

1. Why can I not see my mark on MyDMU? (before the results day)

Marks on MyDMU will be only displayed after the official results day (i.e., after the moderation and the assessment board has taken place).

Your provisional mark are always available to you on the learning zone and/or turnitin. If you haven't received your marks yet please contact your lecturer and/or module leader.

What are moderation and assessment boards? - Processes used to ensure consistency and fairness in grading. It involves reviewing and adjusting grades to account for variations in difficulty between different exam papers, different examiners, or different assessment tasks. The goal is to maintain a standardized level of difficulty and fairness across assessments and ensure that students are assessed fairly. They are body body within a university responsible for overseeing and making decisions related to academic assessments, examinations, and student performance.

1b. Why can I not see my mark on MyDMU (after the results day).

There can be a number of reasons why you can't see your mark on MyDMU. It is best if you contact the Student Advice Centre and/or your administration team. They will be able to investigate why you haven't had your marks released on MyDMU yet. Find the contact details here - [Contact – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](#).

2. How do I login to WiFi?

If on phone go to Settings --> Locate "Eduroam" WiFi --> change Authentication to PWD.

A: Student needs to use their outlook details WITHOUT 365, so:

Login: P Number + @dmu.ac.uk

password: MyDMU password

If on the computer / laptop:

Locate "Eduroam" -- > connect.

3.I failed my module what do I do?

If you failed a module you need to refer to "progression advice" on the MyDMU portal, here is a step-by-step guide for what you have to do.

1. Access MyDMU Portal:
 - Log in to the MyDMU portal using your credentials provided by the university.
2. Navigate to the Results Tile:
 - Look for a section or tile called "Results" on the portal homepage.
3. Find Progression Advice:
 - Within the Results section, there should be a subsection or link related to "Progression Advice".
4. Review the Information:
 - Click on the link or section dedicated to progression advice. This is where the university provides guidance and information regarding what steps to take after failing a module.
5. Understand the Feedback:
 - Pay close attention to any feedback or recommendations provided by the university regarding your performance in the failed module. This information is crucial for understanding the areas that need improvement.
6. Contact the Student Advice Center - [Contact – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](https://www.dmu.ac.uk/contact-us).
 - If the progression advice is not clear or if you have questions get in touch with us.

4.Will my re-sit/s, deferral or extension affect the time of my graduation?

Yes, if you had any resits, extension and deferrals closer to the original date of the end of your course, your graduation will be postponed.

- Example: A student had a deferral in August and their original end date was in July. Student graduation will be after their passed all their courses successfully e.g. January / February.

5.I am very close to a first class / lower second class (student received 59% or 69%). Can I get it rounded up?

The final decision on whether you can get your mark rounded up makes an assessment board. They will review your consideration band according to the regulations.

What is consideration band? - The consideration band is a two per cent band used in the calculation of integrated master's and honours degrees. It provides additional scrutiny where a student's average for classification falls close to a degree classification band boundary. It is rules-based and uses a student's performance at the culmination of their studies (level 6, or level 7 for an integrated master's degree) to decide whether the student should be awarded a degree in the higher classification band.

Please refer to the academic regulations page 15 - [L6 and PGT continuing ac regs 2023-24 \(dmu.ac.uk\)](#).

6.I am changing courses and I have already filled out the form, but I don't have the Dean's signature, what do I do?

You don't need the Dean's signature to change courses. The programme Leader signature is required and nothing else.

7.I am an international student and want to change courses, what do I do?

In order to change your programme, you need to fill out the Change of Programme Form which you can find on our ASK BAL website [Change Of Programme – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](#).

New change of programme process commencing w/b 12 February. Below is information on how the process will work and our involvement. Jo Burt, who is leading this will also be providing guidance but I just wanted to give you a heads up so you have an idea of what to expect.

Form

- Form will be similar to MS Forms.
- International students will not need to provide a supporting statement instead there will be additional questions they will need to answer.
- We will have access to a SharePoint site where we can monitor which stage the student is at.

Process

1. Student needs to complete the form. They will be advised to speak to the new programme leader before completing the form (like we do now) to ensure that they are eligible to change, we want to try to avoid them completing it without talking to the PL so that they know exactly what is expected of them, what the course entails etc. and in case it could be a reject (it will save them time from completing the form and avoid some disappointment) but that said they can submit the form without speaking with the PL but it is in their best interest that they do.
2. Student will need to add the programme leader's email address on the form, this **must** be correct otherwise when the student submits the form it will get lost in the ether (going forward this information will be picked up automatically by SAP but this functionality isn't available for the pilot)
3. Once the form is submitted it will go to the Programme Leader and if they are and International Student it will also go to immigration and compliance.
4. The programme leader can either accept, accept with conditions (the conditions will be pre-printed on the form for the programme leader to tick and if the condition is not on the list there will be a free text section for them to write their own condition) or reject (*I have asked Jo if there will be a list of reasons of a free text box for the reject option, she will be speaking the ADAs and get back to us*).
5. Once the PL and I&C (if its in an international student) have accepted or rejected, the form will come into the SAC mailbox and we will then forward it on to the relevant admin mailbox (like we do now) for processing on SAP.

Timeline

- PL will have 5 working days to sign the form, on day 4 they will receive an auto reminder if after day 5 they have not signed the form it will be timed out for them and we will get an email informing us of this, we will then send an holding email (wording to follow) to the student telling them that it's in the progress.
- We'll be given 10 working days (we will be aiming for 5 working days) to try and get hold of the PL if we're not having much luck then we will escalate it to AHEs (I am hoping this won't happen!)
- They will give send us the decision and we will add this to the form and forward it on to the appropriate admin mailbox for processing.

8. Who is my personal tutor, and how do I find one?

1. Log in to MyDMU:
 - Use your credentials to log in to the MyDMU portal.
2. Navigate to "Student Overview":
 - Once logged in, locate and click on the "Student Overview" section. This might be on the homepage or in a menu.
3. Access "Personal Details":

- Within the "Student Overview," find the section labeled "Personal Details." Click on this section to access details about yourself.
- 4. Locate "Personal Tutor":
 - In the "Personal Details" section, scroll or look for information related to your personal tutor. The personal tutor's name and contact details should be displayed.
- 5. Contact Your Personal Tutor:
 - Double click on the name of your personal tutor. This should take you to the page with the contact details.

9.Can I repeat the year?

The option to repeat the year depends on your academic situation:

1. Reassessment with Attendance:
 - You may choose to re-study a failed module with attendance before submitting reassessments.
 - A reassessment with attendance counts as one of the two available reassessment opportunities, and the module mark will be capped at the pass mark.
2. Repeat Year with Attendance:
 - Undergraduate students who have failed more than 60 credits of a level of study at the reassessment board point (usually September) will be required to undertake a repeat year with attendance.
 - Module marks will not be capped for repeat years.
3. Choice for 60 Credits Failure:
 - If you have failed 60 credits of a level of study at the reassessment board point (usually September), you will be given the choice to either repeat the year or be reassessed with attendance in the failed modules only.
4. Reassessment Without Attendance:
 - Students who have failed up to 30 credits of a level of study (and not eligible for compensation) will be required to undertake reassessment in the following year without attendance.
5. Mandatory Repeat Year for Fewer than 30 Credits Passed:
 - If you have only passed 30 credits or fewer, you must repeat the year with attendance, regardless of whether the remaining credits are failed, compensatable, or deferred.
6. Marks and Reassessment:
 - Students undertaking a repeat year will not have their marks capped.
 - If assessed more than once in the same module, the highest mark achieved will be recorded.
7. Student Route (Tier 4) Consideration:
 - Student Route (Tier 4) students sponsored by the university cannot choose to re-study a failed module.
 - They are eligible to undertake reassessment with attendance only when academically necessary, as defined in regulations, and aligned with Home Office Student Route regulations.

8. Financial Consideration:

- When being reassessed in a failed module with attendance, including as part of a repeat year, a student must pay the appropriate module fee.

10.I want to withdraw from my studies due to personal / mental health and /or financial problems, what do I do?

I understand that you might be considering withdrawing from your studies, and I want to offer support during this important decision-making process. Before making any decisions, we always suggest to explore the available resources and discuss your concerns with the appropriate individuals.

Support and Wellbeing:

- If you're feeling overwhelmed or unsure about your decision, consider reaching out to the Wellbeing team. They are there to provide support for your emotional and mental well-being.
- You also have the opportunity to book a 1-to-1 meeting with one of our student support officers. These meetings can be instrumental in discussing your concerns, understanding your options, and receiving personalized guidance. To schedule a meeting, please contact the Student Advice Centre.

Terminating Your Studies:

- If you decide that withdrawing from your studies is the best option, you can find detailed information on the process by visiting [Terminating My Studies – ASK BAL De Montfort University - [Terminating My Studies – ASK BAL De Montfort University \(dmu.ac.uk\)](https://www.dmu.ac.uk/terminating-my-studies)].

Consider Exploring Alternatives:

- Before finalizing your decision, it may be helpful to explore alternative options. Your personal tutor, academic advisor, or career services might offer insights into potential solutions or adjustments that could address your concerns without the need to withdraw.

11.Can I study online?

No there is no option to study online. Everything takes place face to face.

Only in a situation where there is a resit (e.g., in August) and a student has to submit a piece of work such as assignments or essays. This can be submitted online.

12.I need proof/evidence that I am a student, how do I go about it?

1. Log in to MyDMU:
 - Use your credentials to log in to the MyDMU portal.
2. Navigate to My Documents:
 - Look for a section or link labeled MyDoc. This section contains important documents related to your university journey.
3. Locate Student Status Letter:
 - Within the My Documents section, "Student Status Letter."

13.I can't see any of my results, what do I do? (When a student doesn't see any of the results on the learning zone or MyDMU)

Marks on MyDMU will be only displayed after the official results day (i.e., after the moderation and the assessment board has taken place).

Your provisional mark are always available to you on the learning zone and/or turnitin. If you haven't received your marks yet please contact your lecturer and/or module leader.

What are moderation and assessment boards? - Processes used to ensure consistency and fairness in grading. It involves reviewing and adjusting grades to account for variations in difficulty between different exam papers, different examiners, or different assessment tasks. The goal is to maintain a standardized level of difficulty and fairness across assessments and ensure that students are assessed fairly. They are body body within a university responsible for overseeing and making decisions related to academic assessments, examinations, and student performance.

14.Can I get a completion award letter or "to who it may concern" certificate/award letter, proving I

completed my studies (a student would usually ask this before graduation, before getting the certificate)

Your HEAR transcript which can be accessed here - [Digitary CORE](#) is your official transcript and can be used as your award letter. I am afraid we don't issue separate award letters or "to who it may concern" letters. You can share your HEAR transcript directly with organizations on the website via the share option.

If you require a reference, we ask that all references are made via - [Homepage | Higher Education Degree Datacheck \(hedd.ac.uk\)](#). This is an official verification website for references between a university and an organization.

If you don't have your HEAR yet you can complete this form to get a course completion letter - [Microsoft Forms](#).

15.Can I get a reference for my job / further studies? How do I obtain one?

If you require a reference, we ask that all references are made via - [Homepage | Higher Education Degree Datacheck \(hedd.ac.uk\)](#). This is an official verification website for references between a university and an organization.

16.Am I eligible for compensation (in a specific module)?

A student is only available for compensation if the exam board decided this. Normally a student needs to be within 2% mark reach e.g., 38%, 59%, 69% etc.

17.Can I get a certificate / diploma before my graduation?

If you have not graduated yet you can obtain a course completion letter here - [Microsoft Forms](#). We wouldn't be able to provide you with a certificate before your graduation. You will receive your certificate during your graduation and you will be able to access your transcript via Digitary Core.

18.Can I get my predicted grades (I am a second year or final year student and need a module list for further studies)

Although we wouldn't be able to provide you with your predicted grades, we would be able to print a module list for you to apply for a postgraduate studies.

You can also use your HEAR transcript from the previous years to apply for a postgraduate degree. Please login to Digitary Core to view your HEAR transcript.

To obtain your module list please contact the Student Advice Centre.

19.I have submitted my interruption/termination of studies. How do I stop my student finance?

If you are pausing or terminating your studies you will have to get in touch directly with the student finance. They will be able to advise you best on the financial implications of pausing your studies.

You will have to notify the Student Finance that you are pausing your studies. Once your termination / interruption of studies has been processed the university the student finance will be notified about your registration.

20.My assessment was capped at 40/50 % due to late submission, is there anything I can do?

Once an assignment has been submitted late, it is generally challenging to rectify the situation unless there are valid reasons or extenuating circumstances. In standard academic procedures, late submissions without acceptable justifications will be capped at 50% if you are a master's student and 40 % if you are an undergraduate student.

If you believe you have a valid reason or extenuating circumstances that affected your ability to submit the assignment on time, I strongly encourage you to communicate with your module and/or programme leader. Explain the situation clearly and provide any necessary documentation / evidence to support your case. In some instances, instructors may consider granting extensions or making accommodations based on the circumstances.

It is essential to take responsibility for meeting deadlines in the future to avoid any potential negative impact on your academic performance. Consistent communication with your lecturers, proper time management, and seeking help (for example with the Student Advice Centre) is strongly encouraged within the university setting.

21. Can I get my module / programme handbook from previous years?

I understand that you are seeking access to the module and/or programme handbook from previous years.

In order to fulfill your request, we will need to reach out to the Programme Leader Support Team (PLS).

However, it's important to note that the availability of these materials is not guaranteed, and access may be subject to certain limitations.

I will initiate the request with the PLS on your behalf. Please allow some time for us to process your request and liaise with the relevant team. If the information is accessible, we will provide you with the required module and/or programme handbooks.

22. I want to access my HEAR transcript, how do I go about it? (Before the results release, before moderation)

HEAR transcripts are generated and made available after the official results release and the completion of the moderation process. This means that you will not be able to obtain your HEAR transcript before these key academic procedures are finalized.

The moderation process ensures the accuracy and fairness of assessment outcomes, and it is only after this process is completed that official results are released. Once the results are officially declared, the HEAR transcripts are then generated to reflect the finalized academic achievements.

I encourage you to keep an eye on official communications from the university regarding results release dates. Once the results are made available, the HEAR transcript production will follow, and you will be notified about the accessibility of your HEAR document via an email.

In a nutshell, please keep an eye on your university email.

23. I missed the module selection deadline. Can I still choose my modules?

If you missed the module selection deadline I would highly suggest getting in touch with the administration team as soon as possible. You can find their contact details on the official university website at <https://askbal.dmu.ac.uk/contact/>. They will be able to book you onto the modules. Alternatively you can visit our Student Advice Centre and speak to the administration team in person to book you onto the modules.

24. Who is a module leader for XXX?

If you need to find out the module leader, there are three convenient ways to do so:

1. Learning Zone in the Module Shell: Navigate to the Learning Zone and click on the module shell to find a corresponding module leader. The module leader's information is often available there, providing you with quick access to their details.
2. University Website - Staff Details: Visit our website at <https://askbal.dmu.ac.uk/staff-details/>. Once there, you can search for the module leader based on the school to which your module belongs. The three schools are:
 - Accounting, Finance, and Economics
 - Law School
 - Leadership, Management, and Marketing
3. Student Advice Centre: Another option is to visit the Student Advice Centre. They are equipped to provide information about module leaders and can guide you in the right direction.

Utilizing these three methods should help you easily identify and connect with your module leader. If you encounter any difficulties or have further questions, don't hesitate to reach out to the Student Advice Centre for assistance.

NOTE: In the Upcoming months we will implement a search function to search a module leader on our website, which should make things a lot easier for a student.

25. I want to take a gap year, what do I do?

If you are considering pausing your studies, officially known as "Taking a Leave of Absence," please take note of the following steps and important information:

1. **Discuss Your Options with Your Personal Tutor:** Before making the decision to pause your studies, we strongly recommend scheduling an appointment with your personal tutor. They can provide valuable guidance and help you explore alternative solutions.
2. **Financial Implications:** It's essential to consider the potential financial implications of taking a Leave of Absence. We encourage you to reach out to our Income Team at income@dmu.ac.uk to discuss any financial concerns or questions you may have.
3. **International Students:** If you are an international student, taking a Leave of Absence may have implications for your visa. We advise contacting our Immigration Compliance Team at immigrationcompliance@dmu.ac.uk to discuss the impact on your immigration status.
4. **Leave of Absence Form:** If, after seeking advice and considering your options, you decide to proceed with a Leave of Absence, please complete the Leave of Absence form. Submit the form to your Programme Leader for approval.
5. **Processing the Leave of Absence:** Once your Programme Leader approves the form, the Faculty Office will process it for you.
6. **Course Completion Timeline:** Keep in mind that you must still complete your course within the maximum registration period. Typically, students can take a maximum of two years away from their studies.

If you have any further questions or need additional assistance, please feel free to contact the Student Advice Centre. Additionally, you can find more detailed information and access the Leave of Absence form at

<https://askbal.dmu.ac.uk/pausing-my-studies/>.

26.I passed some of my modules, some not, which one can I re-sit?

If you have passed some of your modules and want to know if you are eligible to re-sit the ones you haven't passed, it's important to follow these steps:

1. **Wait for Progression Advice:** To determine which modules require re-sits, you'll need to wait until the progression advice is made available to you on MyDMU. This information is typically updated on the official results day.
2. **Check MyDMU for Progression Advice:** Log in to your MyDMU account to access your progression advice. This will provide details on which modules you have successfully passed and if there are any that require re-sits.
3. **Master's Students:** If you are a master's student, please note that you generally have the opportunity for one re-sit attempt.

4. Undergraduate Students: If you are an undergraduate student, you typically have the option for up to two re-sits.
5. Review University Policies: Familiarize yourself with the specific re-sit policies and guidelines outlined by the university. These details may vary, so it's essential to be aware of the regulations governing re-sits for your particular program - [Academic regulations and recognition of prior learning \(dmu.ac.uk\)](https://www.dmu.ac.uk/academic-regulations-and-recognition-of-prior-learning)

If you have any questions or need further clarification after reviewing your progression advice, don't hesitate to reach out to your academic advisor or the Student Advice Centre for personalized assistance.

Remember, the progression advice on MyDMU will be a key resource in understanding your academic standing and determining the necessary steps for any re-sits.

27. Will I receive an academic transcript with my certificate?

Congratulations on reaching the final stages of your academic journey! As you approach graduation, we would like to inform you about accessing your HEAR (Higher Education Achievement Report) transcript.

Approximately a month prior to your graduation, you will be able to view your HEAR transcript through the following link: <https://core.digitary.net/r/user/login>. This document comprehensively showcases your academic achievements throughout your time at the university.

During the graduation ceremony, you will be presented with your graduation certificate. In the event that you are unable to attend the graduation ceremony, rest assured that your certificate will be sent to you. For further details regarding the process of sending certificates, kindly contact academicawards@dmu.ac.uk.

28. Who do I speak to about graduation ceremonies?

If you have any questions or need further details regarding your graduation ceremony or any related matters, we recommend reaching out to the Academic Awards team at academicawards@dmu.ac.uk.

29. Will I still have access to my learning materials after graduation?

Please note that access to your learning materials will not be available after graduation.

We recommend that you download or save any important materials you wish to retain for future reference before your graduation date. If you have any specific concerns or if there are particular materials you need, consider reaching out to your lecturers or the Student Advice Centre - <https://askbal.dmu.ac.uk/student-portal/>.

30.How long do I have access to my University emails?

You have access to your university email for life. Your email address will be your P Number followed by @alumni365.admu.ac.uk, and you can continue using your current password. Should you encounter any issues or have questions regarding your email access, please don't hesitate to reach out to the Information Technology and Media Services (ITMS) team. You can contact them through their service desk at [ITMS Service Desk](#).

31.How do I find my module leader?

If you need to find out the module leader, there are three convenient ways to do so:

1. Learning Zone in the Module Shell: Navigate to the Learning Zone and click on the module shell to find a corresponding module leader. The module leader's information is often available there, providing you with quick access to their details.
2. University Website - Staff Details: Visit our website at <https://askbal.dmu.ac.uk/staff-details/>. Once there, you can search for the module leader based on the school to which your module belongs. The three schools are:
 - Accounting, Finance, and Economics
 - Law School
 - Leadership, Management, and Marketing
3. Student Advice Centre: Another option is to visit the Student Advice Centre. They are equipped to provide information about module leaders and can guide you in the right direction.

Utilizing these three methods should help you easily identify and connect with your module leader. If you encounter any difficulties or have further questions, don't hesitate to reach out to the Student Advice Centre for assistance.

NOTE: In the Upcoming months we will implement a search function to search a module leader on our website, which should make things a lot easier for a student.

32.Where Can I see my outstanding balance?

To view your outstanding balance, please log in to your MyDMU student portal. Once logged in, navigate to the "My Balance" section, where you will find detailed information about your financial status, including any outstanding balances.

If you encounter any difficulties or have questions while accessing this information, please do not hesitate to contact the Information Technology and Media Services (ITMS) team. They can be reached through their service desk at [ITMS Service Desk](#).

33.I need a proof that I am registered as a student?

If you need to verify your student status, you can use the student status letter available in the "MyDOC" section of your MyDMU portal (which stands for My Documents). This letter serves as official documentation of your current student status.

Should you encounter any difficulties accessing the student status letter or have further inquiries, feel free to reach out to the Information Technology and Media Services (ITMS) team. They can be contacted through their service desk at [ITMS Service Desk](#).

For additional support or general advice, you can also contact the Student Advice Centre through their website at [Student Advice Centre](#).

34.Where do I find XXX room?

To locate the XXX room, the format typically follows the UK room numbering system. The first number before the full stop represents the floor, and the number after the full stop indicates the room number.

For example:

- Room 0.1 is on the ground floor and room number 1
- Room 1.2 is on the first floor and room number 2
- Room 2.1 is on the second floor and room number 1
- Room 3.1 is on the third floor and number 1 etc.

35.Can I book an appointment with the module / programme / AHE or other member of staff?

To book an appointment with an academic staff, you can directly email the relevant academic staff member. Please provide details about the nature of your inquiry, your availability, and any specific topics or questions you'd like to discuss during the appointment.

36.How do I go to XXX section on MyDMU? (Please see "Navigating MyDMU" tab here)

There are number of questions a student can ask here please go to "Navigating MyDMU" tab in this OneNote.

37.How do I go to XXX section on MyLearning Zone? (Please see "Navigating Learning Zone" tab here)

There are number of questions a student can ask here please go to "Navigating Learning Zone" tab in this OneNote.

38.What disability support for my XXX condition do you provide?

If you are seeking support for your specific condition, it is best to connect directly with the Disability Team. They can provide tailored assistance and guide you on the available support options.

To reach out to the Disability Team, please email them at disability@dmu.ac.uk. Additionally, you can find more information and explore the range of services they offer by visiting [this link](#).

Feel free to share details about your condition and any specific requirements you may have. The Disability Team is here to ensure you have the necessary support to excel in your academic journey.

39.I got a postgraduate diploma instead of a master's degree, can I still get a master's degree and if yes how do I go about it?

If you've received a postgraduate diploma and wish to upgrade to a master's degree, you have the opportunity to do so through Recognition of Prior Learning (RPL) or a top-up process.

Here are the steps to proceed:

1. Waiting Period: You will need to wait for a minimum of 12 months. The application can be made 5 months prior to the start date. The start date should be at least 12 months from the end date of your current studies.
2. RPL Application: To initiate the Recognition of Prior Learning (RPL) process, submit your application on the following website: [RPL Application](#).

3. **Module Retake:** As part of the RPL process, you will be required to redo only the subjects you did not pass previously. Successfully passing these modules will accumulate the necessary credits for a master's degree (180 credits).

Feel free to reach out to the relevant academic department or the Student Advice Centre if you have any questions or need further guidance during this process

40. Is HEAR an official transcript?

HEAR (Higher Education Achievement Report) transcript is an official and comprehensive document that provides a detailed record of your academic achievements during your time at the university.

The HEAR transcript includes information such as your grades, awards, extracurricular activities, and other notable accomplishments. It serves as an official and recognized transcript that can be shared with employers, educational institutions, or other relevant entities.

41. I failed an assignment and I would like get a more in depth feedback about it and I would like to speak to someone who will help me improve?

I understand that receiving detailed feedback and seeking guidance on improvement are crucial after encountering challenges with an assignment. Here are steps you can take:

1. **Review Feedback:** Begin by thoroughly reviewing the feedback provided on the failed assignment. Pay close attention to the comments and suggestions made by your lecturer.
2. **Module/Programme Leader:** It is highly recommended to connect with the module and/or programme leader for further assistance. They are there to help you understand the feedback and provide guidance on how to improve.
3. **How to Find Them:** To locate the contact details of your module and/or programme leader.
4. **Communication:** Once you have identified the appropriate contact, send them a polite and concise email explaining your situation. Request a meeting or feedback session to discuss the failed assignment in more detail and seek advice on improvement.

42. I failed the re-sit, can I have a second opportunity?

I understand that facing a failed re-sit can be challenging. If you are a master's student typically, there isn't a second opportunity for re-sits as per regulations - [Academic regulations and recognition of prior learning \(dmu.ac.uk\)](#). However, there are exceptional cases where a second re-sit may be considered, especially in extenuating and serious circumstances.

If you believe that your situation qualifies as an exceptional case, it is recommended to reach out to the Student Advice Centre. They are equipped to provide guidance on the necessary steps to take and can advise you based on your specific circumstances.

Feel free to share the details of your situation with the Student Advice Centre, and they will assist you in understanding your options and any potential avenues for additional support.

43.I can't see my timetable what do I do?

If you are unable to view your timetable, please follow these steps:

1. For Mobile Users:
 - If you are using the MyDMU application on your phone, try uninstalling and reinstalling the app. This can often resolve display issues.
2. Computer/Laptop Access:
 - If the timetable is still not visible on your phone, try accessing it through a computer or laptop. Log in to MyDMU on a web browser to check if the timetable is visible on a different platform.
3. Contact Student Advice Center:
 - If the issue persists after trying the above steps, we recommend reaching out to the Student Advice Center for further assistance. They can provide guidance on resolving technical issues and help ensure you have access to your timetable.

You can contact the Student Advice Center through their website: [Student Advice Center](#).

44.Is my timetable correct?

The timetable displayed on MyDMU is considered accurate and up-to-date. However, if you have any doubts or concerns about its correctness, you can always double-check by reaching out to the Student Advice Centre.

Feel free to contact the Student Advice Centre for additional confirmation or assistance. They are here to help ensure that you have the correct information and can address any questions you may have.

You can reach the Student Advice Centre through their website: [Student Advice Centre](#).

45.I can't see my module on the learning zone what do I do?

If you are unable to see your module on the Learning Zone, please follow these steps:

1. Contact Module Leader:
 - Reach out to the Module Leader responsible for the specific module. The Module Leader has the authority to make the module shell available to students. They can provide assistance and ensure that you have access to the necessary materials.
2. Finding the Module Leader:
 - To find the contact details of the Module Leader, you can visit the Student Advice Centre website. They have a comprehensive list of Module Leaders, and you can locate the specific information you need - [Staff Details – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](http://dmu.ac.uk/staff-details).
3. Visit Student Advice Centre:
 - If you prefer in-person assistance, you can also visit the Student Advice Centre for support. The staff there can guide you on the next steps and help you get in touch with the Module Leader.

46.I can't see my mark on Turnitin what do I do?

If you are unable to view your mark on Turnitin, the best course of action is to contact your Module Leader. They have the necessary access and information to provide clarity on your assessment results.

Feel free to reach out to your Module Leader through email or any communication method they have specified. If you are unsure about how to contact them, you can check the course materials or syllabus for their contact details.

47.I can't login to MyDMU / email, learning zone etc, what do I do?

If you have any issues logging into any of the DMU student services such as MyDMU, email, or Digitary Core it's best if you contact our ITMS (Information Technology and Media Services) team.

They will be able to assist you further.

For general information about the ITMS - [ITMS - Service desk \(dmu.ac.uk\)](http://dmu.ac.uk/itms-service-desk).

ITMS contact details:

Email: itmsservicedesk@dmu.ac.uk.

Telephone Number: +44 (0)116 250 6050

Make sure to quote your **P Number**, **Full Name** and your **Course** while contacting ITMS.

48.How do I get a student card?

To obtain your student card, please follow these guidelines based on your student status and intake:

- International Students:
 - International students will receive their ID cards immediately after face-to-face registration. You can collect your ID card from the Gateway House.
- October Intake (Home Students):
 - Home students enrolled in the October intake typically collect their student cards from the Student Advice Centre.
- January Intake:
 - January intake students should collect their ID cards from the Gateway House.

Make sure to bring any required documentation or identification with you when collecting your student card. If you have specific questions or need further information, feel free to reach out to the Student Advice Centre.

49.My card is not working what do I do?

If you are experiencing issues with your card and it's not working, we recommend visiting the Student Advice Centre for assistance. The staff there will be able to help troubleshoot the problem, assess the card's functionality, and provide any necessary support.

Feel free to bring your card and any relevant details with you to the Student Advice Centre, and they will guide you through the process of resolving the issue.

50.Some of my modules are missing from my timetable what do I do?

If you notice that some of your modules are missing from your timetable, we recommend reaching out to the administration team for assistance. They will be able to investigate the issue and provide guidance on how to address any discrepancies.

Please contact the administration team through the following link: [Contact Administration Team](#).

Feel free to provide them with details about the specific modules that are missing, and they will work to resolve the matter promptly.

51.Can my parents ask for my personal information when I am away?

We wouldn't be allowed to give student's details to anyone outside of the university without a formal consent. This is to protect personal data and any personal information related to students. This is why we always asked our students to get in touch with us directly via the **university email** and **not the personal** email. This is so that we can easily identify the student and respond to the student directly from our student advice centre email.

52.I need a recommendation letter.

If you require a recommendation letter, we recommend reaching out to the relevant academic staff who are familiar with your academic performance and can provide a comprehensive recommendation. Typically, the Module Leader, Supervisor, and/or Programme Leader would be suitable candidates for this task.

Here are the steps to follow:

1. Module Leader/Supervisor:
 - Contact the Module Leader or Supervisor of the relevant course or research project. They can speak to your academic achievements, skills, and qualities.
2. Programme Leader:
 - If the recommendation is needed at a programmatic level, consider getting in touch with the Programme Leader. They can provide insights into your overall academic journey.

Make sure to provide sufficient information about your goals, achievements, and any specific points you would like them to highlight in the recommendation letter.

53.Are there any summer term classes / modules I could take to fast track my studies?

Unfortunately, De Montfort University doesn't provide any summer term offerings. We do have summer terms for some of our current students, but they are for students with a start date other than October (e.g., January, April Start) and master's student that are enrolled on a 12-month course. In these cases, the summer term is just a part of a degree and doesn't speed up a process of the studies.

54. My module leaders are not replying to my emails and I need help with my assignment ASAP. What do I do (Summer Term, a lot of lecturers on annual leave).

If you are facing challenges getting a response from your module leaders and need urgent assistance with your assignment, especially during the Summer Term when many lecturers may be on annual leave, here are steps you can take:

1. Check Annual Leave Status:
 - Use your Outlook email and search through all your module leaders. Outlook will display information on the new email if the lecturer is on annual leave. Look for a response indicator or an out-of-office message.
2. Identify Available Module Leader:
 - Try to identify a module leader who is not on annual leave and is available to assist you. Look for any available contacts who may be able to provide the help you need.
3. Student Advice Centre:
 - If you are unable to find a module leader who is currently available, consider reaching out to the Student Advice Centre.

55. Can you confirm my term time calendar for my right to work check?

To confirm your term time calendar for the right to work check, please visit the following website: [Academic Calendar](#).

The academic calendar provides detailed information about term dates, holidays, and other important academic events. Ensure you have the

56. How do I obtain an academic reference for my postgraduate studies?

It's best to contact your supervisor or a module leader to obtain a reference for your postgraduate studies. This is because academic staff such as your personal tutor, a supervisor

or programme/ module leader have more insights into your work throughout the course of your studies at DMU than we do.

They will be able to provide you with a reference that outlines how you progressed and what you achieved as well as highlight other individual achievements. This is why it's always best to ask an academic staff that knows your academic progress best.

57. I have been struggling. Is there any mental health support available for me as a student?

I am sorry to hear you had a difficult time this year. Remember that our Wellbeing team is always there for you and if you wish to make a 1 to 1 appointment you can do so by contacting them via this email - wellbeing@dmu.ac.uk. For general information about the wellbeing, you can read up on our website here - [Wellbeing and disability \(dmu.ac.uk\)](https://www.dmu.ac.uk/wellbeing-and-disability).

If you need support, please book a SPA (Single Point of Access) Appointment on MyGateway - [MyGateway Login \(dmu.ac.uk\)](https://mygateway.dmu.ac.uk)

58. The company that I am applying for needs a reference. How do I get about it?

If you require a reference, we ask that all references are made via - [Homepage | Higher Education Degree Datacheck \(hedd.ac.uk\)](https://www.hedd.ac.uk). This is an official verification website for references between a university and an organization/company. Your employer will need to use this website to request an official reference from us.

59. My university won't accept HEAR as an official document what do I do?

In order for another university to accept the HEAR as an official document you have to share it via the share option on the Digitary Core website where your HEAR is - [Digitary CORE](https://www.digitarycore.com). Login into your Digitary Core account and share your HEAR with the university you are applying to.

60. What do I do if I don't remember my login details?

In order to retrieve your login details, you have to contact our ITMS team
- itmsservicedesk@dmu.ac.uk.

If you forgot your password, click on the "Forgotten Password" option under the login menu and follow the steps to retrieve your password.

You will receive a verification code to your email which you will have to copy and paste into the box.

62. I want to work during my studies. What do I do?

It's best if you contact our careers team - balcareers@dmu.ac.uk. They will be able to help with your query further. If you would like to speak to them in person their office is in Hugh Aston building on the ground floor.

For general information please see - (there will be a link to the page on our website here).

63.How long do I have to wait for a decision from an APO?

Typically, the decision-making process may take up to 2 weeks. However, the exact timeframe can vary depending on the complexity of the situation and the volume of requests they are handling.

Your patience is appreciated.

64.How do I get my term-time work letter?

Term-time work letters are normally issued at the Gateway House - [Further enquiries and contact The Student Gateway \(dmu.ac.uk\)](#). They can be contacted by telephone on 0116 257 7595, Monday to Friday 9am-5pm or by email studentgateway@dmu.ac.uk

65. I really need to work full-time during my studies. Is this possible?

The main problem is that final year often times require strenuous efforts from students, and working full time would make it incredibly difficult to attend all of your classes and put time and energy into your assignments and exams.

Our advice, to all students, would be that they should not **work full time** alongside their **full-time studies**.

I **completely appreciate** that you need to be able to have money to live, but doing this would put you under an immense amount of pressure physically and mentally. You would effectively be working an 80+ hour week and we cannot encourage that.

Naturally though we also do not want to see a student in a position where you can't pay your bills and have nothing to eat . I would encourage you to book an appointment with the student finance and welfare team - [Appointments \(dmu.ac.uk\)](#).

For all information about financial support and funding - [Student Finance \(dmu.ac.uk\)](https://dmu.ac.uk/student-finance).

For all information about Wellbeing - [Wellbeing and disability \(dmu.ac.uk\)](https://dmu.ac.uk/wellbeing).

There is also the Unitemps team available to help you find part time work if you are interested - [De Montfort University Jobs - Unitemps](https://dmu.ac.uk/unitemps).

66.How do I get in touch with my administration team?

To get in touch with your administration team, please visit the following page: [Contact Administration Team](#).

On this page, you will find the contact details and relevant information for reaching out to the administration team. Feel free to inquire about any specific concerns or assistance you may need.

67.How do I get in touch with the Student Advice Centre?

To get in touch with the Student Advice Centre, please visit the following page: [Student Advice Centre](#).

On this page, you'll find relevant contact information and details on how to reach out to the Student Advice Centre for any inquiries or assistance you may need.

Feel free to explore the resources available on the page, and if you have any further questions, the Student Advice Centre is ready to support you.

68. Am I eligible to change my international fee status to home fee status?

You can complete the Fee Status Assessment Questionnaire to be considered for a change from an **international fee status** to **home fee status**.

To obtain the latest version of the form please contact the admissions office - admissions@dmu.ac.uk.

69.I urgently left the UK, what do I need to do?

With regards to you leaving the UK you need to **read the information and follow the steps on our website here** - [International Students Travel – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](https://www.dmu.ac.uk/international-students-travel)

The "Absence Request Form" will be on the following page after you click "Next".

I hope this helps. If you have any other questions, please don't hesitate to contact us.

70.I will be away from the university / I will be coming late to the university what do I do?

If you are going to be away from the university as an international student, you will have to complete the "Absence Request Form" form on our website here -[International Students Travel – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](https://www.dmu.ac.uk/international-students-travel)

I hope this helps. If you have any other questions, please don't hesitate to contact us.

71.I would like to know how the to convert GPA to UK grading system?

The GPA (Grade Point Average) on 4.0/5.0 scale is not used in the United Kingdom.

At the universities in the UK, we use a different method of classification (see the below).

Degree Class	Percentage Score
First-Class Honours	70% - 100%
Upper Second-Class Degree	60% – 69%
Lower Second-Class Degree	50% - 59%
Third Class Degree	40% - 49%
Fail	0 - 39%

As you can see above Fail is the lowest and First-Class Honours is the highest.

This is how GPA translates to the UK grading system:

How to convert UK Grades to 4.0 GPA Scale

There's no set standard, but according to Fullbright US UK Commission, here's the comparable scale to convert UK grades to a 4.0 GPA scale.

UK module marks	UK degree classification	GPA
70+	First class honours	4.0
65-69	Upper-second class honours	3.7
60-64	Upper-second class honours	3.3
55-59	Lower-second class honours	3.0
50-54	Lower-second class honours	2.7
45-49	Third class honours	2.3
40-44	Third class honours	2.0
35-39	Ordinary/Unclassified	1.0
Below 35	Ordinary/Unclassified	0.0

If you received a mark of **66** overall that correlates to **Upper-Second Class Honours degree**. This translates to **3.7 GPA**.

I hope this helps. If you have any other questions, please don't hesitate to contact us.

72.What is my APO meeting about?

Examples of ethics breaches include (but are not limited to):

Plagiarism in Academia: When a student or researcher presents someone else's work, ideas, or research as their own without proper attribution, it is considered an ethics breach in academia.

Academic Research Misconduct: Falsifying research data, manipulating research results, or omitting important information to deceive the scientific community is considered an ethics breach in research and academia.

Those are just examples, and the ethics breach can include various different concerns around ethics.

Please ensure to read your APO letter carefully so that you don't miss any important information.

I hope this helps. If you have any other questions, please don't hesitate to contact the Student Advice Centre.

73.What is academic offence?

Academic offenses committed by students can vary in severity and can include actions such as:

Plagiarism, Cheating on Exams, Fabricating Data, Collusion, Unauthorized Collaboration, Contract Cheating, Unauthorized access to exam/assignment answer sheets, Misrepresentation, tampering with grading, unauthorized multiple submissions, disruptive behaviour.

I hope this helps. If you have any other questions, please don't hesitate to contact the Student Advice Centre.

74. I would like my certificate to get delivered to a different address. How do I do that?

If you would like your certificate to be delivered to a different address, please contact the Academic Awards team at academicawards@dmu.ac.uk. They will provide guidance on the necessary steps and any additional information required to facilitate the delivery to your preferred address.

Feel free to reach out to them with your request, and they will assist you in ensuring that your certificate is delivered to the correct location.

If you have any more questions or need further assistance, don't hesitate to contact the Academic Awards team.

75. Can you provide me with a letter stating university and course details including holiday periods?

You can use your council tax or student status letter available to you on MyDMU in My Documents section, which has all of the information such as your, university and course details.

With regards to holidays, you can view the DMU academic calendar here - [Academic calendar \(dmu.ac.uk\)](https://www.dmu.ac.uk/academic-calendar).

76. What do I need to apply for RPL (student still registered and can login to the account)?

1. You will require programme and individual modules' details such as the outline, description, criteria, objectives etc., you will have to buy an enhanced transcript from our DMU shop here - [Enhanced Transcript | De Montfort university \(dmu.ac.uk\)](https://www.dmu.ac.uk/enhanced-transcript). If you don't require that many details, you can look at the alternatives for £20 and £5.

2. You will need your HEAR transcript on Digitary Core - [Digitary CORE](#). Login with an educational provider and select De Montfort University

3. You should have received your certificate during your graduation - or get it delivered if you didn't attend your graduation

4. The number of credits you achieved will be equivalent to the award you received (You received 105 credits and got awarded Postgraduate Certificate)

I hope this helps. If you have any other questions, please don't hesitate to contact the Student Advice Centre.

77. When I will receive my timetable if I am master's student?

You will receive your timetable on the 1st of October.

Your programme starts on the 2nd of October.

I hope this helps. If you have any other questions, please don't hesitate to contact the Student Advice Centre

78. Why do I have modules missing on the learning zone?

Your module leader makes the content of the module available to you on the learning zone. We wouldn't be able to make it available.

You have to contact your module leader for the specific module that is missing from your learning zone and ask for the module tile and content.

I hope this helps. If you have any other questions, please don't hesitate to contact the Student Advice Centre.

79. When will I get my certificate if I have re-sits in August?

You will receive your certificate during your graduation.

If you had re-sits in August your graduation will be in the winter period (January/February).

If you cannot attend your graduation the academic awards team will send the certificate to your permanent address.

If you have queries you can contact the academic awards team via:
academicawards@dmu.ac.uk

How long does it take for your certificate to be delivered? - It really depends on different factors and it take anything from a week to over a month.

I hope this helps. If you have any other questions, please don't hesitate to contact Student Advice Centre

80. The student wants to change the program during 2nd year (mid-year so deadline has passed?)

The deadline to apply for a change of program has already passed this year.

Although not guaranteed, it might be possible for you to apply for a change of program for your 3rd year, but this would require you to successfully finish your 2nd year.

A change to a different program for your 3rd year requires:

- approval from program leaders (both current and accepting program leader). You would have to speak to the program leader of a program that you are interested in to see if you are eligible to change (you would have to see if the modules from your 1st and 2nd year would be relevant for your 3rd year.

I hope this helps. If you have any other questions, please don't hesitate to contact us.

81. I need to travel during my studies (for a certain period of time)?

The University encourages all students to remain in the UK during their teaching.

We understand, however, that in emergencies you may need to leave for short periods of time.

If you would like to request permission for a short term absence you will need to complete a request form.

You can find this form here - [International Students Travel – ASK BAL De Montfort Univeristy \(dmu.ac.uk\)](https://dmu.ac.uk/international-students-travel-ask-bal-de-montfort-university)

Please read all information on this page as it includes important information.

Once you have completed the form please send it to ASKBALstudentadvice@dmu.ac.uk.

We will need to speak to your Programme Leader before we can approve your absence. This is to make sure that an absence will not impact your studies.

We may also need to speak to Immigration Compliance to make sure there will be no problems with your visa.

Please note that we cannot guarantee your request will be granted.

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