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.
Contents

1 Welcome to the Course
2 Structure of the Course
3 Approaches to teaching and learning
4 Student Support
5 Assessment
6 Classification of Awards
7 Student Feedback
8 Appendices
  8.1 Programme Specification(s)
1. Welcome to the course

Dear Student

Welcome to the University of Central Lancashire. More specifically, welcome to your MSc in International Business and Management.

This is your guide to the MSc in International Business and Management Programme at the Lancashire Business School, University of Central Lancashire. We recognise that deciding to spend a year of your life investing in your personal and professional development by embarking on an MSc programme is an important commitment on your part. This guide has been designed to help you get the most from this investment. It aims to give you information on the aims and objectives of the MSc, the learning outcomes you will achieve, what you will be studying, how you will be assessed and more general information on how the MSc is managed and what we expect of you as students of the MSc, and what you can expect of us as the team of staff responsible for the MSc.

We are committed to do everything we can to make your studies and time with the University of Central Lancashire an enjoyable and worthwhile experience.

It is part of our University’s philosophy to involve students in the running of their courses as much as possible. Quite soon, therefore, you will be asked to nominate a representative to serve on the Staff/Student Liaison Panel (SSLP). So, perhaps at this early stage, you might like to be thinking about whether you personally would like to be a Student Representative. Whatever part you play in student life, I would like to take this opportunity to wish you success here at the University of Central Lancashire and to encourage you to strive to achieve your full potential.

We are committed to doing everything we can to make your MSc studies and time with the University of Central Lancashire an enjoyable and worthwhile experience. As Course Leader I shall be playing an active part in the day-to-day running of the programme and will be available to offer guidance and support as and when necessary. Please do not hesitate to contact me if you need help.

We offer you our best wishes for the coming months.

Bob

Bob Milward
Course Leader
1 Introduction to the course

Welcome to the MSc and to the Business School

Lancashire Business School (LBS) is a major international centre for postgraduate management education and development with a comprehensive range of programmes for potential and practicing managers.

Our mission is to ensure that through the consistent provision of high quality programmes and services we enhance competence and contribute to the achievement of managerial excellence.

The MSc Programme offers you the opportunity to gain the essential knowledge and skills of international business and management.

We seek to enable our graduates to gain a competitive edge in pursuing managerial and professional careers and to make an outstanding contribution to the performance of their employing organisations. We seek to enable our graduates to gain a competitive edge in pursuing managerial and professional careers and to make an outstanding contribution to the performance of their employing organisations.

Lancashire Business School currently has over 700 postgraduate students from across the UK and overseas thereby providing one of the largest centres of management learning in the UK. The Programme is well established and enjoys a considerable reputation amongst employer organisations in the private, public and voluntary sectors in the UK and overseas. LBS also has over 4000 undergraduate students and employs in total approximately 200 academic, administrative and technical staff.

What can we say by way of introducing you to the MSc Programme?

Firstly, it will involve you in a great deal of hard work. It will also challenge you. Some of these challenges will be very much along the lines

We would offer you the following as examples of the challenges you will face:

• to confront your own personal strengths and weaknesses

• to be prepared to share these insights with others in order for all of you to learn

• to reflect on your experience in order to develop an enhanced understanding of the principles of effective international business and management

• to master increasingly sophisticated and complex techniques and skills in order to address international business problems

• to work collaboratively with others in the learning process

• to make mistakes and to learn from such mistakes

• to have fun and to help others have fun too.
These last two challenges are often the most difficult to meet head on. Management is often regarded as ‘real serious stuff’, to quote management guru, Tom Peters. We believe that effective management development comes primarily from groups of individuals joining together with the common need and thirst to learn and to develop themselves.

The Programme offers you the opportunity to work in groups that are small enough to develop a supportive team culture but big enough to provide the necessary diversity of experience and expertise. During your time at LBS, you will also have the opportunity to work with and learn from other MSc students, both from the UK and from many other nations and cultures.

Working with others towards common goals will almost certainly be frustrating, annoying and, at times, painful. However, it will also be exhilarating, energising and satisfying.

We hope that these few words introduce you to something of our approach.

1.1 Rationale, aims and learning outcomes of the course

On successful completion of the MSc programme you will be able to demonstrate knowledge and understanding of the marketing and subject areas while placing these within a wider organisational and contextual framework. You will understand current issues and thinking along with techniques applicable to research in marketing. You will have both theoretical and applied perspectives and will be able to apply a range of specialist marketing skills to the organisations in which you as a marketing specialist may operate. Specific aims of the programme are:

• The MSc aims to provide you with a high quality postgraduate education in international business and management, of intrinsic worth that will enable you to achieve learning outcomes at an appropriate level for the award of a Masters degree of the University.
• The MSc aims to provide you with a learning experience which will enable you to enhance your career potential, personal and professional effectiveness, and performance in employment not just in the field of management in a wide range of organisations.

Upon completion of the Programme you should be able to demonstrate that you have achieved a number of key learning outcomes to a level appropriate for the award of a Master’s Degree from the University. These outcomes cover four areas: knowledge and understanding, marketing specific skills thinking skills and other skills relevant to employability and personal development. The demonstration of these learning outcomes to Master's degree level will lead to the award of the MSc International Business and Management. Specifically you need to demonstrate that you can demonstrate an ability in the following:

A. Knowledge and Understanding

A1. Communicate and understanding and critical evaluation of the body of knowledge and research relating to international business and management.

A2. Communicate a knowledge understanding and critical evaluation of business and management research methodologies and methods.
B. Subject-specific skills

B1. Collect and analyse information in order to synthesise it into a form that enables complex business management situations to be evaluated and addressed.

B2. Understand and be able to apply appropriate techniques and skills to allow detailed investigation into relevant business and management issues.

B3. Exercise judgement as to the appropriateness and potential value of concepts, models and paradigms to the understanding and management of business organisations in an international context.

C. Thinking Skills

C1. Engage in postgraduate level academic study and learning within the field of business and management.

C2. Undertake sustained and extensive research, with limited supervision, into a clearly defined topic within the field of international business and management.

C3. Design, manage and implement a process of personal learning and development which facilitates the enhancement of key personal, social and other transferable skills relevant to employment in an international business context.

D. Other skills relevant to employability and personal development

D1. Apply key personal, social, technical and other transferable skills relevant to employment within a management context, including communication, team working, and critical and creative thinking.

D2. Learn through reflection on your experiences on the programme in order to facilitate your personal and professional development.

1.2 Course Team

Your Academic Advisor for the course is Bob Milward who is also the Course Leader. The best method of contact is by e-mail or by arranging an appointment. Your Academic Advisor will monitor your attendance on the programme as a whole and will act as a guide for your academic studies. For extensions to academic deadlines students should contact Student Support Staff based at the Hub in Greenbank Building (to the left of the entrance).

1.3 Expertise of staff

The research interests of staff correlate with a wide range of marketing management themes. These include, brand development, consumer buyer behaviour, production and development in the electronic games market and internet marketing.
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
Course Administration Service 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.

Greenbank Building
Sport and Wellbeing
Management
Business
telephone: 01772 891992/891993
email: GreenbankHub@uclan.ac.uk

Allen Building
Medicine
Dentistry
telephone: 01772 895566
email: 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
email: HarrisHub@uclan.ac.uk

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

Computing and Technology Building
Art, Design and Fashion
Computing
Journalism, Media and Performance
Engineering
telephone: 01772 891994/891995
e-mail: CandTHub@uclan.ac.uk
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 will communicate with you by email please remember working hours are roughly 9am-5pm. Your tutors will all have times posted outside their offices which detail when they are available for drop in consultations with students, staff will not necessarily be in their offices at other times. You can email staff to see when they have free time to see you.

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 external examiner is Dr. Anna Tilba. Lecturer in Strategy and Corporate Governance, Director of Postgraduate Taught Programmes, Newcastle University Business School. 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 via blackboard. 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.
2. Structure of the course

2.1 Overall structure

The structure of your programme reflects the aims, objectives and learning outcomes. The MSc is divided into three Semesters. Semester 1 is completed between September and January and consists of a number of taught modules; Semester 2 is completed between January and May and consists of further taught modules and the early stages of your Masters dissertation; and Semester 3 is completed between May and the end of the first week in September when you complete your dissertation.

Within the Programme, modules come in different sizes: 10 credits, 20 credits and the 60 credit dissertation. Modules are also Level-rated to reflect their academic standing. Postgraduate programmes such as the MSc are made up of Level 4 modules. To gain the MSc you will have to successfully complete a total of 180 credits.

2.2 Modules available

The full list of options indicated may not all be delivered every year, and this may depend on how many students choose that particular option. When accepting your offer of a place to study on this course, you are accepting that not all of these options will be running. At (or before) the start of each year, you will have an opportunity to discuss your course and preferred options with your tutor. The University will do all it reasonably can to ensure that you are able to undertake your preferred options.

The modules in the programme are as follows:

Compulsory:

AC4904 Introduction to Multinational Finance 10 credits
MD4004 Business Environment 10 credits
MD4100 Strategy and International Business Management 20 credits
BU4101 International Labour Markets 20 credits
BU4103 Research Methods 10 credits
BU4991 Masters Dissertation 60 credits
MK4111 International Marketing Management 20 credits
MK4000 Personal and Professional Development 10 credits

Options (one from three):

MG4205 Principles of Project Management 20 credits
BU4104 Overseas Visit 20 credits
EC4003 The Economics of International Trade 20 credits
2.3 Course requirements

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. You are expected to undertake preparation for classes, reading and personal study for each module as well as assessment and class contact time.

For students where English is not their first language or where their degree has not been studied in the English language, a score of at least 6.5 on IELTS (or equivalent) is required.

International students must check their visa and immigration requirements, and English language proficiency requirements at
https://intranet.uclan.ac.uk/SearchCenter/Pages/Results.aspx?sq=1&k=english%20language%20requirements&s=All%20Content
http://www.uclan.ac.uk/international/index.php

As a student undertaking this course you are subject to the following codes of conduct:
http://www.uclan.ac.uk/study_here/assets/images/regulations-for-the-conduct-of-students-current.pdf

2.3 Progression Information

Discussions about your progression through the course will take place following feedback given to you about your work.

2.4 Study Time

2.4.1 Weekly timetable

Usually you will study the equivalent of three 20 credit modules per semester which is normally 9 hours per week over 13 weeks. However some modules are yearlong so you may study more in one semester than the other. Details of days, times and rooms are available by accessing your online timetable in the student portal.

2.4.2 Expected hours of study

Your personal study, assessment, preparation, and class contact time is expected to be the equivalent of 200 hours per 20 credit module.

2.4.3 Attendance Requirements

You are required to attend all timetabled learning activities for each module. Notification of illness or exceptional requests for leave of absence must be made to:
Student Support at Greenbank Hub.

If you are a full time international student then you have other responsibilities under the UK Border Agency (UKBA), Points Based System (PBS) - you MUST attend your course of
study regularly; under PBS, UCLan is obliged to tell UKBA 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 the required authorisation for leave of absence, do not respond to communications from the University and if you are absent for four weeks or more, you may be deemed to have withdrawn from the course. If this is the case, then the date of withdrawal will be recorded as the last day of attendance.

You can check your attendance record through myUCLan. Each time you are asked to enter your details on SAM you must remember that the University has a responsibility to keep information up to date and that you must only enter your own details on the system. To enter any other names would result in inaccurate records and be dishonest. Any student who is found to make false entries can be disciplined under the student guide to regulations.

3. Approaches to teaching and learning

3.1 Expertise of staff
You will be taught by a mixture of staff who have completed their doctorate degrees in a marketing management related area, and are active in research. Other staff may have expertise in teaching or management or a mixture of all of these. Many still maintain strong connections with the industry and most are members of professional Bodies including the CIM, Market Research Society & CIPR.

3.2 Learning and teaching methods
Students will be exposed to a range of teaching and learning strategies to support wider reading. These will include:

– Lectures: comprising a presentation of arguments in which the lecturer introduces new material or expounds on material already presented. Student participation is encouraged, in order to question the subject matter and contribute to short structured discussions. These may also be delivered online.

– Seminars: Lectures will be complemented by seminars and tutorials to provide the opportunity for student discussion; Discussions may also take place online through blackboard or synchronously through Adobe Connect.

– Case Studies: In addition to programme assignments incorporating the main elements of each subject, case studies are undertaken at specific stages in the programme. Case Studies provide an extension to assignments in that they are designed to allow students to explore and solve the wider aspects and implications of realistic problems.

– Group Work: students are encouraged to work in small teams to complete group exercises or solve particular problems.

– Audio-Visual: Students will be presented with material depicting current Businesses to provide a catalyst for discussion and analysis around current Marketing and public relations issues.

– Practical Workshops: providing students an opportunity to practice and develop skills whilst under direct supervision from teaching staff, for example in web-research and development.

– Attendance at Lancashire CIM Branch Events: we encourage students to attend at least one CIM event per semester. These will be notified to the student in week one of the programme.

– Independent Preparatory Work: Students are expected to complete written work to support each module.
Assignments: These may be theory or practice based assessments and full details will be given in the module information pack for each module. Students are also encouraged to draw on their own experience, both work and non-work to promote their own learning and that of others.

3.3 Study skills
The School and the course team support the development of study skills through additional support sessions available each week to all Post Graduate Students as well as regular progress tutorials. In addition to the development of study skills in each module, students will be provided with a range of online study skills materials in blackboard. These include essay writing, report writing, learning styles, effective reading, thinking skills, referencing and reflective writing. Students requiring additional advice are referred to WISER. International students are expected to attend additional support sessions run by the International study support team in LBS.

There are also a variety of services to support students and these include WISER https://intranet.uclan.ac.uk/ou/lis/Pages/WISER.aspx

LIS https://intranet.uclan.ac.uk/ou/lis

3.4 Learning resources
3.4.1 Learning Information Services (LIS)
Contact our subject librarians for help in finding resources to support your assignments and preparation in relation to Marketing Management topics.

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

3.4.2 Electronic Resources
You will find information at the back of your Module Information Packs which details which electronic resources are particularly useful for which modules. For example World Advertising Resource Centre WARC, an electronic database covering international communications campaigns and their aims and objectives.

3.5 Personal development planning
You will be supported in your PDP throughout the year long MK4117 module and the production of your portfolio right through to the dissertation process where you will consider PDP in your reflection.

3.6 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 been designed with employability learning integrated into it at every level. This is not extra to your degree, but an important part of it which will help you to show future employers just how valuable your degree is. These “Employability Essentials” take you on a journey of development that will help you to write your own personal story of your time at university:

• To begin with, you will explore your identity, your likes and dislikes, the things that are important to you and what you want to get out of life.
• Later, you will investigate a range of options including jobs and work experience, postgraduate study and self-employment,
• You will then be ready to learn how to successfully tackle the recruitment process. It’s your future: take charge of it!

**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

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

4. **Student Support**

Student support staff are available in Greenbank Hub and your course leader Dr Gillian Rodriguez is available to help discuss any problems you are facing.

4.1 **Academic Advisors**


4.2 **Students with disabilities**

Careers Adviser for Disabled Students and Graduates for a one to one appointment or telephone appointment. Contact Liz Bradley on extension 5858 or email futures@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/](http://www.uclansu.co.uk/) for full details on what we may be running in your partner institution.

5. **Assessment**

5.1 **Assessment Strategy**

The overall assessment strategy for the programme is coursework. A variety of assessment methods will be used and learners will be required to demonstrate their capabilities through written assessments (projects, reports and research articles), time constrained assessments, portfolio and presentations. A variety of summative assessments are used including essays, reports, practical projects and exercises, including case studies as well as individual and group oral presentations. Learners will also be provided with formative assessments including case study analysis, problem solving exercises short essays and market analysis reports. Formative assessment also includes presentation, short answers and discussions feedback usually in-class. For the final stage of assessment learners will conduct research into an area applicable to an organisation or
conduct desk-based research using secondary data. The research dissertation assesses how well learners can use cognitive and intellectual skills and complete a rigorous research study.

5.2 Notification of assignments and examination arrangements
Assignment briefs will be explained in class and stored on blackboard for reference. Assignment briefs include assessment criteria which gives you a good idea of what your tutor is looking for in your work and enables you to assess your fulfilment of assessment criteria before you hand in the work.

5.3 Referencing
Referencing should use the LBS system of referencing found at: https://v3.pebblepad.co.uk/v3portfolio/uclan/Asset/View/Gm3mmGk6sM3RgHZnjGfh7mm6pM

5.4 Confidential material
The privacy of company and personal information should be respected, this will come into play usually in the dissertation process when use of the University’s ethics form will be required.

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. Tutors will ask for written feedback or in some cases collaboration from you as to how assessments will progress. The inclusion of Adobe Photoshop training has come about through feedback from students who have gone on to look for work in digital marketing roles and identified this technical skill as important.

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

**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*

<table>
<thead>
<tr>
<th>1. Awarding Institution / Body</th>
<th>University of Central Lancashire</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Teaching Institution and Location of Delivery</td>
<td>University of Central Lancashire</td>
</tr>
<tr>
<td>3. University School/Centre</td>
<td>School of Business</td>
</tr>
<tr>
<td>4. External Accreditation</td>
<td>None</td>
</tr>
<tr>
<td>5. Title of Final Award</td>
<td>MSc in International Business and Management</td>
</tr>
</tbody>
</table>
| 6. Modes of Attendance offered | Full Time  
Part time |
| 7. UCAS Code | - |
| 8. Relevant Subject Benchmarking Group(s) | Business and Management (General)) |
| 9. Other external influences | None |
| 10. Date of production/revision of this form | March 2016 |
| 11. Aims of the Programme | |
| | • The MSc aims to provide you with a high quality postgraduate education in international business and management, of intrinsic worth that will enable you to achieve learning outcomes at an appropriate level for the award of a Masters degree of the University. |
| | • The MSc aims to provide you with a learning experience which will enable you to enhance your career potential, personal and professional effectiveness, and performance in employment not just in the field of management in a wide range of organisations. |
## 12. Learning Outcomes, Teaching, Learning and Assessment Methods

### A. Knowledge and Understanding

On successful completion of this programme a student will be able to:

A1. Communicate understanding and critical evaluation of the body of knowledge and research relating to international business and management.

A2. Communicate knowledge understanding and critical evaluation of business and management research methodologies and methods.

### Teaching and Learning Methods

Lectures, workshops, tutorials, seminars, plenary and small group discussion, case study analysis, background reading and research, guest speakers, group research tasks, dissertation.

### Assessment methods

Essays, reports, individual/group research tasks, presentations, tests/examinations, dissertation proposal and dissertation.

### B. Subject-specific skills

An ability to

B1. Collect and analyse information in order to synthesise it into a form that enables complex business management situations to be evaluated and addressed.

B2. Understand and be able to apply appropriate techniques and skills to allow detailed investigation into relevant business and management issues.

B3. Exercise judgement as to the appropriateness and potential value of concepts, models and paradigms to the understanding and management of business organisations in an international context.

### Teaching and Learning Methods

Lectures, workshops, tutorials, seminars, plenary and small group discussion, case study analysis, background reading and research, guest speakers, group research tasks, dissertation.
Assessment methods

Essays, reports, individual/group research tasks, presentations, tests/examinations, dissertation proposal and dissertation.

C. Thinking Skills

An ability to:

C1. Engage in postgraduate level academic study and learning within the field of business and management.

C2. Undertake sustained and extensive research, with limited supervision, into a clearly defined topic within the field of international business and management.

C3. Design, manage and implement a process of personal learning and development which facilitates the enhancement of key personal, social and other transferable skills relevant to employment in an international business context.

Teaching and Learning Methods

Lectures, workshops, critical study activities, individual and group investigations, reflective activities, preparatory research methodology lectures and workshops, followed by the planning and implementation of an individual postgraduate level research project with tutorial support from your dissertation supervisor.

Assessment methods

Individual and group reports; group reports; PPD assignment; critical review of research publications; tests/examinations; dissertation research proposal and a Masters dissertation.

D. Other skills relevant to employability and personal development

An ability to:

D1. Apply key personal, social, technical and other transferable skills relevant to employment within a management context, including communication, team working, and critical and creative thinking.

D2. Learn through reflection on your experiences on the programme in order to facilitate your personal and professional development.
<table>
<thead>
<tr>
<th><strong>Teaching and Learning Methods</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lectures, plenary and small group discussion, group presentations, group investigative tasks.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Assessment methods</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Essays, individual and group reports and oral presentations, case study analyses, tests/examinations, dissertation proposal, dissertation.</td>
<td></td>
</tr>
</tbody>
</table>
13. Programme Structures*

<table>
<thead>
<tr>
<th>Level</th>
<th>Module Code</th>
<th>Module Title</th>
<th>Credit rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>AC 4904</td>
<td>Introduction to multinational finance</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>MD 4004</td>
<td>Business environment</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>BU 4101</td>
<td>International labour markets</td>
<td>20</td>
</tr>
<tr>
<td>7</td>
<td>BU 4103</td>
<td>Research methods</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>BU 4991</td>
<td>Masters Dissertation</td>
<td>60</td>
</tr>
<tr>
<td>7</td>
<td>MK 4000</td>
<td>Personal and professional development</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>MD 4100</td>
<td>Strategy and international business</td>
<td>20</td>
</tr>
<tr>
<td>7</td>
<td>MK 4111</td>
<td>International marketing management</td>
<td>20</td>
</tr>
<tr>
<td>7</td>
<td>MG 4205</td>
<td>Principles of project management (O)</td>
<td>20</td>
</tr>
<tr>
<td>7</td>
<td>EC 4003</td>
<td>The Economics of International Trade (O)</td>
<td>20</td>
</tr>
<tr>
<td>7</td>
<td>BU 4104</td>
<td>Overseas visit (O)</td>
<td>20</td>
</tr>
</tbody>
</table>

14. Awards and Credits*

<table>
<thead>
<tr>
<th>Level</th>
<th>Module Code</th>
<th>Module Title</th>
<th>Credit rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MSc in International business and management</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Requires 180 credits at level 7</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Postgraduate diploma in International business and management</td>
<td>Requires 120 credits at level 7 (excluding dissertation)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Postgraduate certificate in International business and management</td>
<td>Requires 60 credits at level 7 (only from taught modules)</td>
</tr>
</tbody>
</table>

15. Personal Development Planning

A supported PDP process commences with a briefing during the MSc induction programme. There is a dedicated PDP half module (MK 4000) and students are expected to draw on this in terms of curriculum, teaching/learning/assessment strategies and the dissertation process. In addition they are guided towards the University’s learning resources website, personal tutor/PDP support sessions, and the University careers advice service.
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.

UK honours degree or its international equivalent (minimum lower second-class) or professional qualification deemed to be honours degree (II:2) equivalent. For students where English is not their first language, a score of at least 6.5 on IELTS or equivalent - information is updated regularly at [http://www.uclan.ac.uk/study_here/how_to_apply/international.php](http://www.uclan.ac.uk/study_here/how_to_apply/international.php)

17. Key sources of information about the programme

- Course Leader email: RMilward@uclan.ac.uk
- Course information available online [http://www.uclan.ac.uk/courses/msc_international_business_and_management.php](http://www.uclan.ac.uk/courses/msc_international_business_and_management.php)
- Information about The School of Business: [http://www.uclan.ac.uk/schools/business/](http://www.uclan.ac.uk/schools/business/)
- Information about the university [www.uclan.ac.uk](http://www.uclan.ac.uk)
- Open days and campus tours: [http://www.uclan.ac.uk/visit/index.php](http://www.uclan.ac.uk/visit/index.php)
- University Admissions: Admissions Team: UAdmissions@uclan.ac.uk
  
  International Admissions: IAdmissions@uclan.ac.uk
- Information about the city of Preston: [http://www.uclan.ac.uk/visit/about_preston.php](http://www.uclan.ac.uk/visit/about_preston.php)
### 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>Knowledge and understanding</td>
<td>Subject-specific Skills</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>A1</td>
<td>A2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LEVEL 7</td>
<td>AC 4904</td>
<td>Introduction to multinational finance</td>
<td>COMP</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>MD 4004</td>
<td>Business environment</td>
<td>COMP</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>BU4101</td>
<td>International labour markets</td>
<td>COMP</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>BU4103</td>
<td>Research methods</td>
<td>COMP</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>BU4991</td>
<td>Masters dissertation</td>
<td>COMP</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>MK4000</td>
<td>Personal and professional development</td>
<td>COMP</td>
<td>X</td>
</tr>
<tr>
<td>Course Code</td>
<td>Course Title</td>
<td>COMP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>--------------------------------------------------</td>
<td>------</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>MD4100</td>
<td>Strategy and international business</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MK4111</td>
<td>International marketing management</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MG4205</td>
<td>Principles of project management (O)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>EC4003</td>
<td>The Economics of International Trade (O)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>BU4104</td>
<td>Overseas visit (O)</td>
<td>X</td>
<td>X</td>
<td>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:

For each exit award available, list learning outcomes relating to the knowledge and understanding, subject specific skills, thinking, other skills relevant to employability and personal development that a typical student might be expected to gain as a result of successfully completing each level of a course of study.

Learning outcomes for the award of: postgraduate diploma (PGDip) in higher education, international business and management

B1. Collect and analyse information in order to synthesise it into a form that enables complex business management situations to be evaluated and addressed.

B2. Understand and be able to apply appropriate techniques and skills to allow detailed investigation into relevant business and management issues.

B3. Exercise judgement as to the appropriateness and potential value of concepts, models and paradigms to the understanding and management of business organisations in an international context.

C1. Engage in postgraduate level academic study and learning within the field of business and management.

C3. Design, manage and implement a process of personal learning and development which facilitates the enhancement of key personal, social and other transferable skills relevant to employment in an international business context.

D1. Apply key personal, social, technical and other transferable skills relevant to employment within a management context, including communication, team working, and critical and creative thinking.

D2. Learn through reflection on your experiences on the programme in order to facilitate your personal and professional development.

Learning outcomes for the award of: postgraduate certificate in higher education, international business and management
B2. Understand and be able to apply appropriate techniques and skills to allow detailed investigation into relevant business and management issues.

C1. Engage in postgraduate level academic study and learning within the field of business and management.

D1. Apply key personal, social, technical and other transferable skills relevant to employment within a management context, including communication, team working, and critical and creative thinking.

D2. Learn through reflection on your experiences on the programme in order to facilitate your personal and professional development.
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](http://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.