

School of Computing & Mathematical Sciences
the University of Greenwich

in collaboration with

Daffodil Institute of IT

Student Handbook

BSc (Hons) Business IT (Top-Up)

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1	INTRODUCTION	4
1.1	Terminology	4
1.2	Duration of the Programme.....	4
1.3	Period of Registration	4
1.4	Programme Information.....	4
1.5	Contacting the School of Computing and Mathematical Sciences	4
1.5.1	Administrative Queries	4
1.5.2	Academic Queries – the Student Forum.....	5
1.6	Paying University Fees	5
1.7	Fees for Re-taking Assessments.....	5
1.8	Quality Assurance Visit by University Tutors	5
1.9	Counselling and Welfare.....	6
1.10	Programme Committees.....	6
1.11	Student Survey	6
1.12	Equal Opportunities	6
2	INFORMATION PROVIDED BY YOUR CENTRE	6
2.1	Link Tutor.....	6
2.2	Term and Semester Dates	6
2.3	Timetable and Other Information	6
2.4	How to Contact Staff at your Centre.....	7
3	REGISTRATION AT THE UNIVERSITY	7
3.1	New Students.....	7
3.2	Continuing Students.....	8
3.3	Withdrawal and Interruption of Study	8
3.4	Transfer between Programmes of Study.....	8
4	WHERE TO FIND INFORMATION ABOUT YOUR PROGRAMME	9
4.1	CMS Collaborations Web Site.....	9
4.2	University Student Portal	9

4.3	University of Greenwich Email Account	9
4.4	Using Banner	9
5	ASSESSMENT	10
5.1	Examinations.....	10
5.1.1	Special Arrangements	10
5.1.2	Use of Language Dictionaries	10
5.1.3	Coursework Assignments.....	10
5.1.4	School Requirements for Coursework Submission.....	10
5.1.5	Further Points Concerning Coursework Assignments	11
5.1.6	Coursework Grading	11
5.2	Regulations for Submitting Assessment Components.....	11
5.3	Non-Submission of a Project	12
6	YOUR RESULTS.....	12
6.1	Progression and Awards Board.....	12
6.2	Informing You of Your Results.....	12
6.3	Transcripts and Degree Certificates.....	12
7	ACADEMIC REGULATIONS GOVERNING UNDERGRADUATE AWARDS.....	13
7.1	Decisions Made at Course-level.....	13
7.2	Decisions Made at Programme Stage-Level.....	14
8	REASSESSMENT AND DEFERRED ASSESSMENTS	15
9	EXTENUATING CIRCUMSTANCES.....	15
10	APPEALS.....	15
10.1	Appeal against a Decision of Progression and Award Boards.....	15
11	COMPLAINTS	16
12	CHEATING AND PLAGIARISM	16
12.1	Reuse of Programming Code	17
12.2	Referencing Information taken from the Internet, Books, Journals, etc.....	17
12.3	Use of Multimedia	18

12.4	Using Other Project Reports as Templates	18
12.5	Poor Academic Practice	18
13	ACCESS TO RESOURCES AT DAFFODIL INSTITUTE OF IT	18
14	ACCESS TO UNIVERSITY ONLINE RESOURCES	18
14.1	Student Portal.....	18
14.2	OSCARS	19
15	DIVISION OF INSTITUTIONAL RESPONSIBILITIES	19
16	STUDENT RESPONSIBILITIES.....	20

1 Introduction

Welcome to the School of Computing and Mathematical Sciences at the University of Greenwich. The aim of this handbook is to give you information about your programme of study. Your programme will be taught locally but is the responsibility of the School of Computing & Mathematical Sciences (CMS) at the University of Greenwich.

1.1 Terminology

We refer to a University-validated course of study as a “programme” (not a ‘course’ as is also commonly used). The individual modules that make up your programme are referred to as “courses” (not ‘modules’ or ‘units’). This can be confusing to those who are not familiar with this terminology used by the University’s management information systems which is called ‘Banner’. Many universities around the world use the Banner management information system.

Each course has a credit rating of either 15 credits or 30 credits and is assigned a unique identification number within the Banner system (e.g. COMP1302 is the code for the Database Design and Implementation course). Each year of a programme is referred to as a ‘stage’ and consists of 120 credits. The final year of an honours degree for example, would be stage 3 because honours degrees in the UK are usually studied over three years in full-time mode.

1.2 Duration of the Programme

Top-up degree programmes are designed to be studied in full-time mode over a period of 12 months or in part-time mode over a period of 24 months. Students may not normally complete their study in less time than the normal duration of the programme. You may in exceptional circumstances, and with the approval of the CMS School, extend your programme of study.

1.3 Period of Registration

The maximum period of valid registration for the programme is three years if studied in full-time mode or four years if studied in part-time mode. This means that if you are a full time student then you will have a period of three years from the date of your registration on the programme in which to complete the programme. It does not mean that you can choose to vary the normal duration of the programme (12 months full-time and 24 months part-time). The three years is intended to allow for extenuating circumstances that might cause you to interrupt or defer your studies. You must apply to do this using the appropriate form (see section 3 and section 9 for further information).

You may apply exceptionally for an extension to the period of registration.

1.4 Programme Information

Programme specifications, programme structures, aims, learning outcomes and course details are contained in the programme document for each degree. Programme documents are published on the relevant programme page on the collaborations website.

1.5 Contacting the School of Computing and Mathematical Sciences

For all problems or queries relating to the programme, you should normally contact the Link Tutor at your centre; see Section 2 for details on how to do this.

1.5.1 Administrative Queries

Your Link Tutor is the first point of contact for all queries relating to your programme of study. If your Link Tutor does not have the answer to your query then he or she will contact the Collaborations Office in the School of Computing and Mathematical Sciences for advice and information. In the event that you are unable to contact your Link Tutor, you may contact the School’s Collaboration Office by email cms-collab@gre.ac.uk or by writing to the following address.

The University of Greenwich
School of Computing and Mathematical Sciences
Collaborations Office
Maritime Greenwich Campus
Old Royal Naval College
30 Park Row
Greenwich
London SE10 9LS
U.K.

1.5.2 Academic Queries – the Student Forum

You can use the Student Forum to contact the lecturers in the CMS School who are responsible for the courses that you are studying. You should use the forum in the same way as you would any forum that you subscribe to for information and help, and you should follow the same etiquette that is required on most forums. Postings on the forum will be moderated for breaches of etiquette.

When you post a query which is intended for a lecturer in the CMS School, an email to the lecturer will be sent automatically to that person. The lecturer will then access the forum and in due course, s/he will post a reply. If a reply is not posted within 5 days then please contact your Link Tutor who will deal with the matter. Please do not send emails to individual members of staff at the University, most of whom will not know about you, your centre or the programme that you are studying on (the University has 9 Schools and over 22,000 students). Please direct all emails to the CMS School's Collaborations Office at the above address in order that you query can be dealt with quickly and effectively.

You can also use the Student Forum to share ideas and communicate with students at other centres.

1.6 Paying University Fees

Your centre will collect the University's fees from you and pay them to the University. If you do not pay your fees to the centre or if for any reason the centre delays the payment of fees to the University after the invoice for them is received, then you may find that some normal services are withheld. If this happens and you have paid your fees to the centre, you should approach your Link Tutor and ask him or her to contact the Collaborations Office.

1.7 Fees for Re-taking Assessments

If you are unfortunate enough to fail a course assessment, a coursework assignment or an examination for example, then you will normally be allowed to re-take the failed item of assessment at the next assessment point in the programme (see Section 5 for information on assessment points). There is a standard administrative fee for each item of assessment that you retake. Currently, the following reassessment fees will be charged: £75 to retake a single item of assessment; £150 to retake a complete 15 credit course; £300 for a complete 30 credit course (e.g. the final project). Your centre will let us know whether you intend to retake any failed assessments at the next assessment point. The centre will collect your retake fee and pay this to the University on your behalf. Retake fees are payable in advance and are non-refundable.

1.8 Quality Assurance Visit by University Tutors

The CMS School undertakes to visit your centre once or twice a year in order to meet with the management, the teaching staff and of course, the students. This gives you an opportunity to meet and talk to one or more lecturers from the University who will be pleased to receive

your comments about the running of the programme at your centre and your experience on it.

1.9 Counselling and Welfare

The Course Coordinator at DIIT looks after the students of this programme. Please do not hesitate to contact him to seek help if you have any problems. You can meet him at his office room or contact him at cc.dn@diit.info for any query or help regarding this course.

1.10 Programme Committees

At your centre, a programme committee consisting of student representatives and academic teaching staff will normally meet at least once a semester to discuss the delivery of the programme. Issues that have arisen with the management and delivery of the programme such as staffing, library provision, computing resources etc. may be raised and discussed. Minutes of the meeting will be kept and students and staff will be informed of any actions taken as a result of these meetings.

1.11 Student Survey

You can share your experiences of your degree programme with us by taking part in the CMS student survey. The survey goes live on the Collaborations website in May each year and can be accessed via the online coursework submission system.

<https://cms1.gre.ac.uk/collaborativeprogrammes/students/courseworks/login.asp>

The short questionnaire takes only 5-10 minutes to complete and is anonymous. We value your feedback, which will help us to make improvements to our programmes and resources in the future.

1.12 Equal Opportunities

The University of Greenwich is committed to selecting and treating students solely on the basis of merit, ability and potential, and to the eradication of unfair and discriminatory practices.

The University's full equal opportunities statement can be found on our website.

<http://www.gre.ac.uk/governance/policy/equal-opportunities-statement>

2 Information Provided by Your Centre

2.1 Link Tutor

This is the person responsible for the delivery of the programme at your centre. Shamsuddin Ahammad, Course Coordinator is the Link Tutor. You can contact him over phone; email him for any query and meet him in his office room. His contact details are given below:

Phone: 9117205 ext 109

Mobile: 01678138578

Email: cc.dn@diit.info

2.2 Term and Semester Dates

For 2011-12 session, below are the Semester Start Dates:

Semester 1: 26th June 2011

Semester 2: 25th December 2011

2.3 Timetable and Other Information

You can find the latest copy of the times of classes or rooming information on DIIT website <http://www.diit.info/class-routine>. Please visit the website www.diit.info for the latest notices, news and other information.

2.4 How to Contact Staff at your Centre

You can contact the staffs at their respective desk. If they are not available you can contact them over phone or email. Below are some of the staffs who you need to contact for the mentioned purposes.

Name	Designation	Phone	Email	Purpose
Mohammad Nuruzzaman	Executive Director	01713493166	ed@diit.info	For any problems unsolved by other staffs
Shamsuddin Ahammad	Course Coordinator	01678138578	cc.dn@diit.info	Any kind of query and help for this programme
Md. Shahnewaz Mazumder	Manager, Finance & Admin	01713493165	mfa@diit.info	Fees & Payment related matters
Md. Zillur Rahaman	Senior IT Officer	01713493263	zillur_rahman@diit.info	For lab support
Jabadul Islam Bablu	Assistant Librarian	01713493265	bablu@diit.info	For library support

3 Registration at the University

3.1 New Students

As a new student, you will be registered according to the information that you give on your application form. This includes whether you are studying in Part-Time Mode or in Full-Time Mode. If you are not sure about the mode of study then please speak with your Link Tutor. The courses that are attached to your record in each semester are taken from the 'Provisional Study Plan' page of the application form. Once registered by the Student Records team at the University, a registration form containing details of your programme of study will be sent to your centre. You should check the form carefully, crossing through and amending any details that appear incorrectly, including details of the courses attached to your record, sign the form and return it to your centre to be sent back to the University.

IT IS IMPORTANT THAT YOU ARE ATTACHED TO THE COURSES THAT YOU INTEND TO COMPLETE WITHIN EACH SEMESTER. THIS IS THE INFORMATION THAT YOU GIVE IN YOUR PROVISIONAL STUDY PLAN

You will be expected to submit assessments for the courses detailed on your registration form in the semester indicated unless you formally ask for this to be changed before the start of an assessment period. The semester referred to on your registration form as term A covers the period July to December, term B January to June, term D the full academic year (September to June) and term L the full calendar year (January to December).

THE CONSEQUENCES OF NOT SUBMITTING ASSESSMENTS FOR COURSES THAT YOU ARE ATTACHED TO ARE DEALT WITH IN SECTION 5.

Changes to your programme of study can be made by completing a change of study plan by a set deadline each semester. You should ask your Link Tutor to approve any changes to your study plan and send it to the University for processing.

3.2 Continuing Students

All students must register at the beginning of each academic session, which in the UK runs from September to June. If your period of study will continue after August, your name will appear on a continuing registration form that will be sent to your centre. You must advise your centre which courses you will be taking in the new academic session, including any retakes, so that they can update the form and return it to the Collaborations Office before the end of September (the deadline at your centre may be earlier depending on term dates).

You should check that the correct courses are on your record in Bannerweb.

IF YOU ARE NOT REGISTERED BY 31ST OCTOBER EACH YEAR, YOU WILL BE AUTOMATICALLY WITHDRAWN BY THE STUDENT RECORDS OFFICE, AND YOU WILL BE UNABLE TO ACCESS ONLINE RESOURCES, OR TO SUBMIT COURSEWORK.

3.3 Withdrawal and Interruption of Study

If for some reason you cannot continue with your studies they you can formally withdraw from the programme. You should discuss this with your Link Tutor to ensure that this is the best course of action. Once you have withdrawn, you will not be allowed to join the programme at the point where you stopped studying.

'Interruption of study' is used when a student cannot continue with studies for a period time, but does not want to withdraw from the programme entirely. In this case, you would fill out a Withdrawal/Interruption form stating a date for the intended resumption of studies. For further information please access your Student Intranet.

Please note that a decision to interrupt studies or to withdraw from the programme will affect your fees and whether these can be refunded in whole or in part, or carried over until you resume your studies on the programme. If as a result of interrupting your studies, you exceed the permitted period of registration, then you may be required to re-register and additional fees may be charged.

YOU SHOULD ALWAYS DISCUSS INTENDED WITHDRAWAL OR INTERRUPTION OF STUDIES WITH YOUR LINK TUTOR.

3.4 Transfer between Programmes of Study

If you wish to change your mode of study, your centre of study or your academic programme, you should complete a Change of Student Details form and/or a Change of Study Plan form. Students transferring from one Approved Centre to another should have the form signed by the Link Tutor at each centre to authorise the transfer. Any transfer of study between Approved Centres is subject to approval from the School of Computing and Mathematical Sciences.

In particular, transfer to a different academic programme will be dependent on a student's qualifications and the courses completed on their current programme. All such transfers must be agreed by the Approved Centre and authorised by the School of Computing and Mathematical Sciences.

Students who have changed their name should complete the Change of Student Details form, enclosing proof of identity as evidence that the change of name is legal in their country of nationalisation. Address details can be changed in BannerWeb.

4 Where to Find Information about Your Programme

4.1 CMS Collaborations Web Site

Much of the day-to-day information that you might need during your studies can be found on the Student Intranet which is part of our Collaborations Web site. You can login to the Student Intranet here: <https://cms1.gre.ac.uk/collaborativeprogrammes> using the special username and password given to you by the Link Tutor at your centre. You will find information about each course syllabus, coursework assignments, examinations, and be able to download the learning materials provided for each course.

4.2 University Student Portal

As a student of the University of Greenwich, you also have access to all of the information provided for students by the University such as on-line library facilities, examination regulations and much more. To access this information you should login to the University Student Portal from the University's home page at <http://www.gre.ac.uk>. The link is currently in the 'My Greenwich' menu at the top of the home page. You will need to use the username and password that are printed on your registration document. (These are not the same as the ones for accessing the Student Intranet on the CMS Collaborations Web site). Your home web page on the Student Portal page has a number of tabbed pages that will provide you with services and information. Two very useful tabs are:

MY LEARNING

Includes information about:

- the University's Rules and Regulations
- Study Skills
- Using BannerWeb (see section 4.4 below)
- ... and more

MY LIBRARY AND I.T.

Includes information about:

- Online library resources
- Support for students studying remotely off-campus
- ... and more

4.3 University of Greenwich Email Account

When you register as a student with the University you automatically receive a University email account. You can access your email account from your Student Portal home page. Look at the row of icons at the top right-hand side of your home page and you should see an email icon. Note that your University email address will be <username>.gre.ac.uk where <username> is the username printed on your registration document.

4.4 Using Banner

BannerWeb provides you with access to view your student record, your grades and your personal information held in the University's Banner management information system. BannerWeb is accessed from the My Learning tab after logging in to the Student Portal. Services include:

- Update your postal address
- Update your email address
- Update your telephone number
- Update your emergency contact information
- View your personal details
- View details regarding the programme you are studying
- View your course grades

5 Assessment

5.1 Examinations

There are normally two assessment points in the year for the honours top-up degrees in Computing and in Business Information Technology, with examinations held in December and again in May/June. The arrangement for other top-up degrees may be different and you should confirm these arrangements with your centre and also via the School's Collaborations Web site.

It is your responsibility to ensure that you are aware of the examination dates. These are published on the School Collaborations Web site.

5.1.1 Special Arrangements

If you wish to apply for additional time in the examination because you have special needs arising from a disability, dyslexia or long-term medical condition, this must be done through formal channels and well in advance of the examination period. Information will be available from the Link Tutor at your centre, the Student Intranet and also from the Web site for the Student Centre Online.

Requests for special arrangements should be made, with supporting evidence, to the CMS Collaborations Office. If you are not certain as to your entitlement to assessment provision, then the Collaborations Office can contact the Disability and Dyslexia Team on your behalf, or if you prefer, you may contact the team directly. Entitlement forms are available from the CMS Collaborations Office or from the Disability and Dyslexia Team. Please contact the Collaborations Office for further details.

5.1.2 Use of Language Dictionaries

With effect from the 2009/10 academic session, the University no longer permits the use of translation dictionaries in examinations.

5.1.3 Coursework Assignments

Coursework assignments are downloaded from the School's Collaborations Web site – go to <https://cms1.gre.ac.uk/collaborativeprogrammes/> and login using the group username and password for students on the top-up programme at your centre. You will see the name of your centre and the title of the programme that you are studying. Click on the programme title and you will see all the courses for that programme along with the learning resources and coursework specification.

5.1.4 School Requirements for Coursework Submission

The CMS School provides an electronic system for students to upload their courseworks. Your tutors will be able to access your coursework assignments and after marking them, they will record their marks and any comments on your work using the electronic coursework system. You will be able to see the comments that they have made about the work that you submitted. Tutors in the CMS School will moderate samples of student work in order to

assure the quality of the overall coursework assessment process. For further information about using the on-line coursework submission system, click on 'Coursework Information' in the menu on the left-hand side of the page after you have logged in to the Collaborations Web site. Here is a brief summary of the information provided on the web site.

Uploading Coursework

You must upload your coursework on the date specified (e.g. Monday for COMP1305, Tuesday for COMP1306, etc.), **by midnight local time** (i.e. 12:00 a.m. in the country in which you are studying). You are advised to upload your work in good time; anything uploaded after the deadline will be treated as a late submission. This deadline will be strictly enforced. If you think that you have a valid reason for uploading work past the deadline then please discuss this with the Link Tutor at your centre and they will advise you whether to submit extenuating circumstances.

Uploading Past the Deadline

If you upload coursework within 14 days following the deadline then:

- if you submit an extenuating circumstances claim which is accepted, then you will not be penalized for uploading late and your final moderated coursework mark will be accepted
- otherwise your coursework will be marked and treated as a resit assignment and capped at the pass mark of 40%
- If you upload coursework more than 14 days after the deadline then it will not be marked, but you will be given feedback by your local course tutor. A mark of 0 will appear on your record.

Coursework Demonstrations

Please note that some courseworks may require you to give a demonstration of your work and this must be arranged with your course tutor.

5.1.5 Further Points Concerning Coursework Assignments

- You should aim to get your coursework in one week early. In other words you should plan for brief periods when a computing lab may not be available, or your printer at home breaks down, or your computer's hard drive crashes etc. You should keep backup copies of your coursework (and all your other work).
- Do not submit Extenuating Circumstances claims for trivial problems such as a last minute failure of your computer; these will be rejected. You should plan for these inconveniences.
- Under no circumstances can coursework be accepted for marking after the coursework has been returned to other students as you may gain an advantage from viewing their marked work.
- Please note that work submitted for one coursework assessment may not be submitted for any other coursework assessment.

5.1.6 Coursework Grading

Students' work on undergraduate programmes will normally be marked on a numeric scale of 0-100%.

5.2 Regulations for Submitting Assessment Components

Each course in a programme is normally assessed by a combination of examination and written assignment (coursework). The assessment strategy for each course is given in the course specification for that course. The course specification can be viewed and downloaded from the Student Intranet on the Collaborations Web site.

REGULATION 1: YOU MUST SUBMIT ALL THE ELEMENTS OF ASSESSMENT FOR A COURSE AT THE SAME ASSESSMENT POINT.

This means that you cannot decide to sit the examination at the end of the course and then submit the coursework in the following semester. If there is a reason why you cannot complete an item of assessment then you should submit extenuating circumstances and request to defer the particular item of assessment in question.

REGULATION 2: YOU CANNOT DEFER AN ELEMENT OF ASSESSMENT UNLESS YOU HAVE SUBMITTED EXTENUATING CIRCUMSTANCES WHICH HAVE BEEN ACCEPTED BY THE CMS SCHOOL.

See Section 10 for information about extenuating circumstances.

If you do not submit an item of assessment for a course at the time that you are due to be assessed in that course, and either you did not submit extenuating circumstances or your extenuating circumstances were rejected, then the Progression and Awards Board (PAB) will normally consider that you have failed the item of assessment and you will have the opportunity to retake it at the next assessment point.

If you think that you might have problems completing an assessment, then you should speak with your Link Tutor to discuss the best course of action.

5.3 Non-Submission of a Project

The project is a core course and every student is required to submit a project. If you do not submit a project within the normal programme of study submitted by the centre then the PAB would normally consider you to have failed the project. You would normally be permitted to submit the project at the next assessment point and this would be counted as a second opportunity (see Section 7.1).

In the event that you do not submit a project and have exhausted all your opportunities to submit a project then the PAB would normally decide whether an award could be made on the number of credits that you have passed.

IF YOU DO NOT ATTEMPT THE PROJECT THEN YOU CANNOT BE CONSIDERED FOR AN AWARD WITH AN HONOURS CLASSIFICATION.

6 Your Results

6.1 Progression and Awards Board

Your results are presented to a Progression and Awards Board (PAB) comprising academic staff from the CMS School and one or more External Examiners. The PAB will consider your results and reach an academic decision regarding the appropriate award to make. No other body is authorised to make these decisions.

6.2 Informing You of Your Results

Results Letters are issued by the University's Office of Student Affairs and sent to the School's Collaborations Office which then forwards them to your centre for you to collect. You can also view your results using BannerWeb (see section 4.4).

6.3 Transcripts and Degree Certificates

You will receive a transcript of your results at the end of each University Academic Session which is in July of each year. This is shown on the reverse side of your Results Letter.

If you have been awarded a degree then you will receive a degree certificate and final transcript confirming the award. Degree certificates are produced by the University's Conferments Office and sent to the School's Collaboration Office which then forwards them to your centre for you to collect.

7 Academic Regulations Governing Undergraduate Awards

The following is a brief overview of the assessment scheme which is described fully in the University of Greenwich Academic Regulations for Taught Awards which can be viewed on the University's Web site (see section 3.2 Student Portal – My Learning).

- The pass mark for all individual courses is 40%.
- You do not have to obtain a minimum of 40% in each individual assessment component of a course. The marks for individual assessment components are averaged using the weightings given in the course specification and provided that the overall average mark for the course is at least 40% then you will pass the course.

For example, if a course has one coursework with 50% weighting and one examination with a 50% weighting and a student has marks of 30% for the coursework and 60% for the exam then the overall course grade is $15\% + 30\%$ which is 45% and therefore a pass.

- You can fail up to a maximum value of 30 credits (i.e. two 15-credit courses or one 30-credit course) in the final stage of study and still be awarded an honours degree (dependent on your other grades).
- If you fail more than 30 credits but pass at least 60 credits then you may be eligible for a Pass degree award.
- If you do not attempt one or more courses then you will not have met the learning outcomes for the programme and therefore you cannot be awarded a degree. The PAB will record Fail decisions in the courses not attempted and an overall Fail Repeat decision for the programme of study.

Please note that award decisions made at examination boards are made on the basis of the marks that are presented to the examination board at that time, and a Board may take into account any additional information provided to it in support of mitigating circumstances on behalf of a student. Therefore, awards may not be made solely on the basis of the overall grade achieved by a student; other factors may be taken into account at the discretion of the Board.

7.1 Decisions Made at Course-level

A PAB will make decisions about whether you have passed individual assessment components and consequently whether you have passed the course. If you fail an assessment component you will normally be allowed to retake it. These sorts of decisions are recorded in the Banner information system using special indicators, some of which are shown below. The coding used depends on whether the decision is made at the end of the academic year or at an intermediate point in the year such as a PAB in January for example. Here are some of the codes most commonly used:

Intermediate decisions

DI – deferred item of assessment

RI – failed item of assessment

End-of-year decisions

DA – deferred item of assessment

DE – deferred course

FA – failed item of assessment

F1 – failed course

Deferred (DI/DA/DE) means that you will be allowed to take the assessment as though you are sitting it for the first time. The reassessment may apply to an individual item of assessment e.g. coursework or exam, or to the entire course. Deferred assessments are normally granted as a result of successful applications for extenuating circumstances to be taken into consideration.

Fail Assessment (RI/FA) means that you have failed one or more assessment components in a course.

Fail Course (F1) means that you have failed the whole course.

You must normally take an item of reassessment (RI/FA) at the next available opportunity. Therefore, where there are two assessment points in the year, for a failed coursework you must attempt the next coursework issued and for a failed exam you must take the exam again at the next assessment point. If you do not, then this will count as a second failure.

If you have failed a whole course (F1) then you may take the course again when it is next offered at your centre.

7.2 Decisions Made at Programme Stage-Level

Decisions about whether a student can continue on their programme of study are usually made at the end of an academic session. A student may have completed a stage of their study (e.g. the first year of a three-year undergraduate degree programme) in which case a decision is made as to whether they have passed that stage of study and may therefore progress to the next stage of study. A student may have completed the final year of an undergraduate degree in which case a decision is made as to whether a student has passed or failed their degree and if they can be awarded a degree a decision is made as to the classification of the degree e.g. upper second class honours. This is the case for a top-up degree.

Top-Up Degree

If a student is considered to have failed more credits than is permitted for a degree award to be made then they are considered to have failed the programme and the decision of Fail Repeat will be recorded.

Fail Repeat: A Fail Repeat (FR) decision is not normally given until a student has completed the full programme of study. In some cases however, a student may have failed too many courses before completion to be able to be made an award on completion. A Board would therefore make a Fail Repeat decision in order to inform a student of their failure at the earliest opportunity.

To retrieve the failure, you must attend and repeat the failed courses at the next opportunity when the centre runs that course. If you pass a failed course then you will be given the actual mark scored and the overall course mark will not be capped.

If you fail an assessment and you resit the assessment and then fail it again, you will **normally** be allowed only ONE further attempt to retrieve the failure. The manner of retrieval will be determined by the Progression and Awards Board. **Therefore (irrespective of the sequence of re-sits/repeat) students are normally allowed THREE attempts to pass an individual course.**

Fail: This decision means that you have no further opportunities to retrieve your failed courses and you will be required to terminate your study on the programme. You will be awarded the credit gained for any course that you have passed. **You may be failed of the programme if the PAB considers you to have made no academic progress, regardless of the number of attempts you have made at each course.**

NOTE: THE ABOVE IS A BRIEF SUMMARY ONLY AND YOU ARE ADVISED TO READ THE UNIVERSITY REGULATIONS CONCERNING TAUGHT AWARDS AND ALSO TO DISCUSS ANY QUERIES OR PROBLEMS WITH YOUR LOCAL TUTOR.

8 Reassessment and Deferred Assessments

- Reassessment for referred or deferred courseworks and/or examinations will normally take place at the next assessment point.
- Reassessment grades will not be capped at the pass mark (i.e. 40%)
- The University normally permits three opportunities to pass a course.
- Exceptionally, a student may be given a further opportunity to pass a course.
- A fee for reassessment will be charged for each item of assessment and for each attempt to pass a failed item of assessment.
- If a student fails the first reassessment then they will normally be required to retake the complete course which includes all the items of assessment for that course.

9 Extenuating Circumstances

Extenuating circumstances are normally defined as circumstances which are unexpected, significantly disruptive and beyond the student's control. You should inform the Link Tutor for your centre if you think that you have a good reason for poor performance in, or non-submission of, coursework or examinations, and you would like these to be taken into account. You will need to complete an Extenuating Circumstances form which can be downloaded from the Student Intranet. This must be signed by the Link Tutor and sent to the School's Collaborations Office. An email will be sent to the centre informing them of the decision made for each application for extenuating circumstances.

Please refer to the University website for further details about the University Academic Regulations concerning Extenuating Circumstances claims.

NOTE: FORMS WITHOUT DOCUMENTED SUPPORTING EVIDENCE WILL BE REJECTED.

10 Appeals

The University operates an Appeals Procedure, which applies in cases of dispute over the handling of an assessment, and in cases where you may be asked to withdraw from your programme because of unsatisfactory academic performance. Information on what constitutes grounds for appeal are given on the Web site for the Office of Student Affairs at <http://www.gre.ac.uk/students/regulations/appeals>

10.1 Appeal against a Decision of Progression and Award Boards

An Appeal against the decision of a Progression and Award Board may only relate to the following circumstances:

- (a) That there exist circumstances materially affecting your performance which were not known to the Progression and Award Board when its decision was taken, and which it

- was not reasonably practicable for the student to make known to the Board beforehand;
- (b) That there were procedural irregularities in the conduct of the examinations and/or assessment procedures;
 - (c) That some other material irregularity has occurred.

Please note that:

- You may NOT appeal because for example, you think that you did better in an exam than the mark awarded suggests.
- Please note that the CMS School will not undertake to remark coursework or examination scripts unless requested to do so by an Appeals Panel.

Students are advised to familiarise themselves with the full Regulations governing exclusions and appeals as approved by the University.

11 Complaints

The University's Student Complaints Procedure is designed to help you take up problems or complaints and to obtain a speedy response from the University to resolve your complaints. A large number of staff and the Students' Union have been involved with the setting up of this procedure. They will provide advice and guidance in relation to the procedure.

As a student you are likely to face a whole range of situations both on and off campus which demand your active problem solving skills. Most of the time you will be able to find solutions and this may involve talking to members of your College staff such as your programme Leader or other tutors who may in turn consult with staff at the University of Greenwich. You may also find it helpful to consult the Student Centre Online at <http://www.gre.ac.uk/students/regulations/complaints>.

NOTE: THE FORMAL COMPLAINTS PROCEDURE ROUTE SHOULD BE USED ONLY WHEN YOU HAVE EXHAUSTED ALL OTHER STRATEGIES FOR DEALING WITH PROBLEM SITUATIONS.

The University's Formal Complaints Procedure and the Regulations that govern them can be found at http://www.gre.ac.uk/students/regulations/complaints/formal_complaints_procedure_regulations

12 Cheating and Plagiarism

Cheating and plagiarism are considered to be academic offences and the School and the University will impose penalties on students who are found guilty of these offences.

Cheating includes: bringing unauthorised material into an examination, communicating with other students during an exam, or seeking to gain an unfair advantage in any other way.

Plagiarism is presenting somebody else's work as your own. It includes: copying information directly from the Web or books without referencing the material; submitting joint coursework as an individual effort; copying another student's coursework; paying someone else to do the work for you; stealing coursework from another student and submitting it as your own work. The person you copy from could be another student, a lecturer or someone outside the university.

It is the responsibility of every student to make sure that they understand fully exactly what constitutes plagiarism in order to avoid committing it even if inadvertently. There are many resources available for students to read that will help them to avoid committing plagiarism.

A document entitled “The Little Book of Plagiarism” is available from the Collaborations Web site. Students should familiarise themselves with the contents of this document.

The University’s Library and Information Services publishes information about plagiarism on their Web site which can be accessed through the My Library and IT tab after logging in to the Student Portal.

The university has purchased an education resource for learning about plagiarism, called PLATO (Plagiarism Teaching Online). This is an interactive resource which helps students to contextualise issues surrounding plagiarism and to learn how to recognise and avoid it. From the My Library and IT tab select ‘Progression in Information skills’ in the ‘Information Skills Training’ box (opens new window) and then under Course Tools (on the left) click on ‘Learning Modules’ and then click on ‘Bibliographic Citation and Avoiding Plagiarism’. Here you will find MANY resources covering referencing methods etc, (including quizzes and interactive activities) and amongst these you will see the item ‘PLATO’.

12.1 Reuse of Programming Code

In industry reuse of code is to be encouraged and both Web sites and books will provide numerous examples of code BUT you should realise that part of the purpose of doing a programming coursework is for you to develop your own skills. If most of your code comes from other sources then you will not be awarded a very high mark and also you will have learnt very little.

If however you choose to make use of other people’s code (including example code provided by your lecturer) then in order to avoid an accusation of plagiarism, you must annotate your listing identifying the lines of code which are not your own. You must clearly state their source e.g. name of author, page in the book that you have taken the code from, Web page address. Failing to reference work taken from other sources is a plagiarism offence and will be dealt with as such.

Note that you will be awarded more marks for the code you write yourself, than the code you use from others. Obviously if you copy the entire program from someone else (and reference the work) you will be awarded zero as you have not made a contribution to your coursework solution.

12.2 Referencing Information taken from the Internet, Books, Journals, etc.

Any text that is taken word for word from another source must be put in quotation marks. Even if you change some of the words or copy only part of a paragraph, you must still cite the source at the end of the included text and also give full bibliographic details of the reference, usually at the end of the piece of work that you have produced, e.g. an assignment or a report.

You may use ideas from various sources to construct an essay or a project report and these should be appropriately referenced as stated above. Copying large amounts of text from other sources would not be an appropriate answer for a coursework or project, paraphrasing the text in your own way is acceptable provided that references are given.

Please note that changing the odd word in a quoted paragraph will not exempt you from plagiarism charges if the majority of words are quoted. If an essay consists solely of ideas, phrases from other authors, then you will not achieve a good mark as there is no input of your

own. It is your ability to discuss ideas that will generally earn you the higher marks.

Full details on how to reference work can be found on the University's Library and Information Services Web site which is available through the Student Portal.

12.3 Use of Multimedia

In some cases such as multimedia production, you might wish to include photographs, music video clips etc. in your work. It is your responsibility to check the copyright situation. Please note that just because something appears on a Web page, it does not mean that you have the right to reuse it. In some cases it may not be possible to use the material under any circumstances. If you do have permission to use it then you must give due acknowledgement to authorship.

12.4 Using Other Project Reports as Templates

With so many student project reports now available both online and off-line, it can be very tempting to use another person's project report as a template for your own. This can range from simply copying the report organisation and chapter headings to copying paragraphs or other chunks of text, and even conclusions. If you do not acknowledge the sources of material that you copy then this is plagiarism. Even if you acknowledge all your sources, if you have copied a lot of material then much of your report could not be attributed to you as the author. In other words, you may not have actually written much yourself and therefore it would be difficult to award marks to you for just copying someone else's work.

12.5 Poor Academic Practice

The term 'poor academic practice' is used to distinguish between cases of intended plagiarism and cases where for example, material has been cut-and-pasted from the Internet and not acknowledged with a proper reference. In cases of poor academic practice, the copied material will be ignored and the work marked on the basis of what can be attributed to the author. Instances of poor academic practice will not be considered as assessment offences.

13 Access to Resources at Daffodil Institute of IT

Library Resources: DIIT library has all required text and reference books, journals, publications, magazines for the students. You can borrow books for a maximum of 7 days and note that some books or materials are only for use in the library; you cannot borrow them to take your home. Library is open on working day Saturday to Thursday from 9:00 am to 5:00 pm. If you feel that you need some particular books which are not currently available at the library, you should contact the Course Coordinator. He will take necessary steps. For the membership contact the librarian with your student ID card one passport size photograph of you.

IT Facilities: You can use the labs for doing practice, research or Internet browsing when they are free from the class schedules. You can have the lab schedule from the Course Coordinator so that you can use the labs when available for use. You can have the Wi-max Internet connection in your laptop in the campus for free. You just need to apply for the connection in the prescribed form available at the office of Systems Engineer.

14 Access to University Online Resources

14.1 Student Portal

The University's online facilities are accessed via the Student Portal. You can log in to the Student Portal from the University's home page at <http://www2.gre.ac.uk/>.

14.2 OSCARS

OSCARS (Off-Campus Services Contact and Remote Support) will provide support, advice and guidance on Library and Computing issues. The principal means of communication with off-campus users is via the *online support form* rather than email.

The OSCARS team have dedicated web pages that are accessible from the Off Campus Services page at <http://www.gre.ac.uk/ils/oscars/>.

If you wish to contact the OSCARS team then please do so via the *online support form* and not the oscars@gre.ac.uk email address. This ensures that the OSCARS team will have all the information that they need in order to be able to identify and respond to you straight away. This is especially important if the OSCARS team are sending out username/password details or if they have to forward the query on to other colleagues.

The online support form can be accessed in the following ways:

- via the Student Portal by using the Support for Remote Users channel on the Library & IT tab
- via the Contact Us link on the OSCARS web site www.gre.ac.uk/oscars
- or directly at: <http://www.gre.ac.uk/offices/ILS/ls/services/oscars/helpform>

15 Division of Institutional Responsibilities

The purpose of this section is to ensure that you have a clear indication of the Rules, Regulations and Policies you commit to as a student of the University. However, it is important for the University also to declare that it fully recognises the responsibilities and powers of the home (collaborating) institution where you have elected to study. Therefore we ask you to note the following division of institutional responsibilities:

1. The University of Greenwich is responsible for the maintenance and revision of the University Student Charter.
2. The University of Greenwich is responsible for the maintenance and revision of the Academic Regulations. Suspected academic offences will be pursued in accordance with the University's procedures.
3. If you wish to make an Academic Appeal, you should do so in accordance with the University procedures set out in this document.
4. If you wish to make a complaint about the quality of the other services you receive, you should do so using the procedures set down by your *home* institution.
5. If you wish to lodge a grievance, about the actions of another student or students, you should do so using the procedures set down by your *home* institution. The codes of conduct which apply are those which operate within your *home* institution. This includes conduct in the library, computer services, health and safety and sickness policy. In the event of disciplinary action, this will be pursued in accordance with the procedures set down by your home institution.

In summary, matters relating to codes of conduct, complaints, grievances and discipline are pursued in accordance with the procedures set down by your home institution and not those set down by the University. All academic matters operate in accordance with the University's regulations and procedures.

16 Student Responsibilities

It is your responsibility to:

1. Keep your college informed of any changes in correspondences regarding contact number, correspondence address, e-mail address etc.
2. Keep yourself informed of the timetable, examination dates, and both the coursework and project submission deadlines.
3. Find out your results and make sure that you receive written confirmation.
4. Keep all paperwork sent to you in a safe place.
5. Keep copies of all your coursework submitted.