



**University of Greenwich**

**Department of Computing & Information  
Systems**

**in collaboration with**

**KMD Institute**

**Essential Information for Students - Local**

***2021/2022***

**Department of Computing & Information Systems**  
Maritime Greenwich Campus,  
Old Royal Naval College, Park Row, London SE10 9LS

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## **Note to the Centre**

The Essential Information for Students (Local Version) document is the responsibility of the Centre to complete and keep up to date to ensure it reflects the necessary information required by the student. Its purpose is to enhance student experience as well as provide information regarding, contacts, timetables, procedures, etc.

Please read the complete document and make changes where necessary to reflect local practices, however please also ensure that you do not inadvertently change sections which are University of Greenwich specific.

## **Note to Students**

The Essential Information for Students (Local Version) document and the Essential Information for Students (UoG Version) are both intended to provide you with the necessary information in terms of processes and procedures for the programme you are registered on.

Essential Information for Students (Local Version) reflects information that is specific to the Centre you are studying at as well as a guide to where to refer to regarding generic information concerning your rights as a student under University regulations. Please note that this will require you to refer to the Essential Information for Students (UoG Version).

Essential Information for Students (UoG Version) will include details such as where you might need to go and what you might need to do depending on your circumstance. In addition, it provides study related information such as where you can find your results, etc.

Please familiarise yourself with both documents as these provide all the information necessary for being a student in the Collaborative partnership.

You will find the Programme Specification, Courses, and Assessments that you need to attempt here: <https://achcollabs.gre.ac.uk/upload/>

Please note that you will have access to more courses than those you are attached to – this does not mean you should attempt all the courses you have access to – only those that are part of your study plan submitted to the Collaborations Office by your Centre.

## Introduction

Welcome to the KMD Institute who is responsible in the delivery and managing of the programme(s) partnered with the University of Greenwich. The purpose of this guide is to provide students at collaborative partners with a summary of the important information that you need to know as a student at the University of Greenwich. This does not replace the formal information provided to you by the Centre (e.g. Local Regulations) and the University (e.g. the University Academic Regulations).

### Please note that:

- **It is your responsibility to ensure that you are familiar with the contents of this guide and other relevant Collaborative Partner, Department and University documentation.** If there is anything that you do not understand then please consult your Personal Tutor at the Centre.
- For continuing students, all information provided (including academic regulations and deadlines for submission of projects) may be changed at the start of each Semester and will override previous information you may have received. If you are unsure how this affects you then please contact your Personal Tutor at the Centre.

An online version of this guide, along with other essential information referenced in this document, can be found (once you login) at:

<https://achcollabs.gre.ac.uk/upload/>

### Passwords

You will need to use your

1. **Short UserID (e.g. ab123)** and **Password** in order to access University resources via the [Portal](#) as well as submitting your assessments via the [Collaborations Website](#).

### Where to Access to your teaching material

The Centre will provide you access to the teaching material via their local Virtual Learning Environment (VLE) which can be found here:

## Locations and Phone Numbers

Category	Contact Person	Location	Telephone / email
Centre Telephone Number	Ms Moe Pale	KMD, Myaynigone	951-700895 ncc@kmdcomputer.com
Centre Manager	Ms Thu Zar Tun	KMD, Myaynigone	951-502233 ncc@kmdcomputer.com
Centre Link Tutor	Ms Moe Pale	KMD, Myaynigone	951-700895 ncc@kmdcomputer.com
Centre Support Office	Ms Swe Swe Pyone	KMD, Myaynigone	951-700895 admin_institue1@kmd.edu.mm
Student Support Office	Ms Wah Wah	KMD, Myaynigone	951-700895 wwah1@kmd.edu.mm
Library Services	Ms Htoo Htoo	KMD, Myaynigone	951-700895 ncc@kmdcomputer.com
Other Useful Contact Details	Ms Hnin Hnin Wai	KMD, Myaynigone	951-502233, 951-502233 ncc@kmdcomputer.com

### Useful Web Addresses from the University

University of Greenwich	<a href="http://www2.gre.ac.uk/">http://www2.gre.ac.uk/</a>
University Portal	<a href="https://portal.gre.ac.uk">https://portal.gre.ac.uk</a>
University Regulations	<a href="http://www2.gre.ac.uk/current-students/regs">http://www2.gre.ac.uk/current-students/regs</a>
Collaborations Website	<a href="https://achcollabs.gre.ac.uk/">https://achcollabs.gre.ac.uk/</a>

### Terms Dates

Start of Academic Year		
Term One		
	Undergraduate	Postgraduate
First Week	26 December 2021 27 December 2021	
Teaching Block	30 March 2022	
Revision and Self Study	1 April 2022 – 10 April 2022	
Holidays List when the Centre is Closed	Independence Day – 4 January 2022 Union Day – 12 February 2022 Peasants' Day- 2 March 2022 Full Mon day of Tabaung – 16 March 2022 Armed Forces Day- 27 March 2022 Thingyan Eve – 13 April 2022- 16 April 2022	
Term Two		
First Week	2 July 2022 4 July 2022	Postgraduate
Teaching Block	30 October 2022	
Revision and Self Study	1 November 2022 to 15 November 2022	
Holidays List when the Centre is Closed	Full Moon Day of Waso– 13 July 2022 Martyrs' Day – 19 July 2022 Full Moon Day of Thadingyut- 9 Oct-11 October 2022 Full Moon Day of Tazaungmone– 8 Nov-9 November 2022 National Day - 18 November 2022	
End of Academic Year		
Study Period Ends	26 December 2021	10 April 2022

## Programme Structure(s)

<i>Programme: Bsc(Hons)Computing</i>					
<b>Semester 1 (July –Dec)</b>	<a href="#">COMP1645</a> Human Computer Interaction and	<a href="#">COMP 1786</a> Mobile Design and Development	<a href="#">COMP 1664</a> Network Technology	<a href="#">COMP 1682</a> Project (Information Systems & Multimedia)	<a href="#">COMP 1643</a> Information Content Management Systems
<b>Semester 1 (Jan-July)</b>	<a href="#">COMP1787</a> Requirements Management	<a href="#">COMP 1640</a> Enterprise Web Software Development	<a href="#">COMP 1665</a> Advanced Network	<a href="#">COMP 1682</a> Project (Information Systems & Multimedia)	

### *Staff Responsible for your Courses*

Course Name	Course Leader	Contact Details
Requirements Management	Mr Francis Murphy	<a href="mailto:fmurphy1@kmd.edu.mm">fmurphy1@kmd.edu.mm</a>
Enterprise Web Software Development	Dr Phyu Hnin Myint	<a href="mailto:phmyint1@kmd.edu.mm">phmyint1@kmd.edu.mm</a>
Network Technology	Dr Aung Htain Maw	<a href="mailto:ahmaw1@kmd.edu.mm">ahmaw1@kmd.edu.mm</a>
Human Computer Interaction Design	Ms Moe pale	<a href="mailto:ncc@kmdcomputer.com">ncc@kmdcomputer.com</a>
Mobile Application Design and Development	Dr Phyu Hnin Myint	<a href="mailto:phmyint1@kmd.edu.mm">phmyint1@kmd.edu.mm</a>
Enterprise Web Software Development	Mr Moe Thant Oo	<a href="mailto:mtoo1@kmd.edu.mm">mtoo1@kmd.edu.mm</a>
Information and Content Management	Dr Tin Htar New	<a href="mailto:thnwe1@kmd.edu.mm">thnwe1@kmd.edu.mm</a>
Advanced Network	Dr Win Zaw	<a href="mailto:wzaw1@kmd.edu.mm">wzaw1@kmd.edu.mm</a>
Project (Information Systems & Multimedia)	Mr Francis Murphy	<a href="mailto:fmurphy1@kmd.edu.mm">fmurphy1@kmd.edu.mm</a>

## University Academic Regulations

The University of Greenwich Academic Regulations can be found here:

<http://www2.gre.ac.uk/current-students/regs>

These regulations, policies and procedures include those affecting both your academic experience and wider university student life.

Regulations and policies governing the academic experience also apply to Partner and Collaborative College students. Generally Collaborative Centres have their own rules and policies governing the wider student experience.

These regulations apply to all students of the university when they may be reasonably regarded as being under the jurisdiction of the university.

## **Personal Tutor and Other support**

You will be allocated a Centre Specific Ms Wah Wah (or equivalent) who you will need to contact for support during your studies. It is your responsibility to identify and meet your personal tutor at the start of your academic year.

If you have any general queries then you can also contact the Centre Link Tutor.

## **Timetables and Rooming**

Your timetable and rooming will be provided to you by your Centre; however, you should check this weekly as rooms and times may change due to unforeseen circumstances. If you have any concerns or questions about your timetable, then please contact your personal tutor.

## **Attendance**

Research shows that a student's attendance at lectures, tutorials and lab sessions has a direct impact on the grades he or she eventually achieves. If you do not attend fully you are not giving yourself the best chance of passing your programme of study. As we want to ensure the greatest chance of success for all our students we expect full attendance.

The Centre will monitor your attendance for all courses and it is your responsibility to ensure that your attendance has been recorded for the sessions attended. If for any reason you cannot attend a session, please contact your centre making sure you follow local procedures to inform them of your absence. Non-authorised absence or failure to submit coursework or attend examinations may result in you being withdrawn from the programme (additionally, if you are an international student your visa may be being revoked) – withdrawing you is something the Centre and University wants to avoid so please attend your classes.

## **Changes to your Personal Details**

It is your responsibility to make sure that we are kept informed of changes to your personal details such as your address. This must be done via the Student Portal (<http://portal.gre.ac.uk/>) on Banner Web. In addition, you must also inform your Centre of these changes to ensure they are able to contact you.

## **Importance of Correct Registration**

You will be informed of the core and option courses that you need to take for the current semester and/or academic year and you will be attached to your courses at the point of registration (if your Centres programme structure allows) – Please ensure you have discussed this with the Centre to ensure you are attached to the correct courses. If you are not attached to the correct courses then you will not be able to, submit coursework or take examinations so please discuss this with your Centre as soon as possible. Please note that you **MUST** discuss any requests for changes to your programme of study with your Personal Tutor at the Centre.

## **Project Supervision**

You will be allocated a project supervisor by your Centre. Please meet with your supervisor as early as possible so that you have sufficient advice and support to ensure you pick an appropriate and “do-able” project.

## **Communication between staff and students**

- You must have 75% attendance rate, at the end of every semester.
- You must inform the school if you cannot attend a lecture, and you must obtain a leave of absence. If you need leave for more than one day, then you must fill out a form in the office.
- You must come for weekly project supervisions regularly. If you are absent without taking a leave for three times or more, you have to discuss your problems/issues for your absence with your supervisor and the centre manager. If the centre supposes you will not finish the project in time based on the reason, the centre will inform you to transfer the project to the next exam semester in order to get high scores.
- You must demonstrate the progress of your coursework with a tutor regularly. Some coursework has pre-presentations and you should not miss the pre-presentations.

## **Coursework**

All coursework is individual work unless stated in writing that it is group work; for group coursework there will normally be a component that must be individually completed and submitted by each group member.

### *Submitting coursework*

Your coursework specification will identify what is required. All coursework, unless identified otherwise in the coursework specification, must be submitted electronically as detailed on the Collaborations student website at the following URL:

<https://achcollabs.gre.ac.uk/upload/>

## **Extenuating Circumstances**

If your performance was affected by extenuating circumstances, follow the appropriate procedure of informing your tutor of the situation and submitting an extenuating circumstances claim through the collaborations website - this will be considered by the Extenuating Circumstances Panel.

Please note that all extenuating circumstances submissions MUST be submitted with documented supporting evidence. Failure to provide the necessary documentation within two weeks of the claim being made may result in the Extenuating Circumstances Panel rejecting the claim.

Extenuating circumstances are normally defined as circumstances which are unexpected, significantly disruptive and beyond a student's control, and which may have affected his/her



academic performance. Please note that a long term or foreseeable condition or problems **DO NOT** count as Extenuating Circumstances and these will normally be rejected.

If you have a good reason for poor performance in coursework or examinations and you would like the Progression and Award Board to take the reasons into account, then you need to fill in an extenuating circumstances form which can be done on-line and must be submitted within published set deadlines. Please find further information regarding this Extenuating Circumstances and how to apply here:

<http://www.gre.ac.uk/offices/edu/personal-tutoring/making-connections/extenuating-circumstances>

**All Extenuating Circumstances should be submitted on-line via the Student Portal.**

In addition, you **MUST** also discuss your submission with your Centre.

If your circumstances are accepted by the Extenuating Circumstances Panel, then you will be notified once the decision has been made. Please refer to the University website for further detail regarding the University Academic Regulations concerning Extenuation Circumstances claims: <http://www2.gre.ac.uk/current-students/regs>.

### **Penalties for late submission**

If you have extenuating circumstances, you may submit your coursework up to two weeks after the published deadline without penalty but this is subject to acceptance of your claim by the Extenuating Circumstances Panel. If your claim is rejected then you will receive a mark reduction, as set out in the University's Regulations. Coursework submitted less than two weeks after the published deadline without an extenuating circumstances claim will also receive a mark reduction as set out in the University's Regulations.

<http://www2.gre.ac.uk/current-students/regs>

Coursework submitted more than two weeks late will be given feedback however a grade of non-submission will be awarded regardless of any extenuating circumstances. If your Extenuating Circumstances claim is accepted and your coursework is submitted more than two weeks late then the Extenuating Circumstances Panel will recommend an appropriate decision to the Progression and Award Board base of the University's Regulations. Please note that it should not be assumed the decision taken by the Board will be that the Extenuating Circumstances will be accepted.

### **Please note:**

1. You should aim to get your coursework in one week early. In other words, you should plan for brief periods when the lab may have to shut, or your printer breaks down etc. You must keep backup copies of your coursework but do not use flash drives or memory sticks as these are unreliable. Do not submit Extenuating Circumstances claims for trivial problems such as a computer failure at the last minute as these will be rejected. You should plan for these inconveniences.

2. Under no circumstances can coursework be accepted for marking after the coursework has been returned to other students as you may gain an advantage from viewing their marked work.

### **What to do if you think there is a problem with your coursework mark**

If you think there are any issues regarding your mark, please contact your Centre in the first instance (NOT the Collaborations Office) who will raise a query on your behalf.

## **Examinations**

There are several kinds of examination:

1. **Unseen** (the norm) – you do not know in advance what questions you will be asked, but you will have sample papers to give you some idea of the format of the paper and the style of questions to expect.
2. **Seen paper** – the question paper is issued in advance and you can research and prepare your answers (but you will not usually be allowed to bring notes into the exam).
3. **Practical** – a computer will be available and some of your answers may be submitted electronically rather than on paper.

Most examinations are “closed book” – you may not bring any notes, books or other material into the exam. If the examination is “open book” you will be given precise guidance on what you may bring into the examination room. If a course includes an examination, the Course Coordinator will give you full information about the format of the examination.

Most tutors will provide guidance in terms of course examination revision that you should focus on and issues of examination technique. However, you should not assume that examination questions will be solely based on this or on questions in previous papers.

Examination dates will be published on the Collaborations Website. You will also be made aware of these dates by your Centre. It may be necessary to schedule examinations on a Saturday. It is your responsibility to ensure you are aware of these dates and turn up to sit your exams. Please check regularly for changes as these do sometimes occur. If you miss the exam without a good reason, then you will be awarded zero. If you have a good reason, then you must follow the procedure outlined in the extenuating circumstances section.

If you wish to apply for special arrangements in an examination, then this must be done through the formal channels and well in advance of the examination period, normally at the commencement of your studies at the Centre or the start of the year. Please discuss your request with the Personal Tutor at the Centre who is responsible for informing the Collaborations Office. If you leave this too late then the University may refuse your request.

You will be informed by your course tutor if the use of a calculator is permitted in an examination. Please note that only approved calculators can be used, that is ones that do not have programmable and communications functionality. Please make sure you purchase and familiarise yourself with an approved calculator in advance of the examination.

Any query relating to an examination you have sat must be made as soon as practically possible after the event. University policy is that **examination scripts are kept for one year** and then securely destroyed.

## University Grading

Regulations and grading policies found in the Academic Regulations for taught awards will apply. Currently these are:

<b><i>Undergraduate:</i></b>	<b>Mark on a 0-100 scale</b>	<b>Comments</b>
	86-100	Work of exemplary quality
	76-85	Work of outstanding quality
	70-75	Work of excellent standard
	65-69	Work of very good quality
	60-64	Work of good quality
	50-59	Work of sound quality
	40-49	Work of an acceptable standard
	30-39	Compensatable fail
	0-29	Fail

<b><i>Postgraduate:</i></b>	<b>Mark on a 0-100 scale</b>	<b>Comments</b>
	70+	Work of exceptional quality
	60-69	Work of good quality
	50-59	Work of satisfactory standard
	40-49	Compensatable fail
	0-39	Fail

### ***Postgraduate awards:***

The pass mark is 50%, Merit 60%, and Distinction is 70%. To obtain an MSc with Merit, students must achieve an average of at least 60% across the programme as a whole. To obtain an MSc with distinction, students must achieve an average of at least 70% across the programme as a whole.

## Process of Grading Items of Assessment

The setting and marking of all items of assessment are subject to a rigorous process involving Centre Course Tutors, University Course Moderators and External Examiners.

## Your Results

At designated times during the year a Progression and Awards Board decides your results. This is where decisions about retakes, deferrals, fails and passes are made. No other body is authorised to make these decisions.

For completing students your results will be sent to your Centre for you to collect. In addition, your results will be made available through BannerWeb via the University portal. **It is your responsibility to find out your results if you have not received them.** No results will be released over the phone so please do not contact the Collaborations Office as they will be unable to provide this information. Course grades may be viewed through BannerWeb

during the year but these may be subject to change and/or ratification until confirmation by the Progression and Awards Board.

### Retakes and Deferred work

Progression and Awards Boards are the only bodies authorised to make reassessment decisions. No member of staff can make this decision. It is at the discretion of the Progression and Awards Board as to whether a student will be given an opportunity to retake any failed courses. In addition, and again at the discretion of the Board, the maximum number of opportunities offered by the Board to achieve a pass in a course is three

Below is a guide to help you interpret the terminology used on results letters:

#### *Deferred*

This means that you will be allowed to take the assessment as though you are sitting it for the first time; you will be awarded your whole mark for the assessment.

#### *Fail – Retake permitted before next session or Fail – Retake permitted next session*

This normally means that you must attempt your failed assessment(s) or the whole course depending on the number of times you have failed. Please interpret this terminology as follows:

If you have failed your first attempt, then

- You are being given a chance to retrieve it. If you pass the re-sit then your actual mark will be recorded but the maximum mark that will carry forward for the assessment in calculating your stage grade average is 40% for undergraduate courses and 50% for postgraduate courses. **There will be no charge for the resit from the University; however, you may be required to pay a local resit administration fee at your Centre.**

If on the other hand you have failed your second attempt, then

- You are being given a chance to retrieve the whole course and therefore you must attend your classes and retake the entire course at the next available opportunity at your Centre. This means you will have to attempt all assessments again, even the ones you have previously passed. There is no capping for these assessments and the actual mark awarded for each course retaken will be carried forward in the calculation of your stage average and award classification. **There will be a charge for the resit from the University and the Centre.**

Below is a guide to help you interpret the terminology used on results letters:

Codes	Description
AC	Alternative Course
AO	Assessment Offence Proven
AP	Grade approved by Subject Assessment Panel
BF	Grade brought forward from a previous academic session

CL	Compensated - A grade of 40% will be carried forward on profile
CO	Compensated - To be used for PG Level only, 50C
D1	Deferred - Retake permitted before next session
DA	Deferred in assessment item - Retake permitted next session
DE	Deferred - Retake permitted next session
<b>DM</b>	<b>Deferred Mark</b>
EE	Grade changed on External Examiner Advice
F1	Failed first attempt - Second attempt permitted
FA	Failed assessment item - Retake permitted next session
GN	Grade noted
IE	Grade changed due to an input error against the previous grade
IM	Grade changed following internal moderation
MS	Grade supplied after Progression and Award Board
OE	Original entry
PB	Grade changed by Progression and Award Board
R1	Referred - Retake permitted before next session
R2	Referred - Retake permitted next session
RF	Failed final attempt
<b>RH</b>	<b>Referred Mark (Assessment 50%)</b>
<b>RM</b>	<b>Referred Mark (Assessment 40%)</b>
RP	Repeat Pass - A grade of 35% will be carried forward on profile
SP	Grade changed by the Subject Assessment Panel
TU	Grade changed by the Tutor

**Bold** = New Reason Codes for Resit Retrievals (Post-April 2008)

Assessment periods are normally between November-January and April-May of each Academic year.

## Regulations and what you have to do to pass your programme

In addition to the current University Academic Regulations for Undergraduate Taught Awards and the Academic Regulations for Graduate and Postgraduate Taught Awards, the assessment of students is carried out according to the regulations of the programmes on which you are registered. Within the Department of Computing & Information Systems, additional regulations/procedures may apply. **It is vital that you familiarise yourself with the regulations under which you will be assessed.**

## Assessment Offences - Cheating and Plagiarism

The university has a high expectation of academic and professional standards and will NOT TOLERATE cheating or plagiarism. Where students are found blameworthy of an offence then penalties are severe. For example, the normal penalty for a major offence in a project is a zero grade with no opportunity to repeat. This would have significant ramifications e.g. you may fail your degree. It is your responsibility to make sure you understand what constitutes an assessment offence.

**Cheating** includes: bringing unauthorised material into an examination, communicating with other students during an exam, or seeking to gain an unfair advantage in any other way.

**Plagiarism** is presenting somebody else's work as your own. It includes: copying information directly from the Web or books without referencing the material; working with other people on an individual coursework and submitting the joint coursework as your own individual effort; copying another student's coursework; paying someone else to do the work for you; stealing coursework from another student and submitting it as your own work. The person you copy from could be another student, a lecturer or someone outside the university.

Useful information regarding Plagiarism can be found on the Collaborations Website at:

<https://achcollabs.gre.ac.uk/students/plagiarism/index.asp>

As a student of the Department of Computing & Information Systems you should also have received a copy of "**THE LITTLE BOOK OF PLAGIARISM** - What it is and how to avoid it". Copies are available electronically on the Collaborations web site. Where appropriate your Personal Tutor will also provide you with information and guidance about assessment offences.

#### *Accused of plagiarism?*

You will be asked by the Academic Conduct Officer to respond to the allegations as part of the investigation, via email. If the outcome of the investigative is that you are found to be blameworthy of an assessment offence, then a penalty may be issued immediately. Alternatively, severe cases are referred to an Assessment Offences Panel. The regulations governing Assessment Offences can be found on the university website.

#### **Guidelines for terminating your studies part way through an academic year**

If you are unable to complete your studies in the current academic year, for whatever reason then you need to inform the Centre, who will in return inform the Collaborations Office. It is very important that you speak to your Centre to ensure that you receive the appropriate advice. There are several possibilities such as the following:

##### *Interrupted study*

Interruption of study from a programme means that you wish to terminate your programme of study at the university for the current session. If you want to reactive at you study, it is your responsibility to inform the Centre, who will then inform the University. There are procedures that you must follow and there is a deadline for doing this, beyond which, you will be classified as failed instead of interrupted study. You will liable for fees in accordance with the conditions of registration. Once you have interrupted study, access to university facilities/resources are terminated.

##### *Withdrawal*

Withdrawal from a programme of study means that you wish to terminate your programme of study at the university permanently i.e. you have no intention of returning at a later date. There are procedures that you must follow and there is a deadline for doing this, beyond which, you will be classified as failed instead of withdrawn. You will be liable for fees in accordance with the conditions of registration. Once you have withdrawn, access to university facilities/resources are terminated.

### *Guidance Note*

If you have extenuating circumstances and feel unable to complete the session, you should not interrupt study or withdraw as this has financial implications. You should submit an extenuating circumstances claim, with the relevant evidence requesting a deferral in all uncompleted items of assessment. If your circumstances are accepted, then you will be informed and allowed to complete your studies at the next opportunity at your Centre. Please note that there are deadlines for the submission of extenuating circumstances claims. If your claim is rejected, then you should consider interrupting study; please note that if this is after the deadline for interruptions you will be subject to fee payment.

### **Library**

You have access to the library at the centre as well as an online resource from the university. The online resource can be accessed via the portal

(<https://portal.gre.ac.uk>)

which provides a large variety of electronic resources including e-books, journal articles, etc. Should you have any problems or queries, please contact your Centre Librarian.

In addition, you will also have access to resources at your Centre. Should you have any problems or queries, please contact your Centre Librarian.

### **Student Complaints Procedure Information**

In January 2016 the updated University of Greenwich **Student Complaints Procedure** was published to take account of the new consumer law legislation, it can be found on the University's website using the link below:

<http://www2.gre.ac.uk/current-students/regs/?a=635153>

A summary of the guidelines for student in collaborative partner organisations is provided below:

Students registered for a university award provided by collaborative partners or other organisation who dissatisfied with the provision at their provider should initially pursue their complaint in accordance with the partners complain procedure. If the student remains dissatisfied upon exhaustion of the partner's procedure, the student is entitled to submit their complaint for further consideration under the University's final review procedure.

The **Final Review Procedure** can be found on the University's website following the link below;

<http://www2.gre.ac.uk/current-students/regs/?a=1150532>

Any requests for final review must be made in writing to the director of student affairs within **15 working days** from the date of notification of the formal decision/outcome, imposed on the **Final Review Procedure Form**. The form can be found at the following link;

<http://www2.gre.ac.uk/current-students/regs/?a=1150537>

Students who are dissatisfied with the outcome of their request for a final review may be able to complain to the **OIA** providing that their complaint is eligible under its rules, which are available on the **OIA** website:

<http://www.oiahe.org.uk>

Students will need to send to the OIA a scheme application form within **twelve months** of the date of the completion of procedure letter. A scheme application form can be downloaded from the OIA website.

For further information about the consumer law and its application to higher education please see the link below;

<http://www.gov.uk/cma-cases/consumer-protection-review-of-higher-education>

## Key Student Responsibilities

Below are reminders of some of your key responsibilities. Please note that this is not a definitive checklist. It is your responsibility to:

- Log your attendance.
- Find out information regarding (changes to) timetables, rooming.
- Find out examination dates and locations and arrive in good time for the exam.
- Submit your coursework on time.
- Make all coursework queries immediately after the mark and feedback have been released.
- Submit extenuating circumstances by the deadline given.
- Make sure that you find out your results and details of how to retrieve failed courses. You may find out your marks and progress decision from BannerWeb. If you are a completing student then you will receive a letter in writing from us, via your Centre, but if you have not received the letter please contact your Centre for further information.
- Ensure that you are attached to the correct courses for your programme. You can check this via BannerWeb. If you are not, then contact your personal tutor as you will be unable to access teaching materials, submit coursework or attend examinations.
- Attend all classes and examinations.
- Keep the university informed of changes to your circumstances such as your contact details (e.g. address, etc.) via BannerWeb and also inform your Centre.



We hope you find the information in this booklet useful. If anything changes we will keep the web site up to date, so please check it frequently.

**Policy on Staff Gifts**

It is the department policy that staff should not accept gifts from students whilst they are still students at the University. All gifts to staff should be declared to the University.