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 Head of School. This applies to the materials in their entirety and to any part of the materials.
1. Welcome to the course

We would like to take this opportunity to welcome you as you begin your course with the School of Social Work, Care and Community at the University of Central Lancashire.

The staff team are looking forward to working with you. We hope that you will actively engage with us, each other, service users, carers and agency staff during your ‘learning journey’. This student handbook will provide you with valuable information to enable you to participate in the course. It should be read in conjunction with the following documents:

- Module Information Packs

We hope you find the course stimulating and most importantly that it prepares you to demonstrate you are competent in your specialist area of practice. Working with people is endlessly rewarding and challenging and the development of your knowledge, skills and value base for practice is essential if you are to deliver high quality services to service users and carers. Academic study and learning from practice should allow you to demonstrate your specialist competence by the end of the course. Your experience will also ensure you understand the importance of ‘continuous professional development’ once you have completed the course.

We acknowledge there may be times when you may struggle with the complexity associated with developing your professional knowledge and skills in the context of the demands on your working lives. However we will offer you support and guidance in association with your employers to create a valuable and rewarding learning experience.

Finally, we acknowledge that you will bring a range of knowledge, experience and skills with you, which you can usefully build on through completing this course. We wish you every success over your period of study with us.

1.1 Rationale, aims and learning outcomes of the course

On completion of this course you will be awarded a PG Certificate in Substance Misuse, awarded by the University of Central Lancashire.
Course Aims: The programme will:

- Enable students to critically reflect on and review their professional development to facilitate enhanced performance and service delivery in substance misuse settings;
- Provide learning opportunities for students to critically reflect on complex challenges, current issues and new evidence-based practice research relating to substance misuse;
- Develop and enhance students’ capacity for critically evaluating key theoretical knowledge, law and policy in relation to substance misuse;
- Provide learning opportunities for students to develop and to enhance decision-making skills in complex situations associated with substance misuse allied social care and public health practice.
- Enable students to demonstrate self-direction and originality in tackling and solving problems, and act autonomously in planning and implementing tasks at a professional level;

What are the Learning Outcomes of the Programme?

A. Understanding and Knowledge

A1. Critically appraise the impact of problematic drug and alcohol misuse on individuals, families, communities and society.
A2. Critically examine the complexity of a holistic assessment and response to incidents of substance misuse with reference to current research.
A3. Critically analyse the impact of personal, professional and societal values on service provision.
A4. Assess and evaluate prevalence and trends of substance misuse both within a contemporary and historical context.
A5. Critically appraise key issues and debates associated with the development and delivery of drugs related policies and strategies.
A7. Critically analyse the range of factors associated with the development of substance dependence.
A8. Compare major approaches to treatment of substance misuse and their theoretical underpinnings.
A9. Analyse the implications of harm reduction and recovery models for the formulation of treatment approaches.

B. Subject Specific Skills

B1. Demonstrate a critical understanding of law and policy relating to substance misuse practice.
B2. Use professional judgement to employ a range of interventions: promoting independence, providing support and protection, taking preventative action and ensuring safety whilst balancing rights and risks. (links to Drug and Alcohol NOS (DANOS AB2))
B3. Critically analyse psychological, social, cultural, spiritual and physical influences on substance misusers, families and carers;
B4. Critically reflect on key themes of oppression and marginalisation and appropriate means to challenge such issues in their practice. (links to Health and Social Care NOS 33)
B5. Promote choice, well-being and the protection of all individuals. (Health and Social Care NOS 35)
B6. Develop and disseminate information and advice about substance misuse and health. (*Drug and Alcohol NOS (DANOS AB4)*)

B7. Decide on the applicability of treatment options to the needs of specific client groups (*Drug and Alcohol NOS (DANOS AF2)*) and contribute to care planning and review. (*Drug and Alcohol NOS (DANOS AG2)*)

C. **Thinking Skills**

C1. Demonstrate a critical awareness of current problems/new insights in their field of study/area of professional practice;

C2. Show originality in their application of knowledge;

C3. Demonstrate a comprehensive and critical understanding of the research process as it applies to their own (and others') work;

C4. Understanding of how knowledge boundaries are advanced through research; [*FHEQ Descriptor for a Higher Education qualification at level 7: Master's degree*]

D. **Employability and Personal Development Skills**

D1. Demonstrate the ability for independent study required for continuing professional development and lifelong learning;

D2. Demonstrate qualities needed for employment in complex and unpredictable environments where sound judgment, personal responsibility/reliability and initiative are required;


1.2 Course Team

The Course Leader for the PG Cert in Substance Misuse is:

Mike Blackmon; Senior Lecturer; ext 3466; room HA336; MObblackmon@uclan.ac.uk

1.3 Expertise of staff

The majority of the teaching staff in the School of Social Work, Care and Community have backgrounds as professionally qualified social workers, and thus bring a range of specialist practice experience to the programme. Other staff who are frequently engaged in post-graduate teaching include social policy experts, professorial and research staff, who also have a wide range of professional qualifications and experience. They are able to bring their insights and specialist knowledge of research studies to the post-graduate learning experience. Teaching staff are also engaged in knowledge transfer activities with partner agencies such as local authority children’s or adult services, which seek to improve understanding and implementation of current developments in social work practice.

Detailed summaries of the teaching and research interests of each member of staff can be found on the School of Social Work, Care and Community’s homepage: [http://www.uclan.ac.uk/schools/school_of_social_work/social_work_staff.php](http://www.uclan.ac.uk/schools/school_of_social_work/social_work_staff.php)

1.4 Academic Advisor

You will be assigned an Academic Advisor who will provide additional academic support during the programme. 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.

Matthew Graham will be your personal tutor unless advised otherwise.
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.

Brook Building
Community, Health and Midwifery
Nursing
Health Sciences
Social Work, Care and Community
telephone: 01772 891992/891993
e-mail: BrookHub@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.

E-mail and Blackboard are the usual means of mutual communication. As students on this course you may be working for substantial periods away from the university, communication via e-mail will be the usual method of contact. It will therefore be important to retain and contact tutors or the course team should you be having any problems associated with the course. The Administrative Hub will maintain basic contact information which must be updated when changes occur.

Good communication is a core principle of all social care practice and it is important that this underpins relationships in the School of Social Work, Care and Community between students and members of staff. The School has developed principles to guide students when communicating with staff members to achieve the most effective outcomes.

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 Sarah Galvani:
Professor of Adult Social Care
Manchester Metropolitan University
2. Structure of the course
2.1 Overall structure
This programme is offered on a full-time and part-time basis with flexibility afforded to students who wish to take a break between modules. It is possible to complete the full award within a period of one year (full-time) although some candidates may choose to study over 2 years (part-time). In order to ensure currency and validity of professional knowledge acquired during the programme, students are required to complete the course usually in a period not exceeding three years from start to completion.

To achieve a PG Cert in Substance Misuse you must pass 60 credits (3 modules). Students will receive a full module handbook for each module containing suggested reading.

This programme is delivered at the University Main Campus in Preston.

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.

CORE MODULES:

SW4722 – Substance Misuse: Social Impact and Practitioner Responses.
SW4723 – Substance Misuse: Assessing Prevalence and Evaluating Policy
NU4078 – Substance Misuse: Interventions and Treatments

2.3 Progression Information
Discussions about your progression through the course normally take place in February each year. 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
Students can access the full university academic calendar electronically on the university website. https://www.uclan.ac.uk/students/timetable.php

However, you should note that the academic calendar relates predominantly to undergraduate courses and the postgraduate courses vary in a number of respects. For confirmation of timetable and schedules please contact the course leader.
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 credit you need to achieve – this includes attendance at UCLan and time spent in private study. This course places greater emphasis on self-directed learning than you may have experienced at undergraduate level, we would suggest therefore that you allow yourself time to work independently to undertake sufficient reading and thinking to gain maximum benefit from the lectures and facilitated tutorials.

Contact hours vary across modules on this programme and thus an indication of the actual hours will be confirmed in each module handbook.

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 module or programme leader.

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.

Information about attendance will be shared with employers who sponsor your place on this course.

In instances where tutors use the attendance monitoring software SAM. 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
Detailed summaries of the teaching and research interests of each member of staff can be found on the School of Social work, Care and Community’s homepage: http://www.uclan.ac.uk/schools/school_of_social_work/social_work_staff.php

3.2 Learning and teaching methods
Our objective is to create an inclusive and stimulating academic experience in which you can develop your full potential through a teaching and learning strategy that reflects and complements the learning outcomes of each module.

Given that the course is essentially directed at mature students with academic and/or professional experience, the emphasis is upon a student centred approach that encourages independent learning. Mature and/or already practising professionals have much to contribute to the learning process and will be given space and time within the timetable to reflect and informally discuss their expectations, views and experiences.
The post graduate programmes use a range of teaching & learning methods which are designed to encourage and facilitate students’ ability to develop effective practitioner skills, in addition to meeting the required level of academic ability. Thus you can expect to engage with group work, presentations, and discussion in both large and smaller groups, lectures, seminars, eSkills activities, self-directed study and written work during the course of the programme.

Materials for lectures, seminars or other teaching sessions will usually be available on Blackboard, or will be sent to you prior to the event and you are encouraged to access and read this material as preparation for teaching. Academic staff and other contributors will usually provide reading lists to accompany each teaching session (in addition to the core lists provided in the module handbooks or the online reading lists). You get more from the course, and achieve higher marks, if you take the opportunity to extend your reading beyond the basic requirements.

3.3 Study skills
We recognise the course is demanding and acknowledge you need adequate support to enable you to progress successfully. Support is available from your personal tutor and from module leaders. There are a range of other University support systems, which you can access as you progress through your studies including: WISER [http://www.uclan.ac.uk/students/study/wiser/index.php](http://www.uclan.ac.uk/students/study/wiser/index.php)

3.4 Learning resources
3.4.1 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.

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

You are also encouraged to make use of the wealth of web-based material in your preparation for seminars and in the composition of your assignments.

Online Journals
Almost all the journals included in the module reading lists can be accessed free of charge via various databases that are available via the library’s web pages. These include EBSCO and SCOPUS, both of which provide full-text access to journal articles.

Blackboard
All of your modules should be available on Blackboard, which is the platform the University uses to deliver online content to assist you with your studies. Blackboard will typically be used as a means of getting information to you, whether this be announcements, extracts from key sources, module handbooks or lecture notes. Module tutors will inform you about how they use Blackboard when they are introducing their modules.

3.5 Personal development planning
Personal Development Planning (PDP) is intended to provide a process by which students can reflect on their learning and plan for their personal and career development. The primary objective of PDP is to improve each student’s capacity to understand what and how they are learning, and to review, plan and
take responsibility for their own learning. The programme supports this initiative. It is expected that students at Post-graduate level will already have acquired the necessary skills to plan and take responsibility for their own learning and development and hence will require a less formalised approach to PDP than undergraduate students. It is expected as a matter of course that students will retain copies of and reflect upon their feedback from assignments as a guide to future improvement and development. In conjunction with this, the course team will provide individual advice and discuss progress and future career or further study plans with students as a fundamental part of the tutorial role, and encourage students to make use of all of the University’s range of support services as and where appropriate. All students will graduate with a student transcript setting out details of their academic learning, which is generated by the university and will be provided at the end of the course.

Social Work practitioners: The programme will develop ways of enabling students to track and log their learning which can be used as evidence of their CPD record for maintaining registration with HCPC.

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. 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.

Careers [http://www.uclan.ac.uk/students/careers/index.php](http://www.uclan.ac.uk/students/careers/index.php)

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

4. Student Support

There are different forms of support available to you. Module tutors will provide you with academic support and guidance, as part of their teaching role and a member of staff will be appointed to act as your personal tutor for the duration of your course. Your personal tutor will provide you with a personal point of individual engagement. S/he provide individual support in relation to your programme of study, academic performance and progression, assist you in becoming familiar with University Services when appropriate, and act as a point of contact when your course has finished. The best way to contact staff members is by making an appointment by email or telephone.

4.1 Academic Advisors

At the beginning of the course you need to introduce yourself to your academic advisor, initially via email. Should any issues arise which impinge on your studies, your academic advisor is your first point of contact and will be able to offer you guidance and support.

4.2 Students with disabilities

If you have a disability that may affect your studies, please either contact the Disability Service - [https://www.uclan.ac.uk/students/health/disability_services.php](https://www.uclan.ac.uk/students/health/disability_services.php) - or let one of the course team know as soon as possible. With your agreement information will be passed on to the Disability Service.
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.

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.

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 key purpose of assessment is to provide you with the opportunity to demonstrate that you have met the learning outcomes for the course and achieved the standard required for the post-graduate award. Assessment is underpinned by the University Academic Regulations (see particularly section G, H and I) which can be accessed via the following link: [https://www.uclan.ac.uk/students/research/files/Academic_Regulations.pdf](https://www.uclan.ac.uk/students/research/files/Academic_Regulations.pdf)

A summary of the School's Assessment Strategy can be found in the School of Social Work, Care and Community's Assessment Handbook, a copy of which will be available on Blackboard. Please note that the academic regulations require that the pass mark for assessed work on post-graduate programmes is 50%. The Post-Graduate Assessment Criteria used by the school can be found in the assessment handbook and also at Appendix 8.2 of this course handbook.

5.2 Notification of assignments and examination arrangements
Requirements for individual assessments will be published in module handbooks and these should be read in conjunction with the Assessment Handbook. Please be advised that assignments should be submitted at the specified time and failure to adhere to this will result in the work being marked as late in accordance with the Academic regulation.

5.3 Referencing
The School of Social Work, Care and Community uses the Harvard referencing systems. It is crucial that you reference the source of all the material you use in your essay. For guidance on this, see the School of Social Work, Care and Community’s Assessment Handbook.

5.4 Confidential material
Students are reminded of the need to ensure that confidentiality is maintained in their written and verbal assessments. Guidance is given in the Assessment Handbook.

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.

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 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.

Module Evaluation Questionnaires (MEQs) are an important way to provide feedback and the course team make changes as a result of your comments so please do take time to reflect on and tell us about your learning experience.

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.
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>
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<tbody>
<tr>
<td>2. Teaching Institution and Location of Delivery</td>
<td>Preston Campus</td>
</tr>
<tr>
<td>3. University School/Centre</td>
<td>Social Work, Care and Community</td>
</tr>
<tr>
<td>4. External Accreditation</td>
<td>CPD Endorsement by The College of Social Work September 2014</td>
</tr>
<tr>
<td>5. Title of Final Award</td>
<td>Post Graduate Certificate in Substance Misuse</td>
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<tr>
<td>6. Modes of Attendance offered</td>
<td>FULL and PART-TIME</td>
</tr>
<tr>
<td>7. UCAS Code</td>
<td>N/A</td>
</tr>
<tr>
<td>8. Relevant Subject Benchmarking Group(s)</td>
<td>N/A</td>
</tr>
<tr>
<td>10. Date of production/revision of this form</td>
<td>October 2014</td>
</tr>
</tbody>
</table>
### 11. Aims of the Programme:

The programme will:

- Enable students to critically reflect on and review their professional development to facilitate enhanced performance and service delivery in substance misuse settings;
- Provide learning opportunities for students to critically reflect on complex challenges, current issues and new evidence-based practice research relating to substance misuse;
- Develop and enhance students’ capacity for critically evaluating key theoretical knowledge, law and policy in relation to substance misuse;
- Provide learning opportunities for students to develop and to enhance decision-making skills in complex situations associated with substance misuse allied social care and public health practice.
- Enable students to demonstrate self-direction and originality in tackling and solving problems, and act autonomously in planning and implementing tasks at a professional level;

### 12. Learning Outcomes, Teaching, Learning and Assessment Methods

#### A. Knowledge and Understanding

On successful completion of the programme students will be able to:

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<td>Compare the effectiveness of national and international drug related policy/strategies in reducing drug related harm in society.</td>
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<td>Analyse the implications of harm reduction and recovery models for the formulation of treatment approaches.</td>
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</tbody>
</table>

#### Teaching and Learning Methods

- Keynote lectures, seminars, tutorials, material for self-directed learning, e-learning, workshops will form part of university based learning provision;
- Reflective exercises considering application of knowledge to the practice setting will be utilised to develop reflective practice.
- Students will be encouraged to build on existing skills/develop new skills to consolidate their
Skills, values and knowledge will be developed through group discussions, group tutorials, presentations and practice learning opportunities.

The overarching teaching and learning strategy will enable students to develop cognitive skills which are appropriate to independent learning and postgraduate study.

Assessment methods

A range of assessment methods will be utilised across the course programme enabling the comprehensive testing of knowledge. Assessment methods include essays, presentations, oral examination, written examination, reflective writing and task based portfolio production.

B. Subject-specific skills

On successful completion of the programme students will be able to:

**B1.** Demonstrate a critical understanding of law and policy relating to substance misuse practice.

**B2.** Use professional judgement to employ a range of interventions: promoting independence, providing support and protection, taking preventative action and ensuring safety whilst balancing rights and risks. (links to Drug and Alcohol NOS (DANOS AB2))

**B3.** Critically analyse psychological, social, cultural, spiritual and physical influences on substance misusers, families and carers;

**B4.** Critically reflect on key themes of oppression and marginalisation and appropriate means to challenge such issues in their practice. (links to Health and Social Care NOS 33)

**B5.** Promote choice, well-being and the protection of all individuals. (Health and Social Care NOS 33)

**B6.** Develop and disseminate information and advice about substance misuse and health. (Drug and Alcohol NOS (DANOS AB4))

**B7.** Decide on the applicability of treatment options to the needs of specific client groups (Drug and Alcohol NOS (DANOS AF2)) and contribute to care planning and review. (Drug and Alcohol NOS (DANOS AG2))

Teaching and Learning Methods

- Keynote lectures, seminars, tutorials, material for self-directed learning, e-learning, work-shops will form part of university based learning provision.

- Reflective exercises considering application of knowledge to the practice setting will be utilised to develop reflective practice.

- Students will be encouraged to build on existing skills/develop new skills to consolidate their learning across the academic and practice fields;

- Skills, values and knowledge will be developed through group discussions, group tutorials, presentations and practice learning opportunities.

- The overarching teaching and learning strategy will enable students to develop cognitive skills which are appropriate to independent learning and postgraduate study.

Assessment methods

A range of assessment methods will be utilised across the course programme enabling the comprehensive testing of knowledge. Assessment methods include essays, presentations, oral examination, written examination, reflective writing and task based portfolio production.

C. Thinking Skills

On successful completion of the programme students will be able to:

**C1** demonstrate a critical awareness of current problems/ new insights in their field of study/ area of professional practice;

**C2** show originality in their application of knowledge;

**C3** demonstrate a comprehensive and critical understanding of the research process as it applies to their own (and others ) work;

**C4** understand how boundaries of knowledge are advanced through research;

[FHEQ Descriptor for a Higher Education qualification at level 7: Master's degree]

Teaching and Learning Methods
Keynote lectures, seminars, tutorials, material for self-directed learning, e-learning, workshops will form part of university based learning provision.

Reflective exercises considering application of knowledge to the practice setting will be utilised to develop reflective practice.

Students will be encouraged to build on existing skills/develop new skills to consolidate their learning across the academic and practice fields;

Skills, values and knowledge will be developed through group discussions, group tutorials, presentations and practice learning opportunities.

The overarching teaching and learning strategy will enable students to develop cognitive skills which are appropriate to independent learning and postgraduate study.

Assessment methods
A range of assessment methods will be utilised across the course programme enabling the comprehensive testing of knowledge. Assessment methods include essays, presentations, oral examination, written examination, reflective writing and task based portfolio production.

D. Other skills relevant to employability and personal development
On successful completion of the programme students will be able to:

D1. demonstrate the ability for independent study required for continuing professional development and lifelong learning;

D2. demonstrate qualities needed for employment in complex and unpredictable environments where sound judgment, personal responsibility / reliability and initiative are required;

D3. Critically reflect on their own learning.

Teaching and Learning Methods
Learning opportunities throughout the course will include lectures, seminar discussions and workshops. The Postgraduate Certificate will recruit students working in a range of disciplines and thus each student cohort provides opportunities for multi-disciplinary sharing and learning and each student cohort is encouraged to see itself as a de facto action learning set, providing opportunities for networking and for developing a wide range of transferable skills which are directly relevant to personal development and to employability.

Assessment methods
A range of assessment methods will be utilised across the course programme enabling the comprehensive testing of knowledge. Assessment methods include essays, presentations, oral examination, written examination, reflective writing and task based portfolio production.

13. Programme Structures*

<table>
<thead>
<tr>
<th>Level</th>
<th>Module Code</th>
<th>Module Title</th>
<th>Credit rating</th>
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<tbody>
<tr>
<td>Level 7</td>
<td>SW4722</td>
<td>Substance Misuse: Social Impact and Practitioner Responses.</td>
<td>20</td>
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<td></td>
<td>SW4723</td>
<td>Substance Misuse: Assessing Prevalence and Evaluating Policy</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>NU4078</td>
<td>Substance Misuse: Treatment Approaches</td>
<td>20</td>
</tr>
</tbody>
</table>

14. Awards and Credits*

PG Cert Substance Misuse
Requires 60 credits at level 6 above with a minimum of 40 at Level 7.

15. Personal Development Planning


Personal Development Planning (PDP) is intended to provide a process by which students can reflect on their learning and plan for their personal and career development. The primary objective of PDP is to improve each student's capacity to understand what and how they are learning, and to review, plan and take responsibility for their own learning. The programme supports this initiative. It is expected that students at Postgraduate level will already have acquired the necessary skills to plan and take responsibility for their own learning and development. It is expected as a matter of course that students will retain copies of and reflect upon their feedback from assignments as a guide to future improvement and development. In conjunction with this, the course team will provide individual advice and discuss progress and future career or further study plans with students as a fundamental part of the tutorial role, and encourage students to make use of all of the University's range of support services as and where appropriate. All students will graduate with a student transcript setting out details of their academic learning, which is generated by the university and will be provided at the end of the course.

Students who are also registered social workers will be supported to engage with this process from the start of their course and will track and log their learning in relation to the outcomes for qualified social workers of the Professional Capabilities Framework and to encourage a lifelong learning approach throughout their career.

16. Admissions criteria

- There is a standard benchmark of a first degree at 2.2 or above in a relevant subject, but non-standard entrants with suitable extensive work experience in the Substance Misuse field will be considered.

- International applications must have an IELTS score of a minimum of 7.0;

- Applicants will normally be practitioners in an area of public health and/or social care.

Programme Specifications include minimum entry requirements, including academic qualifications, together with appropriate experience and skills required for entry to study. These criteria may be expressed as a range rather than a specific grade. Amendments to entry requirements may have been made after these documents were published and you should consult the University's website for the most up to date information.

Students will be informed of their personal minimum entry criteria in their offer letter.

17. Key sources of information about the programme

- fact sheet
- UCLAN webpages
- School of Social Work, Care and Community website
## 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); Option</th>
<th>Programme Learning Outcomes</th>
<th>Knowledge and understanding</th>
<th>Subject-specific Skills</th>
<th>Thinking Skills</th>
<th>Other skills relevant to employability and personal development</th>
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<td>SW4723</td>
<td>Substance Misuse: Assessing Prevalence and Evaluating Policy</td>
<td>C</td>
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<tr>
<td></td>
<td>NU4078</td>
<td>Substance Misuse: Interventions and Treatments</td>
<td>C</td>
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**Note:** Mapping to other external frameworks, e.g. professional/statutory bodies, will be included within Student Course Handbooks
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

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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](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](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
couraged 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;
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.