regulations for the Conduct of Students in the University. UCLan expects you to behave in a respectful manner towards all members of the University at all times demonstrated by using appropriate language in class, switching mobile phones / other devices off prior to attending classes, and also in your use of any social networking sites.

If your behaviour is considered to be unacceptable, any member of staff is able to issue an informal oral warning and the University will support staff by invoking formal procedures where necessary. You can read more about UCLan expectations in the Regulations for the Conduct of Students.

5   Students' Union

The Students' Union is the representative body for all UCLan students. The organisation exists separately from the University and is led by the Full Time Officer team as well as representatives on the Students' Council. The Students' Union building is located at the heart of the Preston campus, and is the hub for all student activities

Representation and campaigning for students' rights is at the core of what the Students' Union does and is encompassed by its tag line of *Making Life Better for Student*s. Should you wish to make a change to any aspect of your student experience, whether it be academically related or not, then the Students' Union is where your voice can be heard, actions taken, or campaigns launched.

Your Students' Union is also the home to a fantastic range of student-led societies, sports teams and multitudes of volunteering opportunities. You can also receive help in finding part time work whilst you study. Not sure where to go? Pop into the Opportunities Centre on the ground floor of the Students' Union building and someone will point you in the right direction.

We hope your time at University is trouble free, but should you come into difficulties around anything from academic appeals, to issues with housing, benefits or debt, then the Student Union's dedicated staff team in the Advice and Representation Centre are on hand to help and offer impartial advice.

More information on all these things, as well as details about all the Student's Union (not-for- profit) commercial services, including its student supermarket (Essentials) and student-bar (Source) can be found at UCLan Student's Union Website

6   Rationale, aims and learning outcomes of the course

You will find information specific to your chosen course of study in the form of a 'programme specification'. A programme specification is a concise description of the intended learning outcomes of a HE programme. It is the means by which the outcomes are achieved and demonstrated. In general, modules or other units of study have stated outcomes, often set out in documents provided by institutions to inform student choice. These intended learning outcomes

relate directly to the curriculum, study and assessment methods and criteria used to assess performance. Programme specifications can show how modules can be combined into whole qualifications. However, a programme specification is not simply an aggregation of module outcomes; it relates to the learning and attributes developed by the programme as a whole and which, in general, are typically in HE more than the sum of the parts.

Sometimes certain aspects of courses may be subject to change. Applicants are encouraged to check information on our relevant course pages from time to time, particularly before submitting any application for their academic year of study. Material changes about a course will be notified to you in material produced after the change is made and at the time you are made any offer of a place of study for that course. For details about changes to course information after you have accepted any offer, please see the Student contract document issued at the point of offer.

7   Assessment
Please note that all modules will be assessed. You are expected to attempt all required assessments for each module for which you are registered, and to do so at the times scheduled unless authorised mitigating circumstances or special arrangements for disability have been expressly agreed by the University.

7.1   Dealing with difficulties in meeting assessment deadlines
Assignments must be submitted no later than the time and date on your assignment instructions / brief. As a student you are expected to be aware of all your assessment deadlines and requirements and to plan your time accordingly to attend scheduled assessments and/or submit work in a timely manner.

There is a great deal of support available across the University and within your school to provide advice if you feel you need additional support. You are encouraged to access support available to you and to manage ongoing normal life circumstances in conjunction with your studies.

7.2   Mitigating circumstances
Some students face 'unforeseeable or unpreventable circumstances' that could have a significant adverse effect on academic performance. The University has a Mitigating Circumstances Policy and Procedure for such instances and students are responsible for submitting their own requests for consideration. You should refer to the policy for instances which might be covered but remember that not all instances will be considered as mitigating circumstances and you should always try and meet published assessment deadlines.

Mitigating circumstances cannot be granted retrospectively. Requests for mitigation submitted after the published date for the assessment event/submission date will not normally be considered. Applications are made online using myUCLan.

Advice and support is available through your School or from the Student Union Advice and Representation Centre.

7.3   Late submissions
If you submit work late without approved mitigating circumstances, a universal penalty will be applied in relation to your work:
•   If you submit work within 7 days following the published submission date you will obtain the minimum pass mark for that element of assessment.

- Work submitted later than 7 days after the published submission date will be awarded a mark of 0% for that element of assessment.
- Unauthorised late submission at resubmission will automatically be awarded a mark of 0% for that element of assessment.

You may apply to appeal this decision in accordance with the University's [Academic Regulations](#).

7.4   How do I know my assessed work has been marked fairly?

Assessment is an integral part of the course. Module staff work closely together to design assessments, agree the marking criteria and approve final versions of assessments to ensure that these are appropriate. The criteria for assessment will be communicated to you clearly during the module teaching.

All module staff engage in development and training in assessment, marking and feedback. Once the assessments have been completed the module team will discuss the assessment methods and marking criteria, prior to starting to mark, so that there is a common understanding of what is expected of students. All assessed modules have moderation built into the marking process. Moderation involves sampling students' assessed work to make sure that the learning outcomes and agreed marking criteria have been interpreted and applied in the same way. This ensures that you and your fellow students are treated equitably and that the academic standards are applied consistently. During the marking process the module leader will co-ordinate moderation to ensure that a representative sample has been reviewed by other markers and any concerns about consistency or accuracy addressed with the whole module team. Your work may or may not be part of this sample, but the processes for developing assessments and marking criteria as well as moderation mean that you can be confident that teaching staff are marking assessments to the same criteria. Module teams may then use feedback from moderation to improve clarity about the nature and purpose of future assessment, or to make changes if required.

Modules are also moderated externally. The module leader will arrange for the external examiner to receive a sample of work for review and comment. External examiners cannot change individual grades but can act as 'critical friends' and confirm that marking standards are in line with other, similar courses in the sector. If, on reviewing the sample, external examiners feel that the marking criteria have not been applied consistently the work of the whole cohort will be reviewed.

7.5   Feedback Following Assessments

UCLan is committed to giving you clear, legible and informative feedback for all your assessments ([Academic Regulations](#)). You are expected to review and reflect on your feedback and learn from each experience to improve your performance as you progress though the course.

You will be provided with generic feedback for in-module formative and summative elements of assessment which contribute to a module within 15 working days of the scheduled submission or examination date. Generic feedback on end of module assessment and dissertations will be made available within 15 working days of publication of results. Generic feedback may be oral, written, posted on a website or other.

7.6   Academic Misconduct

The University regards any academic misconduct in an attempt to enhance performance or to influence the standard of award obtained as a serious academic and/or disciplinary offence. Such offences can include, without limitation, cheating, plagiarism, collusion and re-presentation.

You are required to sign a declaration indicating that individual work submitted for assessment is your own and will be able to view your Originality Report following e-submission of assessed work.

Academic Integrity Essentials training has been incorporated into your course as a compulsory assessment. The training is delivered via Blackboard and will be assessed on a Pass/Fail basis. It is important that you complete the training to ensure that you are aware of the importance of academic integrity and are able to apply the principles when completing assessments which contribute to your UCLan award.

If you attempt to influence the standard of the award you obtain through cheating, plagiarism or collusion, it will be considered as a serious academic and disciplinary offence as described within the Academic Regulations and the Academic Integrity Policy and Procedure for Academic Misconduct.

- Cheating is any deliberate attempt to deceive and covers a range of offences described in the Academic Integrity Policy and Procedure for Academic Misconduct.
- Plagiarism describes copying from the works of another person without suitably attributing the published or unpublished works of others. This means that all quotes, ideas, opinions, music and images should be acknowledged and referenced within your assignments.
- Collusion is an attempt to deceive the examiners by disguising the true authorship of an assignment by copying, or imitating in close detail another student's work - this includes with the other student's consent and also when 2 or more students divide the elements of an assignment amongst themselves and copy one another's answers. It does not include the normal situation in which you learn from your peers and share ideas, as this generates the knowledge and understanding necessary for each individual to independently undertake an assignment; nor should it be confused with group work on an assignment which is specifically authorised in the assignment brief.
- Re-presentation is an attempt to gain credit twice for the same piece of work.

The process of investigation and penalties which will be applied can be reviewed in the Academic Integrity Policy and Procedure for Academic Misconduct. If an allegation is found to be proven then the appropriate penalty will be implemented as set out in the Academic Integrity Policy and Procedure for Academic Misconduct .

The penalties will apply if you transfer from one UCLan course to another during your period of study and module credits gained on the former course are transferred to the current course.

Contact the Students' Union Advice and Representation Centre by emailing: suadvice@uclan.ac.uk for support and guidance.

7.7   Appeals against assessment board decisions
If you consider that you have a reason to appeal against an assessment board decision, please bear in mind that your reasons must fall within the grounds specified in the University Academic Regulations: Section I. You cannot appeal simply because you disagree with the mark given. The specified grounds for appeal are:

1.   that an Assessment Board has given insufficient weight to mitigating circumstances;
2.   that the student's academic performance has been adversely affected by mitigating circumstances which the student has, for good reason, been unable to make known to the Assessment Board;

3.   that there has been a material administrative error at a stage of the examining process, or that some material irregularities have occurred;

that the assessment procedure and/or examinations have not been conducted in accordance with the approved regulations (this fourth ground will not be relevant to an appeal against a decision relating to an interruption or discontinuance of study. Such an appeal should be based on one or more of the three grounds above.

If you want to appeal, then you must do so within 14 days of your results being published. The onus is on you to find out your results and submit your appeal on time. Contact the [Students' Union Advice and Representation Centre](#) by emailing: suadvice@uclan.ac.uk for support and guidance.

8. Student voice

You can play an important part in the process of improving the quality of your course and wider University experience through the feedback you give. In addition to the ongoing discussion with the course team throughout the year, there are a range of mechanisms for you to feed back about your experience of teaching and learning. We particularly welcome you identifying areas of the course that you enjoy or find beneficial to your learning so that we can consider expanding these elements. Equally helpful is identifying areas where you can see small positive changes that would have large beneficial impacts.

Student's Union elected reps will support you in voicing your opinion and ensuring that your views are heard. Whether it's feeding back about your academic experience to your Course Rep or School Presidents, your involvement in helping to create Union policy with the Students' Council or serving as one of the Full-Time Elected SU Officers, there's plenty of ways for you to have your say. The Union, like the University, values your opinions so it's important you engage with the democratic processes of the Students' Union, which includes the [Union elections](#), [Your Big Ideas](#) and other initiatives.

You can also share your views via Unitu (see the front page of the Student Hub for more details). Unitu is an interactive digital student voice platform structured as a discussion board. It is a safe online space where you can raise, discuss and resolve both academic and more general experience issues, give praise, ask questions or post constructive feedback anonymously allowing us to respond to and act upon feedback in real time.

8.1   Course Representatives and School Presidents

There are many mechanisms through which you can provide feedback to your course team and the wider University. These range from informal conversations with members of staff through to more formal processes that ensure the quality of our courses. To help to ensure students' views on their course are heard by the University, the Students' Union elects School Presidents and Course Reps. These important volunteers serve as the voice of their course and provide feedback on behalf of their cohort to their Course Team, School, University and Students' Union.

School Presidents are student volunteers who work directly with the school Senior Management to help ensure students are getting the appropriate opportunities, support and academic experience that will enable them to be successful on the course and beyond graduation. It helps to place students at the forefront of school-level decisions and wider University discussions. School Presidents also sit on Students' Council as the representatives for the school to feed into wider Union policy discussion and campaigns.

The Course Reps work to gather the opinions of the students they are elected to represent and

alongside the School Presidents to present this information to the relevant areas of the University. School Presidents and Course Reps are elected every year from amongst the students enrolled on a course. Any student has the right to nominate themselves for these roles during the elections period.

As the roles of Student President and Course Representatives are important to *both* the University *and* the Students Union, training and development opportunities are readily available to support you in this role. You not only receive formal recognition for the role, but the position can greatly enhance your employability skills and understanding of the course itself.

Presidents and Reps will gather students' opinions on a range of issues through a number of mechanisms, these can be in person, via email, or through other avenues including online systems such as the award winning UniTu student feedback platform. These processes enable the elected students to determine the priorities and opinions of the students and to then present these to the Course Teams and wider University.

For information specific to a course these will be presented at *Student Feedback Forums* which will be held regularly throughout the academic year. These course-based forums then inform the agendas for the School wide *Student Feedback Review* meetings, from which feedback can be shared with the wider University. These meetings ensure that we recognise and celebrate student (and indeed staff) success, review and improve our courses and work together to provide a positive student experience throughout your time at University.

The course representatives are extremely beneficial to both students on your course and the University. It enables students to have ownership of their student experience, to voice their opinions and to share positive practice with the course team, primarily at the Student Feedback Forums and Student Feedback Review meetings (see below). If you are interested in becoming a Course Rep or School President and wish to find out more about the roles, visit the Students' Union website or email: coursereps@uclan.ac.uk. If you wish to find out who your School President is or more about the role visit the Students' Union website or email: coursereps@uclan.ac.uk

8.2   Student Feedback Forums and Student Feedback Reviews
The purpose of both of these meetings is to provide a process for enacting positive change to have an open discussion and respect each other's views. They enable the sharing of good practice, provide an opportunity for students to feedback to staff about their course and their student experience. They provide a mechanism to regularly review our courses and improve the development of new courses, and importantly they allow you, as students, to work together with staff, to deliver an action plan against issues raised. The University may also use these meetings to ask your opinions about proposed changes and developments within your School, Faculty or the wider University.

8.3   Complaints
The University recognises that there may be occasions when you have cause for complaint about the service you have received. When this happens, the University's Student Complaints Procedure is intended to provide an accessible, fair and straightforward system which ensures an effective, prompt and appropriate response. Click on this link for more information University's Student Complaints Procedure

If you are a student registered for a University award at a partner college, who is dissatisfied with the provision at the college, you should pursue your complaint in accordance with the college's

complaints procedure in the first instance. In the event of continuing dissatisfaction when you have completed the college's procedure, you will be entitled to submit your complaint to UCLan under stage 3 of the procedure.