Course Handbook
MA Film Production

School of Journalism, Media and Performance Arts

Please read this Handbook in conjunction with the University’s Student 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 of School. This applies to the materials in their entirety and to any part of the materials.
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1. Welcome to the course

“I have worked with the students of the University of Central Lancashire on two large scale productions and found them to be exceptionally professional, hardworking and mature in their approach to the working environment. Their punctuality, initiative, dedication and ability to deal with pressure could not be faulted.”

*Derrin Schlesinger, Producer, ‘This is England’, ‘Four Lions’, ‘Babylon’*

Welcome to the MA Film Production! The above quote (Alongside many other such endorsements) relates to the success of our undergraduate and post-graduate students over the last 5 years. UCLan Film Production students have been Oscar nominated in 2014 and won the Royal Television Society awards 5 times, with two awards from 2014. MA Film Production documentaries and narrative drama films have been screened nationally and internationally with great success. With Post-graduates from all over the world, the course combines a friendly ‘family’ approach to teaching and learning, underpinned by rigorous technical, practical and theoretical provision.

The MA Film Production continues and expands this success into a programme that is both challenging and exiting. You will be reading this because you have an already impressive portfolio of work, a track record of experience in professional film production or an excellent degree in a film production related field of work.

The MA Film Production combines the theory and practice of film production in both narrative and documentary forms and aims to broaden your knowledge and skills base and challenge your concepts of film production with all its conventions, techniques, debates and most of all, future possibilities. We hope you are as exited, as we are to join our group of experts, artists, academics and students in our purpose built Media Factory for the duration of your study.

Please keep this handbook throughout your course, as it will be a useful reference and answer many questions. Of course, your tutor will be pleased to help you with any further questions that arise and to advise you on how to get the best from the programme.

Good luck!

Peter Wobser
1.1 Rationale, aims and learning outcomes of the course

This course runs parallel with the Undergraduate Course, BA (Hons) Film Production.

MA Film Production integrates the theory and practice of Film Production across two distinct fields, Documentary Production and Narrative Film Production, which can be taken on a part time or a full time route and will lead to an award of MA Film Production. It sits alongside 2 other MAs within the Media Practice Programme: MA Photography and MA Scriptwriting, providing students with the opportunity to work alongside other disciplines and to share ideas and resources. The courses aim to provide graduates with a comprehensive portfolio of creative work, as well as the technical, theoretical and critical insight needed to become cutting-edge practitioners.

The MA Film Production builds on the successful BA (Hons) Film Production and BA (Hons) Screenwriting with Film, TV and Production. It has been developed to cater for a wide range of film-making interests and is aimed at those wishing to pursue a career in film production, related areas of the cultural and creative industries, or academic research. You will be introduced to research methodologies relevant to this level and will cover a range of issues facing professionals working in this field. The course also involves a series of lectures by visiting practitioners and industry professionals.

By the end of your course you will be able to produce challenging work suitable for a professional output. The course is delivered through a variety of methods including one-to-one tutorial guidance, and workshops and seminars, which develop critical and theoretical approaches to filmmaking practices.
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<th>Responsibility</th>
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<th>Telephone No</th>
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<tr>
<td>John Holloway</td>
<td>Head of School of Journalism, Media and Performance</td>
<td>ME 330</td>
<td>ext 3901</td>
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<tr>
<td>Alan Keegan</td>
<td>Division Leader</td>
<td>ME 309</td>
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<tr>
<td>Stephen Place</td>
<td>Senior Lecturer</td>
<td>ME 328</td>
<td>ext 3199</td>
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<tr>
<td>Peter Wobser</td>
<td>BA / MA Film Production Course Leader</td>
<td>ME 328</td>
<td>ext 3814</td>
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<tr>
<td>Linda Sever</td>
<td>Senior Lecturer</td>
<td>ME 328</td>
<td>ext 3196</td>
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<tr>
<td>Mandy Langton</td>
<td>Lecturer Module Leader</td>
<td>ME 328</td>
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<td>Media Practice Foundation</td>
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<tr>
<td>Chris Leonard</td>
<td>Lecturer</td>
<td>ME 328</td>
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1.3 Expertise of staff
MA Film Production is delivered by the Creative Skillset approved Film Production team which has undergone a rigorous accreditation procedure to ensure that all staff, methods, equipment and teaching and learning activities are in-line with current industry practice. The Film Production team has a core of experienced academics and industry practitioners with track records in their relevant fields. This is accompanied by a number of specialist teachers for certain disciplines and current high profile industry professionals for coaching and workshop sessions, plus expert technicians for equipment inductions and training.

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.

1.5 Administration details
Campus Admin Services provides academic administration support for students and staff and are located in the following hubs which open 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.

Allen Building
Medicine
Dentistry
telephone: 01772 895566
demail: AllenHub@uclan.ac.uk

Harris Building
Lancashire Law School
Humanities and the Social Sciences
Centre for Excellence in Learning and Teaching
telephone: 01772 891996/891997
demail: HarrisHub@uclan.ac.uk

Foster Building
Forensic and Applied Sciences
Pharmacy and Biomedical Sciences
Psychology
Physical Sciences
telephone: 01772 891990/891991
deemail: FosterHub@uclan.ac.uk

Computing and Technology Building
Art, Design and Fashion
Computing
Journalism, Media and Performance
Engineering
1.6 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 unread.

We may on occasion contact you by other means such as SMS message, telephone or social media networks, but the only ‘official’ contact method is your UCLan email.

1.7 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. The name of this person, their position and home institution can be found below. If you wish to make contact with your External Examiner, you should do this through your Course Leader and not directly. 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.

The external examiner is Dr. Andrew Willis from the University of Salford, if you need to contact Dr. Willis please arrange to do so through the school office.
2. Structure of the course

2.1 Overall structure
The course is delivered over three semesters for full time students and six semesters for part time students and during the course you will take nine modules, adding up to a total of 180 credits. Please note that some modules are 'double' or even 'triple' modules. Some modules are shared between full-time and part-time cohorts across the two year part-time duration.

Please see the attached programme specification.

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.

Please see the attached programme specification.

2.3 Course requirements
The course comprises of 9 module values, please note that some modules are 'double' modules, counting for two, or 'triple' modules, counting for three. You must pass all 9 modules over the duration of the course to get the MA classification. There are so called ‘exit awards’ for students finishing the course before all modules are finished, please refer to the Approved Programme Specifications for the particulars of these.

2.3 Progression Information
Discussions about your progression through the course normally take place in February each year (Part-time only). It is an opportunity for you to make plans for 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.

2.4 Study Time
2.4.1 Weekly timetable
Your weekly timetable, including module choices, times and rooms is published on-line and available through ‘MyUclan’ or on the UCLan website, student portal. A teaching scheme with an envisaged class content per week will be handed out/ emailed to you at the beginning of each module. Please be mindful that short term change may occur and check your email for those as they may not be visible on the on-line timetable. Many of our ‘add-on’ workshops may be held on location or in specialist workshop spaces which may also not show on the on-line timetable, so please make sure you check back with us regularly.
2.4.2 Expected hours of study

20 credits is a standard module size and equals 200 notional learning hours.

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. We appreciate that Film Production will occasionally demand peaks of higher hour count in some weeks, but we strive to make up for that in others. Likewise, not all workshops and location ‘dry runs’ are for all students and therefore, outside classroom activities are announced each week before they are happening.

2.4.3 Attendance Requirements

You are required to attend all timetabled learning activities for each module unless otherwise notified. Notification of illness or non-attendance of a session should be made to the relevant module tutor (see Section 1.2 for the contact details of the relevant member of staff) or the Course Leader as a part of your professional conduct. All exceptional requests for leave of absence must be made to the Course Leader. Non-authorised extended periods of absence will require a doctor’s note (over three days).

You must remember that the University has a responsibility to keep information up to date. Please inform us immediately of any change of address. The School has an additional responsibility to monitor the attendance of some international students under the Visas and Immigration (UKVI) Points Based System (PBS) system. For these students they MUST attend their 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. Students can monitor their attendance record through myUCLan.

3. Approaches to teaching and learning

3.1 Learning and teaching methods

The main ‘philosophy’ of the course is ‘learning on the job’, or experiential learning. As such we have several strands of Learning and Teaching methods outlined in the attached programme specification. They comprise briefly of:

Methodologies – You will be introduced to a range of methodologies for research and image making during the course and study through a practice-based approach and will be actively engaged in problem solving in order to sharpen your perception and ideas through strategic experimentation. Modules are designed to ensure that in the earlier part of the course you will be able to explore a range of approaches, from which you will be able to build your own in-depth practice.

Issues and Ideas – The modules will introduce you to a range of key issues and ideas relevant to your own practice. Through these modules you will explore a range of critical theories relevant to practitioners working in your area and will develop an in depth knowledge in to your own subject. The exploration of ideas through your practice will be applied throughout the course with the integration of theory and practice being one of the aims of the programme.

Contexts - Opportunities will exist for you to apply skills learned on the course to situations outside of the academic institution. You will undertake projects that involve contact with
outside organisations. Contextual studies modules will introduce you to a range of contexts within which you may produce work. These modules will include lectures by visiting speakers focusing on the issues faced within their own area of industry. This will also give you the opportunity to have your own practice reviewed by practitioners and industry professionals. At the centre of the programme is the notion of you taking control of your own learning.

3.2 Study skills
The School and the course team support the development of study skills. There are a variety of services to support students and these include WISER [http://www.uclan.ac.uk/students/study/wiser/index.php](http://www.uclan.ac.uk/students/study/wiser/index.php)

3.3 Learning resources
3.3.1 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.

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

3.4 Personal development planning
Your PDP starts at the very beginning of the course and you will be guided by your personal and/or module teacher in a group session. You will be given the relevant guidelines to enable you to plan ahead, keep track of your progress, flag up any issues ahead and so on. There is plenty material available through the ‘I’ and on-line, but your personal tutor will be able to help with your PDP throughout your three years here.

4. Student Support

4.1 Academic Advisors
Students will be allocated an academic advisor during induction, and will be given their contact details for making an appointment.

If you are experiencing any personal problems or have concerns related to your academic work, the academic advisor should be your first point of contact. The primary aim of an academic advisor is to support their tutees’ studies, and to enhance their overall experience at the University. If the academic advisor cannot help directly with a problem, they will be able to refer students on to specialist support.

Your academic advisor will arrange to see you normally once per semester (twice in semester 1 of the first year) in order to monitor and assist your development.

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. The University will make reasonable adjustments to accommodate your needs and to provide appropriate support for you to complete your study successfully. Where necessary, you will be asked for evidence to help identify appropriate adjustments.
Arrangements are made for students who have a disability/learning difficulty for which valid supporting evidence can be made available. Contact the Disability Adviser for advice and information, disability@uclan.ac.uk

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.

If your course is for students not studying on the main campus please include the following: – as one of the thousands of students who are not studying on the main UCLan campus in Preston, the Students Union is still your union, please check http://www.uclansu.co.uk/ for full details on what we may be running in your partner institution.

5. Assessment

5.1 Assessment Strategy
Generally our assessment strategy requests you to give presentations, complete practical work (films, exercises etc.), submit final pieces on-line, write essays and evaluations and submit electronic versions of journals or diaries.

5.2 Notification of assignments and examination arrangements
Each module will have a different set of components for you to complete. The details of each component are explained in great detail at the beginning of the module, and re-iterated throughout the classes. We will send you an assignment brief, outlining the particulars for each module. Your contact person for these should be the module teacher, not your personal tutor. (As your personal tutor may not teach a module in question) Most modules will have timetable and assignment brief information published on the Blackboard system, but individual copies will be sent to you as well.

5.3 Referencing
For written work such as essays and dissertations, the university has adopted the Harvard style of referencing. If you choose modules that require academic writing, your module tutor will point you in the right direction to get help with this if you need it. There are countless resources in the library, classroom sessions with ‘wiser’ (see guidance and support) and many booklets published on-line.

5.4 Confidential material
On rare occasions, the subject matter of your work may contain sensitive, confidential material that you may not be able to publish or show in public. This should not stop you from undertaking such work, but you need to inform your module tutor in the first instance if this is the case so that we can get the right amount of support in place for you.

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 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.

7. Student Feedback
You can play an important part in the process of improving the quality of this course through the feedback you give. In addition to the on-going discussion with the course team throughout the year, there are a range of mechanisms for you to feedback about your experience of teaching and learning. We aim to respond to your feedback and let you know of our plans for improvement.

We are proud of the fact that UCLan Film Production is changing frequently due to student input. We have regular staff and student liaison meetings where we discuss in minute detail issues that students flag up. Assignment deadlines, equipment booking procedures, technical specification, even what types of equipment we purchase are all based on student input. This is very important to us and keeps us ahead of the curve for a good learning experience for you.

7.1 Student Staff Liaison Committee meetings (SSLCs)
Details of the Protocol for the operation of SSLCs is included in section 8.2 of the University Student Handbook.
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 | UCLAN
2. Teaching Institution and Location of Delivery | UCLAN Preston Campus
3. University School/Centre | School of Film, Media and Performance
4. External Accreditation | N/A
5. Title of Final Award | MA Film Production
6. Modes of Attendance offered | Full Time
7. UCAS Code
8. Relevant Subject Benchmarking Group(s) | Media & Communication
9. Other external influences | N/A
10. Date of production/revision of this form | April 2016

11. Aims of the Programme

To develop in students an in-depth, specialist knowledge and mastery of techniques relevant to Film Production and a sophisticated understanding of concepts, debates and techniques at the forefront of the discipline.

To develop transferable skills of critical reflection, independent research and project management and development.

To provide a flexible course that will enable students to demonstrate a comprehensive understanding of techniques appropriate to their own practice.
To enhance students’ potential for a career by encouraging students to take a proactive and self-reflective role in working and to develop professional relationships with others.

To develop skills that will enable students to proactively formulate ideas and to develop, implement and execute plans and to critically and creatively evaluate current issues, research and contemporary practice in film production.

12. Learning Outcomes, Teaching, Learning and Assessment Methods

A. Knowledge and Understanding

A1.) Express a critical awareness of issues, debates and professional contexts in relation to their own creative practice (AV4015)

A2.) Formulate and develop a rigorous independent academic research project on a selected topic (AV4011)

A3.) Apply contextual understanding of production processes to a practical project (AV4020)

A4.) Exhibit mastery in the exercise of intellectual abilities appropriate to film production. (AV4030)

A5.) Apply extended production knowledge to conceptually challenging moving image work. (AV4045)

A6.) Apply a wide spectrum of both primary and secondary research methods to a professional production project. (AV4050)

Teaching and Learning Methods

The main mode of delivery will be workshops, tutorial and seminar-based sessions, group sessions requiring students to present their planned, collaborative practical or critical projects, a mid-point progress report and final presentations and/or screenings. Apart from technical workshops, all sessions will incorporate critical elements, reflecting on Students practice. Students will also lead sessions with (formative, non-assessed) presentations of portfolio and collaborative project work. Individual tutorials will be used to guide students on their individual and group projects and their critical development. Advice will be given as to the type of project the students should undertake together, taking into account plans for their individual professional development.

Assessment methods

Assessment will typically require the submission of practical work (written or visual), presentations and supporting documentation.

B. Subject-specific skills

B1.) Deploy advanced film based production disciplines to professional moving image work (AV4020)

B2.) Demonstrate the ability to utilise advanced technology to aid production values and quality output (AV4035)
B3.) Work in professional, pre-defined contemporary production groups in an assigned capacity. (AV4035)

B4.) Demonstrate mastery in creatively utilising advanced technology and concepts to aid production values and quality output. (AV4045)

B5.) Contribute creatively and professionally, in pre-defined roles, to advanced high quality moving image work to exacting standards. (AV4045)

B6.) Produce a short narrative film of negotiable length to a professional standard suitable for public broadcast/screening.

B7.) Apply high standards of practical, technical skills and well-developed analytical skills and an ability to produce effective and imaginative work, meeting exacting criteria

**Teaching and Learning Methods**

Highly structured practical seminars and workshops will guide students through the complexity of professional production, aided by guest lectures, seminars and tutorials.

**Assessment methods**

Assessment will typically require the submission of practical work (written or visual), presentations and supporting documentation.

**C. Thinking Skills**

C1.) Participate and engage with contemporary discourses, and articulate practice within a broader critical and theoretical context related to debates in their subject area (AV4010)

C2.) Critically explore current issues, research and contemporary practice (AV4010/30/40)

C3.) Proactively formulate ideas and to develop, implement and execute plans by which to evaluate these (AV4015)

C4.) Critically evaluate and document advanced, professional production processes (AV4020)

C5.) Critically evaluate, reflect upon and document advanced, complex professional production processes. (AV4035)

C6.) Critically evaluate and document advanced, complex professional and conceptually challenging production processes in written and oral form. (AV4045)

C7.) Critically challenge contemporary production trends and techniques. (AV4045)

C8.) Deploy a range of professional writing skills, including narrative structures, styles and techniques relevant to the fiction or documentary format.

**Teaching and Learning Methods**

The integration of practice and theory is central to the MA. Theory should not be simply illustrated in the practice nor become a prescribed straitjacket that students must adhere to. Theory of Practice seminars and lectures within the practical modules, guest lectures,
professional development modules and theory lectures all centre around current debates and practices that inform the creative industries and enhance employability and intellectual ability.

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<td>Assessment will typically require the submission of practical work (written or visual), presentations and supporting documentation.</td>
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### D. Other skills relevant to employability and personal development

D1.) Demonstrate the ability to handle complex, technically challenging production processes (AV4020)

D2.) Apply advanced collaborative, professional and employability skills relevant to their own and related contextual practices. (AV4015)

D3.) Employ a proactive and self-reflective role in working and to develop professional relationships with others (AV4015)

D4.) Demonstrate the ability to handle complex, creative and technically challenging and unpredictable production situations. (AV4035)

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<td>Centres on study through practice; students will be actively engaged in a process of sharpening their perception and ideas through strategic experimentation and professional project management. This emphasis is paired with a very strong leaning towards the disciplined, production management based professionalism expected from post graduates in the creative industries. Students will be given the opportunity to experiment and to develop the confidence to make creative and imaginative choices, whilst keeping focussed on industry practice and discipline.</td>
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<th>Assessment methods</th>
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13. Programme Structures*

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<td>Research Methods</td>
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<td></td>
<td>AV4020</td>
<td>Production Processes &amp; Techniques</td>
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<td></td>
<td>AV4030</td>
<td>Contemporary Production Frameworks</td>
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<td></td>
<td>AV4035</td>
<td>Film Production Minor Project</td>
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<td>AV4040</td>
<td>Research Project</td>
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<tr>
<td></td>
<td>AV4045</td>
<td>Film Production Major Project</td>
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14. Awards and Credits*

- **Postgraduate Certificate in Film Production**
  Requires 60 credits at level 7

- **Postgraduate Diploma in Film Production**
  Requires 120 credits at level 7

- **MA in Film Production**
  Requires 180 credits at level 7

15. Personal Development Planning

Personal Development Planning (PDP) is a key aspect of the film production course at UCLan. PDP is integrated within all modules across the course. PDP helps to define and focus student’s educational and professional aims and goals; it will assist students to consider how they can engage with the learning opportunities the course offers to achieve personal career and professional objectives. This course consists of modules with fixed syllabi that together enable students to gain the knowledge and develop the skills essential to be a successful practitioner. However the course is designed to allow students to choose or negotiate many aspects of their learning in ways, which are appropriate to their abilities, learning preferences and vocational intentions. This is referred to as a student-centred learning approach. When coupled with the self-monitoring and evaluation of PDP, students find that study shifts from a tutor-led/teaching activity to a personally defined learning experience. This is close to the way many independent filmmakers operate and the terms reflective practitioners or thinking artist describe the kind of graduate we expect students to become.
16. Admissions criteria
(including agreed tariffs for entry with advanced standing)
*Correct as at date of approval. For latest information, please consult the University’s website.

Entry to the course is by application form and satisfactory completion of an interview with a portfolio of previous work or a show reel of film/moving image work. We may on occasion ask applicants to complete a small film project as part of the application process.

Normally a 2:1 in a film production related BA (Hons) degree from the UK or equivalent (non-UK) qualification. Consideration will be given to alternative BA (equivalent) qualifications to applicants with creative industries’ work experience.

Applications from individuals with non-standard qualifications, relevant work or life experience will be considered. For details of those offered by the University please contact Course Enquiries, Tel: 01772 892400.

The University will consider applications for prior learning (certificated or experiential) that fulfil some of the learning outcomes of a course for admission with credit to an appropriate point on that course. Students can apply either before or after they commence the course.

Students applying for this programme must have a minimum level of proficiency equal to IELTS 6.5 or equivalent.

Asian School of Media Studies
- Graduate Degree from a recognized university / A student who can demonstrate ample Work Experience
- Aptitude Test
- Personal Information
- English Score 50 %

17. Key sources of information about the programme

- [www.uclan.ac.uk](http://www.uclan.ac.uk) (general information)
- MA Film Production Fact sheet
- UCLan prospectus
## 18. Curriculum Skills Map

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

<table>
<thead>
<tr>
<th>Level</th>
<th>Module Code</th>
<th>Module Title</th>
<th>Core (C), Compulsory (COMP) or Option (O)</th>
<th>Programme Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>A1 A2 A3 A4 A5 A6 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8 D1 D2 D3 D4</td>
<td>Knowledge and understanding</td>
</tr>
<tr>
<td>LEVEL 7</td>
<td>AV4011</td>
<td>Research Methods</td>
<td>Comp</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>AV4020</td>
<td>Production Processes &amp; Techniques</td>
<td>Comp</td>
<td>X X</td>
</tr>
<tr>
<td></td>
<td>AV4030</td>
<td>Contemporary Production Frameworks</td>
<td>Comp</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>AV4035</td>
<td>Film Production Minor Project</td>
<td>Comp</td>
<td>X X X X</td>
</tr>
<tr>
<td></td>
<td>AV4040</td>
<td>Research Project</td>
<td>Comp</td>
<td>X X</td>
</tr>
<tr>
<td></td>
<td>AV4045</td>
<td>Film Production Major Project</td>
<td>Comp</td>
<td>X X</td>
</tr>
</tbody>
</table>

**Note:** Mapping to other external frameworks, e.g. professional/statutory bodies, will be included within Student Course Handbooks.
19. **LEARNING OUTCOMES FOR EXIT AWARDS:**

A. Learning outcomes for the award of: **Postgraduate Certificate** (Requires 60 credits at Level 7)

For this Exit Award students should have attained the following learning outcomes:

A1.) Express a critical awareness of issues, debates and professional contexts in relation to their own creative practice (AV4015)
A2.) Formulate and develop a rigorous independent academic research project on a selected topic (AV4011)
A3.) Apply contextual understanding of production processes to a practical project (AV 4020)

B1.) Deploy advanced film based production disciplines to professional moving image work (AV4020)
B6.) Produce a short narrative film of negotiable length to a professional standard suitable for public broadcast/screening.
B7.) Apply high standards of practical, technical skills and well-developed analytical skills and an ability to produce effective and imaginative work, meeting exacting criteria

C1.) Participate and engage with contemporary discourses, and articulate practice within a broader critical and theoretical context related to debates in their subject area (AV4010)
C2.) Critically explore current issues, research and contemporary practice (AV4010/30/40)
C3.) Proactively formulate ideas and to develop, implement and execute plans by which to evaluate these (AV4015)
C4.) Critically evaluate and document advanced, professional production processes (AV4020)

D1.) Demonstrate the ability to handle complex, technically challenging production processes (AV4020)
D2.) Apply advanced collaborative, professional and employability skills relevant to their own and related contextual practices. (AV4015)
D3.) Employ a proactive and self-reflective role in working and to develop professional relationships with others (AV4015)

B. Learning outcomes for the award of: **Postgraduate Diploma** (Requires 120 credits at Level 7)

For this Exit Award students should have attained the following learning outcomes:

A1.) Express a critical awareness of issues, debates and professional contexts in relation to their own creative practice (AV4015)
A2.) Formulate and develop a rigorous independent academic research project on a selected topic (AV4011)
A3.) Apply contextual understanding of production processes to a practical project (AV 4020)
A4.) Exhibit mastery in the exercise of intellectual abilities appropriate to film production. (AV4030)
A6.) Apply a wide spectrum of both primary and secondary research methods to a professional production project. (AV4050)

B1.) Deploy advanced film based production disciplines to professional moving image work (AV4020)
B2.) Demonstrate the ability to utilise advanced technology to aid production values and quality output (AV4035)
B3.) Work in professional, pre-defined contemporary production groups in an assigned capacity. (AV4035)
B6.) Produce a short narrative film of negotiable length to a professional standard suitable for public broadcast/screening.
B7.) Apply high standards of practical, technical skills and well-developed analytical skills and an ability to produce effective and imaginative work, meeting exacting criteria

C1.) Participate and engage with contemporary discourses, and articulate practice within a broader critical and theoretical context related to debates in their subject area (AV4010)
C2.) Critically explore current issues, research and contemporary practice (AV4010/30/40)
C3.) Proactively formulate ideas and to develop, implement and execute plans by which to evaluate these (AV4015)
C4.) Critically evaluate and document advanced, professional production processes (AV4020)
C5.) Critically evaluate, reflect upon and document advanced, complex professional production processes. (AV4035)
C8.) Deploy a range of professional writing skills, including narrative structures, styles and techniques relevant to the fiction or documentary format.

D1.) Demonstrate the ability to handle complex, technically challenging production processes (AV4020)
D2.) Apply advanced collaborative, professional and employability skills relevant to their own and related contextual practices. (AV4015)
D3.) Employ a proactive and self-reflective role in working and to develop professional relationships with others (AV4015)
D4.) Demonstrate the ability to handle complex, creative and technically challenging and unpredictable production situations. (AV4035)
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. Part one of 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 appeal this decision by following the Complaints Procedure

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
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.

Our drop-in service is available from 09:00-17:00, Monday to Thursday, 9:00-16:00 on Fridays. We offer CV and cover letter checks, careers information and can tell you about our full range of services. For more information come along and visit the team (in Foster building
near the main entrance) or access our careers and employability resources via the Student Portal.

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 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

   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

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. Where appropriate, we aim to respond to your feedback and let you know of our plans for improvement.

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 though 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;
4. 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 this course through the feedback you give. In addition to the on-going discussion with the course team throughout the year, there are a range of mechanisms for you to feedback about your experience of teaching and learning. 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 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 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.