



Course Handbook
BSc (Hons) Computer Science
2018-19
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School of Physical Sciences & Computing



Please read this Handbook in conjunction with the University's Student Handbook.

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1. Welcome to the course

Computer Science is the study of computation, the concepts and principles involved in the creation and analysis of software. As well as studying theoretical aspects of computer science such as algorithms, complexity, human-computer interaction and computational thinking, the course also has a large practical element to give you the skills required to be an effective computer scientist and work within the computing industry.

We hope you are looking forward to the challenges the coming year will bring, whether you are a direct entrant or proceeding with us from last year. If you are new, you may find joining a new course can be confusing at first, whether it is your first experience of Higher Education or you are joining the second or third year after having studied elsewhere. Other students may be more familiar with the University's facilities, the course regulations and the staff. There is much for you to find out, so don't be afraid to ask any member of staff or your fellow students.

The University offers many opportunities: not just to learn about computing, but also to engage in a wide range of social or sporting activities, to make new friends and to develop your personal skills, and to work in industry. You will have a great deal of independence, but with this comes responsibility. You must balance your use of time to get the most out of University while making sure that you obtain a qualification that reflects your abilities.

Pay particular attention to the way we expect you to work. This can be summarised simply: come to all classes, hand your work in on time, don't copy from other students, make sure that you properly reference material you find in published literature, and if you have a problem, **ask**.

The next few weeks may be a time of great change, but we hope you will settle down quickly and enjoy your time with us in the School.

1.1 Rationale, aims and learning outcomes of the course



On successful completion of the course, you will be awarded BSc (Hons) in Computer Science. The class of your award is calculated from the marks you achieve on the modules you take.

If you leave early or fail to satisfy the criteria for an Honours award, you may be entitled to a lesser award, e.g. Certificate of Higher Education for completing the equivalent of a full-time first year or Diploma of Higher Education for completing the equivalent of two years full-time.

Why study Computer Science?

Computers are now a ubiquitous part of our everyday lives. They are everywhere and there will always be people required to design them and the software that they run. Computer Scientists develop the computational concepts that drives the world forward through the development of new computing systems and software. Of all the electronic devices you currently see around you and interact with every day, a computer scientist will have at some stage been involved in its development. This may be in the development of a new hardware platform, the development of the operating system that manages the hardware or in the development of the software that runs on the operating system itself.

We live in a connected world, where even our household appliances can be connected to the internet and running their own operating systems and software. Computer scientists design and develop new ways to optimise hardware/software like this according to the capabilities and requirements of the device.

What is special about BSc (Hons) Computer Science?

When you qualify as a Computer Scientist you will have a very wide range of skills which you can apply to a diverse range of situations so as well as working within the technology industry

there are also possibilities to gain employment in more diverse fields such as in finance, business or the biomedical industry. You can seek employment in just about any discipline that requires a technical specialist.

The course promotes a team spirit. Many projects require several people to work together so the team ethos is encouraged on this course. Students are usually better at one subject than another; the team ethos encourages the stronger students to help the weaker ones. The advantage to the weaker student is obvious but the stronger student also benefits; explaining concepts to another person reinforces your understanding and raises issues you had not previously considered.

You will gain invaluable transferable skills through a practical approach to computing which is underpinned by academic theory; you don't just know the theory when you finish, you can actually do it – which is not necessarily the case at other universities which may focus on theory.

The course will:

- develop the skills and understanding of theory necessary for you to be employed in a Computing environment
- encourage and enable you to become an independent learner.
- develop critical evaluation, communication, enterprise and self-management skills.
- produce graduates with the skills and confidence to solve problems independently and as part of a team
- provide an opportunity for you to develop transferable skills and enhance subject-specific expertise by undertaking a work placement
- produce graduates with coherent skills and knowledge across a range of applications of computer science
- provide a practical course in computational thinking, its theories and varied applications
- develop a set of programming skills enabling students to independently apply computational concepts and approaches to solve complex practical problems

What will I be able to do by the end of the course?

The Programme Specification, which is included in Appendix 8.1, lists the Aims of the course and the Learning Outcomes that you will have achieved when you graduate. However, this can all be summed up with:

You will be able to specify, design, implement and evaluate software solutions in a range of areas using appropriate software development methodologies and programming languages. You will be able to apply your transferable skills in most Information Technology-based environments.

1.2 Course Team

Key members of your course team are Brendan Cassidy (bcassidy1@uclan.ac.uk), your Course Leader, Lesley May (lmay@uclan.ac.uk), the First Year Tutor, and Nicky Danino (ndanino@uclan.ac.uk), the Project Tutor.

Each module will be led by a module tutor, who plans the module and sets the assessment. See Section 2 for a list of modules and the current module tutors. Module tutors may change from one year to the next. When you do your project, you will be allocated a project supervisor, who will help you manage your project.

Chris Casey (ccasey@uclan.ac.uk) is the Computing Academic Lead, responsible for the overall quality of all Computing courses and should be contacted if there are problems that can't be resolved by the module tutor or course leader.

1.3 Expertise of staff

You will be taught by staff with a wide variety of industrial and research backgrounds. They have substantial experience of teaching at this level. The School has researchers working in a range of computing-related areas. Research into Human-computer interaction is important, particularly through the Child-Computer Interaction group (CHICI). There is research into data communications and networks, mobile computing, computer security and software engineering, particularly Agile software development. We have collaborated with Sony, BAE and a variety of UK and overseas Universities.

Staff industrial experience includes working in the games industry, the defence industry and the telecommunications industry, as software or database developers. The School is involved in consultancy and develops software for clients.

1.4 Academic Advisor

You will be assigned an Academic Advisor who will provide additional academic support during the year. They will be the first point of call for many of the questions that you might have during the year. Your Academic Advisor will be able to help you with personal development, including developing skills in self-awareness, reflection and action planning.

In the first year, your Academic Advisor will normally be someone who teaches you so you can speak informally during or after classes, but they will also be available in their office at times they will publish on their office door. You can contact them quickly by email.

In the second and later years, your Academic Advisor will normally be your Course Leader, who has specialist knowledge about your course and the opportunities it offers.

If you have a problem contacting your Academic Advisor or Course Leader, for example, because they are off sick, ask the Administrative Hub for advice.

1.5 Administration details



Campus Admin Services provides academic administration support for students and staff and are located in the following hub which opens from 8.45am until 5.15pm Monday to Thursday and until 4.00pm on Fridays. The hub can provide general assistance and advice regarding specific processes such as extenuating circumstances, extensions and appeals.

Computing and Technology Hub

C&T Building Room 235

Contact Details: candthub@uclan.ac.uk or +44 (0)1772 891994

1.6 Communication



Outside of taught classes, we will normally communicate with you by email and by E-Learn. The University expects you to use your UCLan email address and check regularly for messages from staff. If you send us email messages from other addresses they risk being filtered out as potential spam and discarded unread.

If you want, you can set up rules to redirect emails to your personal email address.

Staff will try to reply to emails within 24 hours during the working week. However, they may take longer during busy periods or if they are away from the University. Time-critical issues should be raised with your course leader or academic lead if you don't get a response in a reasonable time.

1.7 External Examiner

The University has appointed an External Examiner for your course to help to ensure that the standards of your course are comparable to those provided at other higher education

institutions in the UK. If you wish to contact your External Examiner, do this through your Course Leader and not directly. External Examiner reports are available through the Computing Student Noticeboard, which you can access through Elearn Blackboard.

Every module has an External Examiner, who reviews examination papers and coursework briefs set by a module tutor and internally verified by another tutor.

The external examiners moderate a sample of student work after it has been marked and internally moderated by the course tutors. The sample includes work awarded marks from the different classes, that is, Fail (<40), Third (40-49%), Lower Second (50-59%), Upper Second (60-69%), First (70+%). The moderators check that the standards are appropriate and that the work has been marked consistently.

Dr Paul Parry of Sheffield Hallam University is the External Examiner who takes overall responsibility for checking the quality of the course, particularly for assessments and the way they are marked on the key modules. Other examiners have responsibility for other modules

2. Structure of the course

2.1 Overall structure



For a full-time 3 year Honours Degree, you will take 18 modules, six in each of 3 years for a full-time student. Part-time students will study no more than 4 modules per year. If you have previous study at an appropriate level, you may be entitled to exemptions. Each module has a level rating, ranging from 4-6, roughly corresponding to years 1-3 of your Degree. If you are enrolled on a foundation entry year, you will study an additional 6 modules to prepare you for the first year of the 3 year Honours Degree.

To obtain an Honours Degree, you must pass 18 modules at level 4 or above, with at least 12 at level 5 or 6, including at least 5 at level 6. The double module project will provide two of the level 6 modules. Some students will start with a Foundation year. This consists of 6 modules that prepare you for the first year of the Honours programme. Two thirds of these are technical modules. The other modules help you to develop the skills you need to succeed in Higher Education and to provide a broader education, which will be very useful in your future career.

You will normally study in Preston, but you may have the opportunity to study the course at our Cyprus campus or to undertake equivalent modules with a University abroad. Discuss these possibilities with your course leader or the first year tutor.

It is a good idea to take a year out in industry – a placement – between your second and final year. This is optional, but will give you valuable work experience that will make you stand out when you are looking for a career. During your second year, we will provide help and advice on seeking a placement, but we cannot guarantee you a suitable placement. As you will be treated as a normal paid employee, you will have to apply for and undergo the normal company admissions process to obtain a placement. Placements can be anywhere in the UK or even abroad.

2.2 Modules available

Each module is a self-contained block of learning with defined aims, learning outcomes and assessment. A standard module is worth 20 credits. It equates to the learning activity expected from one sixth of a full-time undergraduate year. Modules may be developed as half or double modules with credit allocated up to a maximum of 120 credits per module. Some optional modules may not be available every year and timetabling clashes may prevent you taking certain combinations of modules.

Foundation Year

Most students will go directly into the first year. However, if you are taking the foundation year, you will study six modules at level 3. Three of these will develop general academic skills, which will help you to become an effective University student. Three will develop technical and personal skills more directly related to computing.

[Note: the module tutor may change from one year to the next.]

| Code | Module Title | Credits |
|--------|---|---------|
| COC001 | Introduction to Software Development | 20 |
| COC002 | Investigating IT | 20 |
| COC003 | Problem-solving for Computing | 20 |
| COC004 | Study Skills 1 – Learning How to Learn | 20 |
| COC005 | Study Skills 2 – Developing Academic Skills | 20 |
| MSC065 | Introduction to Mathematical Methods | 20 |

At the end of the foundation year and at the end of stage one, you can remain on your current course or choose another. We will discuss the options available in the second semester of the foundation year.

The First Stage

The first year is very similar to all the computing degrees. This enables you to try a wide range of computing subjects without committing yourself to a specific course from day 1. Typically, you should use your experience in CO1401/1404 and CO1508 to determine if Computer Science is the right course for you. If you enjoy these modules then you should enjoy the course. If not, you might want to consider another course at the end of year one. We usually have students transfer both into and out of the course at the end of the 1st year - there is no penalty for doing so.

[Note: the module tutor may change from one year to the next.]

| Code | Module Title | Credits |
|--------|------------------------------------|---------|
| CO1111 | Computing Challenge | 20 |
| CO1301 | Games Concepts | 20 |
| CO1507 | Introduction to Networking | 20 |
| CO1401 | Programming | 10 |
| CO1404 | Introduction to Programming | 10 |
| CO1508 | Computer Systems and Security | 20 |
| CO1605 | Systems Analysis & Database Design | 20 |

Why are the first year modules important?

The first year is a 'common first year' apart from Games Concepts, which is replaced by Interactive Applications on some other courses. As a computer scientist, you need a broad understanding of computing topics.

Programming is obviously central to Computer Science and the Games Concepts module allows you to apply your programming skills to the development of interactive graphics-based programs.

Systems Analysis and Database Design studies the problems of obtaining requirements, designing systems and implementing databases, which are an essential component of many complex software applications.

Such complex applications are often distributed, relying on the data communications technology covered in Introduction to Networking. Software engineers must be able to develop secure systems, which require an understanding of computer technology and human factors explored in Computer Systems and Security.

The Computing Challenge introduces teamwork and presentation skills, which help you to work on projects and to interact with managers and clients.

The Second Stage

From this point you will specialise in Computer Science. This year will see an increase in the pace, technical coverage, technical depths and theoretical concepts. You will also be encouraged to become an independent learner; we can teach you many things but if we teach you to learn, you can teach yourself for the rest of your life. This year you will quickly find that the more you learn, the more you realise how little you know so it is essential that you master personal independent study skills which will enable you to learn indefinitely.

There is a focus on the development and implementation of computer algorithms this year, particularly in programming; you will use several programming languages as we concentrate on enhancing your programming ability in modules CO2401, CO2402. The Agile Professional module, CO2403, will teach you how to manage a project then lead you into an industrial scenario where you will develop a substantial application as a team using all of the skills you have learned so far.

| Code | Title | Credits |
|--------|-------------------------|---------|
| CO2401 | Software Development | 20 |
| CO2402 | Advanced Programming | 20 |
| CO2403 | The Agile Professional | 20 |
| CO2412 | Computational Thinking | 20 |
| CO2701 | Database Systems | 20 |
| CO2702 | HCI and User Experience | 20 |

The Placement Year

You will take this for a Sandwich award, which gives you industrial experience that will help you in your final stage and make it easier to find a job when you graduate. Placements maybe available both overseas and in the UK.

| Code | Title | Credits | Status |
|--------|---------------------------|---------|----------|
| CO2802 | Industrial Placement Year | 120 | Optional |

The Final Year

This could be your third year if you didn't take a placement opportunity or your fourth year if you did. This year will concentrate on advanced topics and preparation for either industry or a higher degree such as an MSc or PhD. This year will be more academically rigorous than in previous years but there is still a focus on practical skills; employers want graduates who can do the job, not just discuss how it could be done. You will produce an individual project of your own choosing in an area of interest to you. This is a major piece of work and is worth two of your six final year modules if you are on the BSc (Hons) route. You will study

Advanced Software Engineering to explore key topics relevant to computer science, such as concurrency and logic/formal methods. Object Oriented Methods in Computing will look at advanced OOP concepts in various languages such as C++, Java and C#. You can then choose two modules from the available list to provide an opportunity to you to specialise in the topics of interest, while still maintaining a technical focus relevant to computer science.

| Code | Title | Credits |
|---------|--|---------|
| CO3401 | Advanced Software Engineering Techniques | 20 |
| CO3402 | Object Oriented Methods in Computing | 20 |
| CO3808# | Honours Project | 20 |
| CO3809# | Single Project | 20 |
| | Two modules from: | |
| CO2409 | Computer Graphics | 20 |
| CO2519 | Internet of Things | 20 |
| CO3514 | Wireless and Mobile | 20 |
| CO3518 | Bio-Inspired Systems | 20 |
| CO3519 | Artificial Intelligence | 20 |
| CO3701 | Advanced Database Systems | 20 |
| CO3717 | Games for the Internet | 20 |
| CO3722 | Data Science | 20 |

Honours students must take CO3808, Degree students may take CO3809

More on the Project

To reflect the importance of the project in the final year, it is a double module. However, if you move onto the unclassified route in year 3 you normally take the Unclassified Degree Project (single module) not the Honours Degree Project (double module). Note: the unclassified route is not accredited by the BCS. If you fail your project and need to repair it, you will lose BCS accreditation. These technicalities can be discussed with your Academic Advisor.

The project is the opportunity for you to design and develop a solution to any technically complex problem of your choice. The wide range of project topics for Computer Science students mirrors their range of skills.

2.3 Course requirements



As a student hoping to become a computing professional, you should uphold the Code of Conduct of the BCS, the Institute for IT, which is the professional body for IT. We encourage you to join the BCS as a Student Member.

2.4 Progression Information

Discussions about your progression on the course normally take place in February each year. It is an opportunity for you to plan your study over the next academic year. The course team will tell you about the various modules / combinations available and you will both agree on the most appropriate (and legal) course of study for you.

After the first year of any of our computing Honours Degree courses, it is possible to transfer to another computing Honours course.

2.5 Study Time

2.5.1 Weekly timetable

Your timetable is available on-line at <https://weeklytimetable.uclan.ac.uk/> You can also access it through the student portal. When planning the timetable, we will try to ensure that you don't have timetabled classes on one day per week. However, this isn't always possible.

2.5.2 Expected hours of study

We expect you to study for 10 hours per each credit taken (i.e. 200 hours for a 20 credit module) – this includes attendance at timetabled classes, assessment and time spent in private study. It means roughly 36 hours per week, most of which is in your own time. In lectures, the lecturer presents and explains concepts. In practicals, you will usually use worksheets to guide you through computer-based work. Tutorials are often based on worksheets and small or whole group discussion.

Most first year modules in Computing involve 3 hours of class contact, a one-hour lecture and two hours of tutorial or practical. You will normally have about 17 hours per week of class contact in year 1. You should work for at least that long outside of class, giving a working week of 36 hours on average.

Most second and third year modules have a lecture and either one or two hours of tutorials or practicals. You should work for around twice that long outside of class as part of your working week of 36 hours.

In your own time, you will have assignments and directed work from practicals or tutorials as well as reading and adding to your notes from the lectures. However, you are expected to find and read other relevant information for yourself. Computing is a very practical subject and there is always more practical work that you can do to develop your skills.

2.5.3 Attendance Requirements



You are required to attend all timetabled learning activities for each module.

Notification of illness must be made to CandTHubAttendance@uclan.ac.uk.

Exceptional requests for leave of absence must be made to Lesley May (lmay@uclan.ac.uk) for first year students or to your Course Leader for other students.

We will monitor your attendance. It is your responsibility to make sure your attendance is recorded. You can check your attendance record through myUCLan. Occasional absences are not a problem, but you should discuss your attendance with the module tutor if your attendance is not recorded for more than one event that you attend.

You must only enter your own details on the attendance system. To enter information for anyone else is dishonest and would result in inaccurate records, which might mean that a student's problems might not be detected until it is too late for us to help. Any student who makes false entries can be disciplined under the student guide to regulations.

International students may have responsibilities under the UK Visas and Immigration (UKVI), Points Based System (PBS) - you MUST attend your course of study regularly; under PBS, UCLan is obliged to tell UKVI if you withdraw from a course, defer or suspend your studies, or if you fail to attend the course regularly.

If you have not gained authorisation for absence, do not respond to communications from the University and are absent for four weeks or more, you may be deemed to have withdrawn from the course. If so, the date of withdrawal will be recorded as the last day of attendance.

3. Approaches to teaching and learning

3.1 Learning and teaching methods

The course offers you a mixture of lectures, tutorials and practical classes to help you learn. These are supported by material on Elearn Blackboard, our online virtual learning environment. You will need to supplement the classes with reading and practical work in your own time. Each of the methods can be very effective if you make proper use of them:

Lectures

These provide a lot of information to a large group in a short time. In most cases, notes will be provided on Elearn Blackboard. However, they are not a substitute for making your own notes. You don't need to copy down everything the lecturer says. The idea is to understand the main points and to write down what you need to remind you of them later. Don't be afraid to exchange notes with a friend or to experiment with only taking brief notes. Do try to relate the topics covered in a lecture to those covered earlier in this module or in others. Lecturers often provide notes, possibly through the Web. It is useful to have these before the lecture, so that you can add your own notes alongside. If you don't understand something, don't be afraid to ask. Your question may reflect problems that many of your colleagues are having. The lecturer will have limited time to answer questions in detail, but will be happy to clarify points that many students find difficult. Some questions may have to wait until after the lecture. You can always contact your module tutor by email, but there may also be a discussion board on Elearn Blackboard.

Tutorials and Seminars

These involve smaller groups to allow you to participate more actively. Do so. You can also use this opportunity to get help with your own specific problems.

Practical Classes and Laboratories

These give you the chance to practise practical skills under supervision. It is usually possible to get a copy of the practical sheet from Elearn Blackboard before the class. If you know what is required, you can make better use of the member of staff present. If you are stuck, do ask, but make a serious attempt to solve the problem yourself and show your lecturer your work to give them some idea of where you're up to. You can be fairly sure you're not the only one finding the exercise difficult. If the task were straightforward, we'd not be giving it lab time. You may have to spend time outside of the class to complete the exercise. Remember that the purpose of the exercise is not simply to follow the instructions like a recipe: you need to understand and learn from what you have done.

3.2 Study skills

WISER (<http://www.uclan.ac.uk/students/study/wiser/index.php>) provides support on how to take notes, to write essays and to do exams, which can make a big difference to your confidence and ultimately to your final Degree classification. You will be surprised at how few students don't bother to take advantage of the full range of support that is offered.

In your first year, we will help you to develop your study skills during induction, and in other first year modules such as CO1801, Practitioner Skills.

One key skill is time management. University life is very busy during term time. Some people find the difference between college or school and University very difficult indeed. Juggling your time to attend lectures, seminars and labs, working on assignments and private study, and finding time for part-time work, plus all the other social activities that make university life so much fun; demands excellent time management skills.

Time management is probably one of the most difficult lessons you will have to learn. The workload does not become any less as your course progresses. You should develop skills to manage your workload for yourself. Here are a few tips that may be useful:

- Make a start on each assignment as soon as you receive it. You may have several weeks to complete it, but if you delay starting it, you will discover that deadlines creep up and you have too much to do, or you will concentrate on one piece of work to the exclusion of others. An assignment may look impossibly large, but a little work every day will soon have it done.
- Work in the library or labs when you have no timetabled classes: this way you get your assignments finished and make effective use of your time.
- If an assessment requires group working, co-operation is needed. If you work best late at night and the rest of your group are 'morning people' you will almost certainly have communication problems and possibly time management problems as well. Learning to compromise and being flexible is an essential part of successfully working in groups.

What do the course team expect of me?

We expect you to attend all classes and to do significant additional work outside of classes. Working consistently will help you understand the material and make assignments easier.

You will be expected to adopt a responsible attitude towards the quality of work that you produce and the deadlines you are set. **Keeping to deadlines and completing your assignments on time is an important part of the course. If you fail to keep to deadlines you will be penalised.**

Most day-to-day communication will take place through University e-mail. Read your e-mail regularly, at least once per day – not having seen a notice is no excuse for missing something important. You may wish to set up a rule to forward university e-mails to your home e-mail address automatically to ensure you have all this information.

If you have problems, please discuss them as early as possible with the relevant staff to try to resolve them.

You must inform the Hub

- if you change your address, so that we can contact you when necessary
- if you are absent for more than a couple of days through illness or other reason.

3.3 Learning resources

3.3.1 Learning Information Services (LIS)



During induction, you will learn about the resources provided by LIS (<https://www.uclan.ac.uk/students/study/library/>). Learning how to find and evaluate information is a skill that will benefit you throughout your career.

Books

Although these contain lots of information, it can be difficult to learn from a book unless you approach it properly. A textbook is not a novel - it doesn't have to be read from cover to cover. You need only read and understand the bits that are relevant to you. Therefore, before investing much time in a book, you should know what you want to get from it. This may mean skipping through the book and looking for key sentences and section headings. Use the Contents list and the Index.

There are a number of methods for 'reading with understanding'. You may not want to apply the methods rigorously, but they do contain some good ideas. A typical method is SQ3R:

| | |
|----------|--|
| Survey | - scan quickly through the book to see what it contains |
| Question | - jot down the questions you hope the book will answer (i.e. what you want to know) |
| Read | - read the parts of the book which answer your questions |
| Recall | - close the book and see if you can answer the questions |

Review - review the relevant sections of the book.

Journals

These contain articles written by researchers or practitioners. They tend to be more up to date than books, but also more complex and difficult to understand. You will make more use of these during the second and third year, but that shouldn't stop you following up topics that interest you in journals. You can find journals in the library, but most students use the Internet to find published articles.

3.3.2 Electronic Resources

LIS provide access to a huge range of electronic resources – e-journals and databases, e-books, images and texts. See http://www.uclan.ac.uk/students/library/online_resources.php for more information. You should make use of the Discovery search engine (http://www.uclan.ac.uk/students/library/discovery_resource.php).

All modules will be supported by information on Elearn and you should make sure that you make use of this outside as well as in class.

Elearn Blackboard

This is our on-line learning environment, which contains

- Teaching material: outline lecture notes, tutorial and practical exercises and links to further reading
- Assessments: coursework, tests and on-line examinations
- Discussion groups: an opportunity for you to exchange views with other students and teaching staff

The Internet

This is a key source of information, which can give you access to books, journal articles and other material. It is important that you learn how to use Search Engines such as Google (www.google.com) to help you find **relevant** information. Remember that, unlike journal articles, which are reviewed by other experts, anyone can publish on the Internet – don't assume that everything you find is correct. Whichever source you use, you must ensure that you **DO NOT PLAGIARISE** someone else's work. In essence, this means making sure that you say where you have got your ideas from: we use the Harvard Convention for References.

3.4 Personal development planning

Personal development planning is about assessing your own skills and abilities and planning how to develop them during (and after) your course. Technical development is part of this, but personal skills such as teamwork and communication skills are also important to your success at University and in your career. Employers put a great emphasis on these aspects.

Personal development is a particular emphasis of two modules in your first two years: CO1801, Practitioner Skills, and CO2403, Professional Skills.

3.5 Preparing for your career



CO1801, Practitioner Skills, and CO2403, Professional Skills are designed in collaboration with Careers to help you stand out from other graduates

The Careers advisory service ([Careers](#)) offers a range of support for you including:-

- career and employability advice and guidance appointments
- support to find work placements, internships, voluntary opportunities, part-time employment and live projects
- workshops, seminars, modules, certificates and events to develop your skills

- a daily drop in service from 09:00-17:00 for CV checks and initial careers information.

For more information, visit the careers team in Foster Building, or access our careers and employability resources via the Student Portal.

4. Student Support

If you have problems relating to a specific module, contact the relevant module tutor

For more general problems, as well as your academic advisor (see below) you can also discuss problems with Brendan Cassidy, (bcassidy1@uclan.ac.uk), your Course Leader, and in the first year, Lesley May (lmay@uclan.ac.uk), who is the First Year Tutor.

Chris Casey (ccasey@uclan.ac.uk) is the Computing Academic Lead, and should be contacted if there are problems that can't be resolved by the module tutor or course leader.

[The 'i'](#) Student Information Centre offers information and support on a wide range of issues.

4.1 Academic Advisors



Your Academic Advisor is an academic member of staff who will discuss your progress with you and help you to deal with problems. In the first year, your Academic Advisor will teach you so you will have the opportunity to speak to them informally. They will arrange to see you formally several times during the year. You can contact them by email to arrange a private meeting.

4.2 Students with disabilities

If you have a disability that may affect your studies, please either contact the Disability Advisory Service - disability@uclan.ac.uk - or let one of the course team know as soon as possible. With your agreement, information will be passed on to the Disability Advisory Service, who will work with the School to help you study. We will make reasonable adjustments to accommodate your needs and to provide appropriate support for you to complete your study successfully. This can include special arrangements for assessments, such as a personal examination plan. Where necessary, you will be asked for evidence to help identify appropriate adjustments.

Chris Casey (ccasey@uclan.ac.uk) is the acting disability co-ordinator for students with disabilities in CEPS. Please contact him directly for further advice / support, particularly if you have not been allocated a Disability Advisor. He is not a specialist disability advisor but can help to ensure that appropriate arrangements have been put into practice.

4.3 Students' Union One Stop Shop

The Opportunities Centre is the Union's One Stop Shop to find employment or volunteering whilst you study. With thousands of jobs and voluntary positions advertised, agency work through the Bridge and information on over 2000 volunteer positions within the Union.

5. Assessment

5.1 Assessment Strategy



Given the practical and vocational nature of computing courses, there is an emphasis on practical assessment. You will sit examinations, but you will also be assessed on the sort of tasks you might have to perform in industry including communication skills and team work. As a result, your progress will be monitored in a variety of ways.

All modules have some coursework assessment. This may take the form of a report or program to write, a system to analyse or design, or a presentation to give. We usually expect you to document the program, justify design decisions and evaluate the quality of the

program. You should read the assessment criteria in the assignment specification carefully. No matter how wonderful your work seems to you, you won't do well unless you make sure you satisfy these criteria. We assess your work considering industry standards and professional norms. If you work to our criteria, you will learn how to become an effective, respected computing professional.

In course assessment doesn't just assess what you can do – by doing the assessment you will learn and consolidate the skills you have. Your tutors will give you formal feedback on assignments to help you to do better on other assessments, but more importantly for your future career, to show how you can improve your performance on similar tasks in the future. By acting on the feedback from the lecturer, you will develop your competence and understanding.

You will also get a lot of informal feedback on your performance in class, particularly during practical classes.

Many modules have an examination at the end. Some of these examinations may be "open-book" examinations where you are allowed to take notes and/or books into the examination. Others are more traditional examinations, although some of these may be based around a case study that is issued before the examination.

The overall mark for each module is calculated as a weighted average of the coursework and examination marks. The details are given in the module descriptor held on Elearn Blackboard.

5.2 Notification of assignments and examination arrangements

How do I know what assignments I will have?

At the beginning of the year you will be issued with an indicative assignment schedule. Also at the start of each module, the module leader will tell you the latest date by which a piece of coursework will be released and the date by which you must submit it. This is to help you to plan your work. Examinations will be displayed on your on-line timetable.

How do I submit my assignments?

Assignments are usually submitted on-line through Elearn Blackboard, which gives you an electronic receipt. Keep a copy of it safe. *To reduce problems from lost assignments, keep a **complete** copy of the work you hand in.*

As far as possible your work will be marked anonymously, so assignment work submissions must not contain your name.

Aim to complete the coursework before the hand-in date to allow a margin of safety in case of technical problems. The University provides you with the software and hardware relevant to your course. If you choose to use your own equipment you are responsible for backing it up. Therefore please note that **failed/lost computers; failed/lost hard-drives, etc will not be accepted as an excuse for late submission.**

Meeting deadlines and dealing with problems in good time are essential parts of your preparation for industry. If you have a problem that may make it difficult to meet a deadline, discuss it with the relevant lecturer **before** the deadline if possible.

If you fail to submit a piece of work without a good reason, you will be given 0% for that work. This will make passing the module very difficult and may mean that you have extra work to complete over the summer. **It makes sense to hand work in before the deadline, even if it is incomplete.**

Will I be penalised for late work?

Except where an extension of the hand-in deadline date has been approved (using extenuating circumstances forms), lateness penalties will be applied in accordance with University policy as follows:

| (Working) Days Late | Penalty |
|---------------------|--|
| 1 - 5 | maximum mark that can be achieved is 40% |
| more than 5 | 0% awarded |

5.3 Referencing

In your assignments, use Harvard convention for referencing whenever you make a reference to someone else's work. You can find lots of information about this on the internet, but you will be given more information about it during your course. If you are in any doubt, ask a lecturer for guidance.

5.4 Confidential material

If you use personal or commercially confidential information in your assignments (e.g. in your project), you have ethical and legal responsibilities to respect confidentiality and maintain the anonymity of individuals and organisations in your work assignments.

Students who do projects for clients must arrange for a client project agreement to be signed by the participants to ensure that they all understand their responsibilities.

5.5 Cheating, plagiarism, collusion or re-presentation

Please refer to the information included in section 6.6 of the University Student Handbook for full definitions. The University uses an online Assessment Tool called Turnitin. A pseudo-Turnitin assignment will be set up using the School space on Elearn Blackboard to allow students to check as many drafts as the system allows before their final submission to the 'official' Turnitin assignment. Students are required to self-submit their own assignment on Turnitin and will be given access to the Originality Reports arising from each submission. In operating Turnitin, Schools must take steps to ensure that the University's requirement for all summative assessment to be marked anonymously is not undermined and therefore Turnitin reports should either be anonymised or considered separately from marking. Turnitin may also be used to assist with plagiarism detection and collusion, where there is suspicion about individual piece(s) of work.

6. Classification of Awards

The University publishes the principles underpinning the way in which awards and results are decided in [Academic Regulations](#). Decisions about the overall classification of awards are made by Assessment Boards through the application of the academic and relevant course regulations.

For computing courses, the only special requirement beyond the University regulations is that you must take a double module project in your final year to be awarded an Honours Degree. This is to satisfy the requirements of the BCS, which is the professional body for IT in the UK. Your project mark guides the Assessment Board if your marks are borderline and they are considering your profile with a view to moving your final award up a class.

7. Student Feedback



You can play an important part in the process of improving the quality of this course through the feedback you give. For example, we made significant changes to the Foundation Entry Year after the first year of operation because of feedback from students indicated that study-skills modules would be better if they were more computing-oriented. A new maths module and two computing-based study skills modules were introduced.

7.1 Student Staff Liaison Committee meetings (SSLCs)

The purpose of a SSLC meeting is to provide the opportunity for course representatives to feedback to staff about the course, the overall student experience and to inform developments which will improve future courses. These meetings are normally scheduled once per semester. Details of the Protocol for the operation of SSLCs is included in section 8.2 of the University Student Handbook. SSLC meetings are scheduled and chaired by the School President and administered by CAS.

Do not simply save up problems to be raised at the meeting. To help resolve them quickly, problems should be raised with relevant staff, your course representative, or support staff as soon as you are aware of them.

8. Appendices

8.1 Programme Specification(s)

UNIVERSITY OF CENTRAL LANCASHIRE

Programme Specification

This Programme Specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if he/she takes full advantage of the learning opportunities that are provided.

Sources of information on the programme can be found in Section 17

| | |
|--|--|
| 1. Awarding Institution / Body | University of Central Lancashire |
| 2. Teaching Institution and Location of Delivery | University of Central Lancashire Preston |
| 3. University School/Centre | Physical Sciences & Computing |
| 4. External Accreditation | BCS, The Chartered Institute for IT (subject to approval) |
| 5. Title of Final Award | BSc (Hons) Computer Science |
| 6. Modes of Attendance offered | Sandwich (additional year) Full-time Part-time |
| 7a) UCAS Code | |
| 7b) JACS Code | I100 |
| 8. Relevant Subject Benchmarking Group(s) | Computing |
| 9. Other external influences | BCS, The Chartered Institute for IT |
| 10. Date of production/revision of this form | January 2017 |
| 11. Aims of the Programme | |
| Computer Science is the study of computation, the concepts and principles involved in the creation and analysis of software. As well as studying theoretical aspects of computer science such as algorithms, complexity, human-computer interaction and computational thinking, the programme aims to enable students to apply their understanding to the development of effective and efficient | |

solutions to problems in traditional software development and artificial intelligence. There is an emphasis on practical work and students will develop technical skills such as programming, the design and analysis of algorithms and data structures, and the development of databases and distributed systems. The programme also aims to develop graduate skills in problem-solving and team-work.

Common Computing Aims

- To develop the skills and understanding of theory necessary for the graduates to be employed in a Computing environment
- To develop critical evaluation, communication, enterprise and self-management skills.
- To encourage and enable students to become independent learners.
- To produce graduates with the skills and confidence to solve problems independently and as part of a team
- To provide an opportunity for students to develop transferable skills and enhance subject-specific expertise by undertaking a work placement

Specific Aims

- To produce graduates with coherent skills and knowledge across a range of applications of computer science
- To provide a practical course in computational thinking, its theories and varied applications
- To develop a set of programming skills enabling students to independently apply computational concepts and approaches to solve complex practical problems

| |
|--|
| 12. Learning Outcomes, Teaching, Learning and Assessment Methods |
| A. Knowledge and Understanding |
| The successful student will be able to A1. Explain, evaluate and apply techniques and methods to solve a range of computing problems A2. Evaluate and apply project management tools and techniques A3. Evaluate a range of programming languages to enable an informed choice A4. Explain and evaluate a range of algorithms and data structures to solve complex problems |
| Teaching and Learning Methods |
| Acquisition of knowledge is mainly supported through lectures and directed learning. The role of directed learning increases as the course progresses. Understanding is reinforced through practical, tutorial and seminar work. Students develop understanding and retain knowledge best through practice, which may involve a series of small exercises, extended case studies or discussions. Students also learn during practical, development-based assessments, where they can apply the theoretical underpinnings behind Computer Science and objectively test their work, identify problems, recognise and correct their errors or misunderstandings. Drop-in help sessions are provided to support particular areas. |
| Assessment methods |
| Informal and formative feedback is provided in tutorial, seminar and practical classes through class discussion and individual advice. Formal assessment is through practical and written coursework, and time-constrained examinations, which may include on-line multiple-choice exams, traditional examinations, open-book examinations and partially-seen questions. |
| B. Subject-specific skills |
| The successful student will be able to B1. Develop solutions to problems by creating or selecting efficient and effective algorithms B2. Solve technical and human problems relating to the development and use of IT-based systems B3. Write robust programs using a variety of computer programming languages B4. Use analysis, design and implementation tools to develop computational systems B5. Design a user interface and test its usability |
| Teaching and Learning Methods |
| Computer Science is a highly practical subject based on computational thinking. Skills are developed in a co-ordinated and progressive manner during the three years of the programme. At level 4, the focus is on the acquisition of basic skills through laboratory exercises. At higher levels, more specialist equipment is used. Some practical work demonstrates advanced techniques, while extended practical work enables students to exercise creativity and develop their own solutions. The underpinning theory is introduced in lectures, sometimes involving on-line demonstration of their practical application, which are supported by tutorials, seminars, practical exercises and directed work to integrate theory and practice. The computational thinking necessary to solve technical problems will be developed alongside an understanding of human factors necessary to address broader problems, e.g. in HCI or project management. |
| Assessment methods |
| A variety of methods are used to assess technical and personal practical skills. These include laboratory exercises, oral presentations, formal reports, and implementation exercises with supporting documentation demonstrating a professional approach and evaluating methods and products and relating the practice to appropriate theory. |
| C. Thinking Skills |
| The successful student will be able to C1. Investigate complex situations thoroughly and impartially C2. Locate, evaluate and integrate information from multiple sources C3. Evaluate ideas, methods and systems C4. Analyse and solve problems |
| Teaching and Learning Methods |
| Intellectual skills are developed through practical work, tutorial and seminar work and coursework assignments. Discussion among students and with staff during tutorials and supervisory meetings are key methods for the development of thinking skills. Problem-solving is developed in practical classes, seminars and tutorials. Throughout the course, students practise problem-solving |

individually and in groups. Students research, apply and evaluate information during the Agile Professional module and during the problem-solving project.

Assessment methods

Staff in class and in supervisory meetings provide informal formative feedback. Intellectual skills are partly assessed through formal examinations but assessment of coursework and practical and theoretical project work is the main vehicle for assessment of the higher order skills. A variety of assessment methods are used, including formal reports, essays, and oral poster presentations.

D. Other skills relevant to employability and personal development

The successful student will be able to

- D1. Communicate effectively with clients, users and developers, using informal and formal techniques
- D2. Learn and work independently and as part of a team
- D3. Operate within an ethical and legal framework appropriate to computing professionals.
- D4. Plan, perform, manage and report on a relevant project
- D5. Identify and set personal goals relevant to long-term educational and career planning

Teaching and Learning Methods

The development of essential communication and transferable skills begins at induction and in The Computing Challenge module at the start of the first year. It is continued in the Systems Analysis and Database Design module. Computer Systems and Security considers ethical, social and legal aspects of computer systems and their use. Teamwork and communication skills and legal and ethical understanding are further developed in The Agile Professional module at level 5 and in context in other modules through tutorial/seminar work and coursework assignments. Relevant notations to support technical communication are introduced through tutorial and practical work using appropriate tools.

Teamwork skills are developed through practical experience during induction exercises and are reinforced in a technical team exercise during induction at the start of level 5 and in Software Development at level 5. It culminates in the course-specific team project in semester 2 of the Agile Professional module, which requires the students to work in a team to solve a technical problem.

Whilst professional and ethical issues are addressed as appropriate in all modules, concepts are developed in the level 4 Computer Systems and Security and the level 5 The Agile Professional module and applied in the individual final year project. These modules highlight issues students will meet in computer-related situations. Such issues are referenced by staff, when appropriate, within all aspects of the teaching. One of the main advantages of having specific modules to focus on these topics is that students become aware of and discuss computing-related issues that they have not formerly contemplated, and are then able to apply the newly found professional approach in the other modules on the course.

A major individual project, supported by supervisory meetings, reinforces and extends the student's abilities: they research topics relevant to their project, summarise and evaluate their findings in a literature review, plan and monitor their progress, solve problems and write an extended report.

Formative assessment during induction week starts the development of the student's ability to identify strengths and weaknesses and to set and work toward personal goals. The Agile Professional module has talks by past placement students to help students assess the benefit of undertaking an industrial placement. At both level 4 and level 5, feedback on assignments is discussed holistically by year tutors to help the students interpret the guidance and translate it into personal action.

Assessment methods

These skills are assessed through written coursework and presentations in many modules, but particularly in The Computing Challenge at the start of the first year, the Agile Professional team project and the individual project, where students write an academic literature review and a project report, are interviewed, and give a poster presentation. In the Agile Professional module, students hold regular meetings to monitor progress, informally assess individual performance and sign off work that has met their quality standards. Progress reports are assessed formally. Students are responsible as a team for an assessed literature review and individually for a critical evaluation of the project.

| 13. Programme Structures* | | | | 14. Awards and Credits* |
|---------------------------|--|--|--|---|
| Level | Module Code | Module Title | Credit rating | |
| Level 6 | CO3401 | Advanced Software Engineering Techniques | 20 | Bachelor Honours Degree Requires 360 credits excluding CO2802 but including a minimum of 220 at Level 5 or above and 100 at Level 6 Bachelor Degree Requires 320 credits excluding CO2802 but including a minimum of 200 at Level 5 or above and 60 at Level 6 |
| | CO3402 | Object Oriented Methods in Computing | 20 | |
| | CO3808 | Honours Degree Project | 40 | |
| | 2 modules, at most one at level 5, from: | | | |
| | CO2409 | Computer Graphics | 20 | |
| | CO2519 | Interacting with the Internet of Things | 20 | |
| | CO3514 | Wireless and Mobile | 20 | |
| | CO3518 | Bio-Inspired Systems | 20 | |
| | CO3701 | Advanced Database Systems | 20 | |
| | CO3717 | Games for the Internet | 20 | |
| CO3722 | Data Science | 20 | | |
| CO3519 | Artificial Intelligence | 20 | | |
| Level 5 | CO2802 | Only for a Sandwich award Industrial Placement Year | 120 | Students who successfully complete CO2802, Industrial Placement Year, in addition to meeting the requirements of the award, will have the award "in sandwich mode" |
| Level 5 | CO2401 CO2402 CO2403 CO2412 CO2701 CO2702 | Software Development Advanced Programming The Agile Professional Computational Thinking Database Systems Human Computer Interaction and User Experience | 20 20 20 20 20 20 | Diploma of Higher Education in Computer Science Requires 240 credits including a minimum of 100 at Level 5 or above |
| Level 4 | CO1111 CO1404 CO1401 CO1507 CO1508 CO1605 CO1301 CO1706 | The Computing Challenge Introduction to Programming Programming Introduction to Networking Computer Systems and Security Systems Analysis and Database Design One of Games Concepts Interactive Applications * Students enrolling on the first year of Computer Science take CO1301 rather than CO1706 | 20 10 10 20 20 20 20 20 | Certificate of Higher Education in Computing Requires 120 credits at Level 4 or above |
| Level 3* | COC001 COC002 COC003 COC004 COC005 | Introduction to Software Development Investigating IT Problem-solving for Computing Study Skills 1 – Learning How to Learn Study Skills 2 – Developing Academic Skills | 20 20 20 20 20 | Students who exit after successful completion of 120 credits at Level 3 will receive a transcript of the modules and grades |

| | | | | |
|--|--------|--------------------------------------|----|--|
| | COC006 | Introduction to Mathematical Methods | 20 | |
| * Only taken by Foundation Year Entry students | | | | |
| 15. Personal Development Planning | | | | |
| <p>Students are introduced to Personal Development Planning (PDP) during induction at the start of the first year. Following an introductory lecture, students conduct PDP activities with their personal tutors. Students' assessments of their own skills are used to guide team selection for the team challenge provided by The Computing Challenge module. Further work is done in during the following 4 weeks of this module through meetings with the first year tutorial team. Students are encouraged to audit their skills; set goals and produce a Progress Plan. In a progression meeting students consider matching their skills to their target Degree course.</p> <p>At the start of the second year, students are told about the benefits of undertaking a placement and the work needed to find one. There are presentations by returning placement students. Other PDP activities involve meetings with their course leader. These sessions help students to identify their skills, use the feedback they have received on assessment performance, consider their long-term goals and identify the personal development necessary to succeed on the course and find relevant employment. Students also develop a CV and are involved in other employability activities during the Agile Professional module.</p> <p>At the start of the third year, students are reminded of the support provided by the careers service and undertake activities to ensure they have started thinking about their future career or future studies.</p> <p>Academic advisors are a key point of contact for students and ensure they take advantage of the available opportunities. They help students review the experiences and skills they gain while at university. They guide students to sources of help and advice where required.</p> | | | | |
| 16. Admissions criteria * | | | | |
| (including agreed tariffs for entry with advanced standing) | | | | |
| <i>*Correct as at date of approval. For latest information, please consult the University's website.</i> | | | | |
| <p>112 UCAS tariff points at A2 or BTEC National Diploma (Distinction Merit Merit) AND 5 GCSEs at grade C or above including Maths and English.</p> <p>Students whose first language is not English must achieve an IELTS 6.0 (with no component score less than 5.)</p> <p>Qualifications equivalent to the above are accepted.</p> <p>Foundation Entry:</p> <p>80 UCAS tariff points at A2 or BTEC National Diploma (Merit Merit Pass) 5 GCSEs at grade C or above including Maths and English.</p> <p>Students whose first language is not English must achieve an IELTS 6.0 (with no component score less than 5.)</p> | | | | |
| 17. Key sources of information about the programme | | | | |
| <ul style="list-style-type: none"> • University Web Site (http://www.uclan.ac.uk/courses) | | | | |

18. Curriculum Skills Map – BSc (Hons) Computer Science

Please tick in the relevant boxes where individual Programme Learning Outcomes are being assessed

| Level | Module Code | Module Title | Core (C), Compulsory (COMP) or Option (O) | Programme Learning Outcomes | | | | | | | | | | | | | | | | | | | |
|---------|------------------------|--|---|-----------------------------|----|----|----|-------------------------|----|----|----|----|-----------------|----|----|----|---|----|----|----|----|--|--|
| | | | | Knowledge and understanding | | | | Subject-specific Skills | | | | | Thinking Skills | | | | Other skills relevant to employability and personal development | | | | | | |
| | | | | A1 | A2 | A3 | A4 | B1 | B2 | B3 | B4 | B5 | C1 | C2 | C3 | C4 | D1 | D2 | D3 | D4 | D5 | | |
| LEVEL 6 | CO3402 | OO Methods in Computing | COMP | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO3401 | Advanced Software Engineering Techniques | COMP | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | CO3519 | Artificial Intelligence | O | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | CO3518 | Bio-Inspired Systems | O | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | ✓ | | | |
| | CO3717 | Games for the Internet | O | ✓ | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | CO3514 | Wireless and Mobile | O | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO3701 | Advanced Database Systems | O | ✓ | | ✓ | ✓ | | ✓ | | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO2409 | Computer Graphics | O | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO2519 | Interacting with the Internet of Things | O | ✓ | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | | | |
| | CO3722 | Data Science | O | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | | | |
| CO3808 | Honours Degree Project | C | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| LEVEL 5 | CO2401 | Software Development | COMP | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | | |
| | CO2402 | Advanced Programming | COMP | ✓ | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO2403 | The Agile Professional | COMP | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| | CO2412 | Computational Thinking | COMP | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | CO2701 | Database Systems | COMP | ✓ | | | ✓ | | ✓ | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | CO2702 | Human Computer Interaction and User Experience | COMP | ✓ | | ✓ | | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | |
| | CO2802 | Industrial Placement Year | O | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| LEVEL 4 | CO1111 | The Computing Challenge | COMP | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | | |
| | CO1301 | Games Concepts | O | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO1404 | Introduction to Programming | COMP | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO1401 | Programming | COMP | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | | | | | | |
| | CO1507 | Introduction to Networking | COMP | ✓ | | ✓ | | ✓ | ✓ | | | | | ✓ | ✓ | ✓ | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | |
|--------|----------------------------------|------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|
| CO1508 | Computer Systems and Security | COMP | ✓ | | | ✓ | ✓ | ✓ | | | | | ✓ | ✓ | ✓ | ✓ | | ✓ | | |
| CO1605 | Systems Analysis Database Design | COMP | ✓ | ✓ | | ✓ | ✓ | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| CO1706 | Interactive Applications | O | ✓ | | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | ✓ | | | | | |

Note: Mapping to other external frameworks, e.g. professional/statutory bodies, will be included within Student Course Handbooks

19. LEARNING OUTCOMES FOR EXIT AWARDS:

Learning outcomes for the award of: BSc Computer Science

- A1. Explain, evaluate and apply techniques and methods to solve a range of computing problems
- A2. Evaluate and apply project management tools and techniques
- B1. Develop solutions to problems by creating or selecting efficient and effective algorithms
- B2. Solve technical and human problems relating to the development and use of IT-based systems
- B3. Write robust programs using a variety of computer programming languages
- C1. Investigate complex situations thoroughly and impartially
- C2. Locate, evaluate and integrate information from multiple sources
- D1. Communicate effectively with clients, users and developers, using informal and formal techniques
- D2. Learn and work independently and as part of a team

Learning outcomes for the award of: DipHE Computer Science

- A1. Explain and apply techniques and methods to develop digital and software-based systems
- A2. Apply project management tools and techniques
- B2. Solve technical and human problems relating to the development of IT-based systems
- B3. Specify and write programs
- C1. Locate and use information from multiple sources
- D1. Communicate with clients, users and developers, using informal and semi-formal techniques
- D2. Learn and work independently and as part of a team

Learning outcomes for the award of: CertHE Computing

- A1. Explain and apply techniques and methods to solve a range of computing problems
- A2. Describe key features of operating systems and networked IT systems.
- B1. Design and implement simple software with an appropriate user interface
- B2. Analyse an IT system and propose appropriate security considering legal and ethical issues.
- C1. Analyse and solve problems
- C2. Locate and use relevant information
- D1. Communicate with clients, users and developers, using simple techniques
- D2. Work independently and as part of a team

University Student Handbook for Taught Courses



2018/19

Please read this Handbook in conjunction with your Course Handbook.

All course materials, including lecture notes and other additional materials related to your course and provided to you, whether electronically or in hard copy, as part of your study, are the property of (or licensed to) UCLan and **MUST** not be distributed, sold, published, made available to others or copied other than for your personal study use unless you have gained written permission to do so from the Dean/Head of School. This applies to the materials in their entirety and to any part of the materials.

This Handbook is produced centrally and locked for editing. Partner institutions only are given permission to contextualise the Handbook.

UCLan Mission statement

We create positive change in our students, staff, business partners and wider communities, enabling them to develop their full potential by providing excellent higher education, innovation and research.

UCLan Values

- The pursuit of excellence in all that we do.
- Equality of opportunity for all, supporting the rights and freedoms of our diverse community.
- The advancement and protection of knowledge, freedom of speech and enquiry.
- Supporting the health, safety and wellbeing of all.

Student Charter

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

Supporting Diversity at UCLan

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

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

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

Contents page

- 1. Welcome and Introduction to the University**
- 2. Learning Resources**
- 3. Preparing for your career**
- 4. Student support**
- 5. Students' Union**
- 6. Rationale, aims and learning outcomes of the course**
- 7. Assessment**
- 8. Student Voice**

1. Welcome and Introduction to the University

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

1.1 Communication

The University expects you to use your UCLan email address and check regularly for messages from staff. If you send us email messages from other addresses they risk being filtered out as potential spam and discarded as unread.

1.2 External Examiner

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

1.3 Expected hours of study

The normal amount of work involved in achieving a successful outcome to your studies is to study for 10 hours per each credit you need to achieve – this includes attendance at UCLan and time spent in private study. Please note however that this may vary depending on your particular course and programme of study. You should therefore check your Course Handbook or contact a member of staff within the relevant School.

1.4 Attendance Requirements

Student attendance at timetabled learning activities of courses and modules is required. Notification of illness or exceptional requests for leave of absence must be made as detailed in the Course Handbook. Individual modules and/or courses may incorporate a specific attendance requirement as part of the assessment criteria for successful completion of a module.

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

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

1.5 Data Protection

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

2. Learning resources



2.1 Learning Information Services (LIS)

Extensive [resources](#) are available to support your studies provided by LIS – library and IT staff. Take advantage of the free training sessions designed to enable you to gain all the skills you need for your research and study.

You can find the link to the Library Opening Hours here:

http://www.uclan.ac.uk/students/study/library/opening_hours.php

2.2 Electronic Resources

LIS provide access to a range of electronic resources – e-journals and databases, e-books, images and texts.

3. Preparing for your career

Your future is important to us, so to make sure that you achieve your full potential whilst at university and beyond, your course has employability learning integrated into it. This is not extra to your degree, but an important part of it.

Your course will take you on a journey of development that will help you to map your personal story of your time at university.

You will be encouraged to record your learning journey so that you can demonstrate all the work-related skills you have developed, both before and during your time at UCLan. This will help you to show future employers just how valuable your degree is and the employability skills you have acquired.

- You will be given the opportunity to explore your identity, your strengths and areas for development, your values and what you want to get out of life.
- You will be able to investigate a range of options, including jobs and work experience, postgraduate study and self-employment.
- We will support you to enable you to successfully tackle the recruitment process and to develop your enterprise skills.

UCLan [Careers](#) offers a range of support for you including:-

- One to one career and employability advice and guidance appointments.

- Advice on finding graduate jobs, including how to improve your CV with work placements, internships, voluntary opportunities and part-time employment.
- Workshops, seminars, and events to enhance your learning and develop your skills.
- Employer presentations and events, to give you the chance to network with potential employers and find out from them what they are looking for.

The UCLan careers portal [careerEDGE](#) contains all the information and resources you will need to help navigate your way to a successful career, including access to hundreds of graduate vacancies, placements and part-time jobs.

We are based in the entrance to Foster building and are open from 09:00-17:00, Monday to Thursday, 9:00-16:00 on Fridays. Come to see us to arrange your guidance appointment, have your CV and cover letter checked, get help in applying for a job or just to find out more about our full range of services. It's your future: take charge of it!

UCLan Careers | Foster Building | University of Central Lancashire, Preston PR1 2HE
 01772 895858
careers@uclan.ac.uk
www.uclan.ac.uk/careers

4. Student support, guidance and conduct



4.1 Student Support

“Got a Problem to Sort? Come to us for Support”.

The <i> is your first point of call for all enquiries, help and advice. We provide guidance to all UCLan students whatever the query may be. We offer advice on:

- Bank and Confirmation of Study Letters
- Council Tax Exemption Certificates
- International Student Support
- Library Services and Support
- Printing and Printer Credit
- Student Financial Support
- UCLan Cards
- UCLan Financial Bursary (1st year students only)
- Student Support and Wellbeing (including Disability)

and much more.

We are based on the ground floor of the UCLan Library and open 7 days a week most of the year. Our friendly and approachable team will do their best to ensure your query is answered. Come and have a chat with us if you have a query on any aspect of student life and study.
http://www.uclan.ac.uk/students/study/library/the_i.php

If you are struggling financially or have financial concerns which may prevent you from continuing on your course, you are advised to seek advice from the University's Finance Support Team, based in the <i>, or in the Advice and Representation Centre at the Students' Union.

If you are finding the course challenging or cannot complete independent study and assessments on time you should consult your Academic Advisor.

4.2 Students with disabilities

You are strongly encouraged to declare your disability on your application form when you apply to study at UCLan. If you have declared this Disability Services will be in contact with you to advise you about reasonable adjustments which may be appropriate in the circumstances. You can also tell any member of staff at the University, who will ask you to sign a disability disclosure form, to let the Disability Service know that you have a disability and agree to share this information with them. Disability Services will then get in touch with you to discuss your available options. Following this you will be assigned a Disability Adviser whom you can contact should you need any further help or assistance.

https://www.uclan.ac.uk/students/health/disability_services.php

4.3 Assessment arrangements for students with a disability

Arrangements are made for students who have a disability/specific learning difficulty for which valid supporting evidence can be made available. Contact your Disability Adviser for advice and information, disability@uclan.ac.uk



4.4 Health and Safety

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

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

4.5 Conduct

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

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



5. Students' Union

The Students' Union is the representative body for all UCLan students. The organisation exists separately from the University and is led by the elected officers of the Student Affairs Committee (SAC) as well as representatives on the Students' Council. The Students' Union building is located at the heart of the Preston campus, and is the hub for all student activities.

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

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

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

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

6. Rationale, aims and learning outcomes of the course

6.1 You will find information specific to your chosen course of study in your Course Handbook, in the form of a 'programme specification'. As defined by the QAA (Quality Assurance Agency) - the regulatory body responsible for overseeing quality compliance in the Higher Education Sector - a programme specification is a concise description of the intended learning outcomes of an HE programme. It is the means by which the outcomes are achieved and demonstrated. In general, modules or other units of study have stated outcomes, often set out in handbooks provided by institutions to inform student choice. These intended learning outcomes relate directly to the curriculum, study and assessment methods and criteria used to assess performance. Programme specifications can show how modules can be combined into whole qualifications. However, a programme specification is not simply an aggregation of module outcomes; it relates to the learning and attributes developed by the programme as a whole and which, in general, are typically in HE more than the sum of the parts.

6.2 Sometimes certain aspects of courses may be subject to change. Applicants are encouraged to check information on our relevant course pages from time to time, particularly before submitting any application for their academic year of study. Material changes about a

course will be notified to you in material produced after the change is made and at the time you are made any offer of a place of study for that course. For details about changes to course information after you have accepted any offer, please see our [Additional Information and Conditions of Offer](#)



7. Assessment

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

7.1 Dealing with difficulties in meeting assessment deadlines

Assignments must be submitted no later than the time and date on your assignment instructions / brief. If you anticipate that you will have difficulty in meeting assessment deadlines or you have missed or are likely to miss in-semester tests you must report this at the earliest possible opportunity. An academic staff member, such as your Academic Advisor or Module or Course Leader, will be able to provide advice to you on how to do this. Extenuating Circumstances are defined as unforeseen, unpreventable circumstances that significantly disrupt student performance in assessment. Where students have a temporary unexpected circumstance that means that they are unable to complete a particular assignment on time the student may apply for an extension of up to ten working days.

7.2 Extensions

Authorisation of the late submission of work requires written permission. Your School is authorised to give permission for **one extension period of between 1 and 10 working days** where appropriate evidence of good reason has been accepted and where submission within this timescale would be reasonable taking into account your circumstances. Requests for extensions should be made prior to the submission date as extensions cannot be given Retrospectively ([Academic Regulations](#)).

You should complete and submit an extension request form, with any supporting evidence, to your CAS Hub. Further information is available on the Student Portal at: https://www.uclan.ac.uk/students/study/examinations_and_awards/extensions.php

We aim to let you know if the extension has been granted within 1 working day of the receipt of the request.

If you are unable to submit work within 10 working days after the submission date due to verifiable extenuating circumstances, you may submit a case for consideration in accordance with the University's Policies and Procedures on Extenuating Circumstances ([Academic Regulations](#) and [Assessment Handbook](#)).



7.3 Extenuating circumstances

Some students face significant events in their personal life that occur after their course has started, which have a greater impact on their studies than can be solved by the use of an extension. If this applies to you, the University is ready

to support you, with both your course and your personal wellbeing, through a process called Extenuating Circumstances (see [Academic Regulations and Assessment Handbook](#))

You can apply for Extenuating Circumstances online via [myUCLan](#). You must apply no later than 3 days after any examination or assessment submission date. Do not wait until you receive your assessment results to submit a claim. It is in your own interests to submit the claim as soon as possible.

You will be expected to re-submit claims for extenuating circumstances for each semester in which they apply. All evidence provided relating to extenuating circumstances will be treated in a sensitive and confidential manner. Supporting evidence will not be kept for longer than is necessary and will be destroyed shortly after the end of the current academic year.

[Further information about the submission process](#)

In determining assessment recommendations, Assessment Boards will consider properly submitted claims from students who believe their performance has been adversely affected by extenuating circumstances. N.B. Assessment Boards are not permitted to alter individual assessment marks to take account of extenuating circumstances ([Academic Regulations](#) and [Assessment Handbook](#)).



7.4 Late submissions

If you submit work late without authorisation, a universal penalty will be applied in relation to your work:

- If you submit work within 5 working days following the published submission date you will obtain the minimum pass mark for that element of assessment.
- Work submitted later than 5 working days after the published submission date will be awarded a mark of 0% for that element of assessment.
- Unauthorised late submission at resubmission will automatically be awarded a mark of 0% for that element of assessment.

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

7.5 Feedback Following Assessments

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

For courses (except distance learning):

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

For distance learning courses:

You will be provided with generic feedback for in-module formative and summative elements of assessment which contribute to a module within 20 working days of the scheduled

submission or examination date. Generic feedback on end of module assessment and dissertations will be made available within 20 days of publication of results. Generic feedback may be oral, written, posted on a website or other.



7.6 Unfair Means to Enhance Performance

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

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

If you attempt to influence the standard of the award you obtain through cheating, plagiarism or collusion, it will be considered as a serious academic and disciplinary offence as described within the [Academic Regulations](#) and the [Assessment Handbook](#) .

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

The process of investigation and penalties which will be applied can be reviewed in the [Assessment Handbook](#). If an allegation is found to be proven then the appropriate penalty will be implemented as set out below:

In the case of a **single** offence of unfair means in an undergraduate or postgraduate assessment:

- the appropriate penalty will be 0% for the element of assessment, and an overall fail for the module (whether or not the resulting numeric average mark is above or below the minimum pass mark). The affected element of the assessment must be resubmitted to the required standard. The mark for the module following resubmission will be restricted to the minimum pass mark. Where unfair means is detected for the first time on a reassessment for an already failed module, no further reassessment for the module will be permitted, and the appropriate fail grade will be awarded.

In the event of a **repeat** offence of unfair means (irrespective of whether the repeat offence involves the same form of unfair means) on the same or any other module within the course:

- the appropriate penalty will be 0% for the module with no opportunity for re-assessment. This penalty does not preclude you being able to retake the module in a subsequent year.

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

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

7.7 Appeals against assessment board decisions

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

1. that an Assessment Board has given insufficient weight to extenuating circumstances;
 2. that the student's academic performance has been adversely affected by extenuating circumstances which the student has, for good reason, been unable to make known to the Assessment Board;
 3. that there has been a material administrative error at a stage of the examining process, or that some material irregularities have occurred;
- that the assessment procedure and/or examinations have not been conducted in accordance with the approved regulations (this fourth ground will not be relevant to an appeal against a decision relating to an interruption or discontinuance of study. Such an appeal should be based on one or more of the three grounds above.

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



8. Student voice

You can play an important part in the process of improving the quality of your course through the feedback you give. In addition to the ongoing discussion with the course team throughout the year, there are a range of mechanisms for you to feed back about your experience of teaching and learning which are outlined below. Where appropriate, we aim to respond to your feedback and let you know of our plans for improvement.

The Students Union can support you in voicing your opinion, provide on-going advice and support and encourage your involvement in all feedback opportunities. They will be requesting that you complete the National Student Survey (during semester 2 for students in their final year of study) or the UCLan Student Survey (all other students).

The Students' Union and University work closely together to ensure that the student voice is heard in all matters of student-life. We encourage students to provide constructive feedback throughout their time at university, through course reps, surveys and any other appropriate means.

The Union's Student Affairs Committee (SAC), members of Students' Council and School Presidents each have particular representative responsibilities and are involved with decision making committees at levels as high as the University Board. Therefore it is very important students engage with the democratic processes of the Students' Union and elect the students they see as most able to represent them.

8.1 Course Representatives and School Presidents

A course representative is a student who represents their fellow students' views and opinions to the course team, school, university and students' union. Course representatives work proactively and diplomatically to improve the academic and non-academic experiences of students.

The role of a course representative is extremely beneficial to both students on your course and the University. It enables students to have ownership of their student experience, to voice their opinions and to share positive practice with the course team, primarily at the Student Staff Liaison Committee Meetings (see below).

Course representatives will be elected every year either in April or September. Alongside receiving recognition, support and respect, being a course representative is a great opportunity to enhance your employability skills. If you are interested in becoming a course representative and wish to find out more about the role visit the [Students' Union](#) website or by emailing: coursereps@uclan.ac.uk.

School Presidents are annually elected representatives who voice the opinions of students within each school. They communicate and engage with students in their school to gain feedback and work in partnership with senior management to create positive change. They are also trained to support and signpost course representatives where needed. If you wish to find out who your School President is or more about the role visit the [Students' Union website](#) or email: coursereps@uclan.ac.uk



8.2 Student Staff Liaison Committee Meetings (SSLC)

The purpose of a SSLC meeting is to improve courses, to have an open discussion and respect each other's views, to share good practice where identified, to provide opportunity for students to feedback to staff about their course and student experience, to regularly review the course to improve its development, and to jointly work together to action plan against issues raised.

There will normally be one meeting per semester which will last no more than 2 hours. Your School President will Chair the meetings with an academic co-Chair, using guidelines and will provide a record of the meeting with any decisions and / or responses made and / or actions taken as a result of the discussions held. A standard agenda and action grid template will be

used. Course representatives will gather feedback from students and communicate this to the School President in advance of the meetings.

8.3 Complaints

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

If you are a student registered for a University award at a partner college, who is dissatisfied with the provision at the college, you should pursue your complaint in accordance with the college's complaints procedure in the first instance. In the event of continuing dissatisfaction when you have completed the college's procedure, you will be entitled to submit your complaint to UCLan under stage 3 of the procedure.