

2018/2019 Undergraduate Course Handbook

# Professional Diploma Leisure Retail Management

School of Events, Tourism and  
Hospitality Management

PDLRM



LEEDS BECKETT UNIVERSITY

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# 1 Welcome to the Course

## 1.1 Message from the Dean of School

It gives me great pleasure to welcome you to the School of Events, Tourism and Hospitality Management. **Our School's mission is to inspire and educate the events, tourism and hospitality leaders of tomorrow so that they can make a positive difference in the world.** This guides what we do: from what we teach to how we teach; from the topics we think we should research to how we share the results of our endeavours. In trying to live up to our aspiration, we encourage critical thinking and a spirit of questioning among students and staff, and promote stakeholder engagement with those who share our ambitions to improve the world through events, tourism and hospitality education and research.

We claim a degree of success in this as is illustrated by Conference News' recent announcement that five of our alumni are part of their current (2018) 30 under 30 list of future senior events leaders and three of the eight 2018 finalists in The Caterer's Young Guns competition are current students.

My colleagues and I look forward to helping you gain the skills and knowledge associated with developing a career in your chosen field. You are joining an award-winning School. In 2017, we were awarded 5 stars by QS World University Rankings (the highest ranking available) and have been deemed a Centre of Excellence by several national and international industry bodies. Our students win national awards regularly. We are very proud of these achievements and hope that you will be too.

Our intention is to provide you with a top class education that will enable you to join the labour market and prosper or to go on to further study at the highest levels. You, of course, need to play your part. We have high expectations of you; use your time wisely and you will benefit enormously. Make great new friends, learn a lot, and grow as a person. I am also hoping that you will become a proud member of our alumni network so that we continue to collaborate long after you started your education with us. In the meantime, enjoy your studies!

**Professor Rhodri Thomas** – Dean – School of Events, Tourism and Hospitality Management

## 1.2 Message from your Course Director

This handbook provides you with information that you will need on your course. You should find it helpful when you first start, when you are preparing for assessment and at any time that you need help or advice in connection with your studies here. Each module you study on your course will have its own section on My Beckett, your portal to online learning.

The course team is looking forward to working with you this year and we hope that your time studying with us at Leeds Beckett University is both enjoyable and successful. Use the experience of team and ask us as many questions as you want. Talk to us in class and build that relationship from the very start.

To get the most out of the course please engage in as many opportunities as you can. The team have a vast amount of contacts both nationally and internationally and we use these to provide you with unique experiences. These become your stepping stones into a career in Hospitality Management.

On behalf of our University and the whole course team I would like to wish you well in your studies.

**Dr Alexandra Kenyon**

Course Director, Hospitality Management

### 1.3 Academic Calendar and Timetable

Our standard student academic calendar is summarised below. Specific dates will be provided to each student during group inductions:

Week Commencing Monday	Student Calendar
20.08.18	
27.08.18	Bank Holiday 27.08.18
03.09.18	
10.09.18	
<b>17.09.18</b>	<b>Student Welcome and Induction Week</b>
24.09.18	Semester 1 Teaching Starts
01.10.18	
08.10.18	
15.10.18	
22.10.18	
29.10.18	
05.11.18	Contact Disability Advice by 09.11.18 for reasonable adjustment relating to S1 exams
12.11.18	
19.11.18	
26.11.18	
03.12.18	
10.12.18	
17.12.18 - 04.01.19	Christmas Break
07.01.19	Formal Examinations Period
14.01.19	Formal Examinations Period
<b>21.01.19</b>	<b>Student Welcome and Induction Week</b>
28.01.19	Semester 2 Teaching Starts
04.02.19	
11.02.19	
18.02.19	
25.02.19	
04.03.19	Contact Disability Advice by 08.03.19 for reasonable adjustment relating to S2 exams
11.03.19	
18.03.19	
25.03.19	
01.04.19	
08.04.19	
15.04.19 – 26.04.19	Easter Break
29.04.19	
06.05.19	Formal Examinations Period & Bank Holiday
13.05.19	Formal Examinations Period
20.05.19	
27.05.19	Bank Holiday 27.05.19
03.06.19	
10.06.19	
17.06.19	
24.06.19	
01.07.19	
08.07.19	
15.07.19	
22.07.19	
29.07.19	
05.08.19	

12.08.19	
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Full details of this and future standard student academic calendars are available at:

[www.leedsbeckett.ac.uk/about-our-university/term-dates](http://www.leedsbeckett.ac.uk/about-our-university/term-dates).

Once you have enrolled, you will have a student login. You can find timetable information by following the link to the Timetabling web page:

[www.leedsbeckett.ac.uk/studenthub/timetabling](http://www.leedsbeckett.ac.uk/studenthub/timetabling)

## 1.4 Key Contacts

You will be encouraged to take ownership of your own learning and development with appropriate systems being maintained to track students throughout their programme of study. To support this process, you will have access to:

An **Academic Advisor** who is responsible for pastoral care, developing study skills and general academic guidance; The **Course Director** for course advice or information; **Personal Tutors** for specific advice regarding your WBAs or any other issues; **A Course Administrator** at each level for administrative guidance, support and assistance.

### Course Director

The Course Director is responsible to the Head of School for overseeing the operational management of the courses on a day-to day basis in collaboration with the Course Team, Administrators and Module Leaders, in accordance with the University's Academic Principles and Regulations. It is my job therefore to ensure that everything is in place to ensure you get the very best learning opportunities throughout your time at Leeds Beckett University.

Please let me know immediately if you feel that this is not the case. My contact details are:

#### **Dr Alexandra Kenyon**

Macaulay Hall Room 512

My email is: [a.kenyon@leedsbeckett.ac.uk](mailto:a.kenyon@leedsbeckett.ac.uk)

Tel: 0113 812 4930

## Academic Advisor

Your Academic Advisor will be the assigned mentor from the course team. Students are teamed up with a University mentor who will support you with your Work Based Assignment and Business Plan.

In line with the University's expectations the programme operates a Personal Tutor system. All students are allocated to a personal tutor/mentor who is the first point of contact for non-academic/module related pastoral support. Students enrolled on the programme will be supported throughout their studies by personal tutors and the course team. All students will also have access to:

- The personal tutor on a weekly basis.
- Course Leader support, advice and information (as appropriate);
- Administrative staff for administrative support, guidance and assistance

In addition all students will have access to a mentor for JD Wetherspoon who will support you with your studies in the work place.

## Course Representative

Course Representatives are student volunteers who represent your views at course-level, in course forums and in meetings with academic and support staff. Details about being a Course Representative are available at [www.leedsbeckett.ac.uk/studenthub/course-representatives.htm](http://www.leedsbeckett.ac.uk/studenthub/course-representatives.htm). The Students' Union oversees Course Representatives and more information is available at <https://www.leedsbeckettsu.co.uk/studentvoice/coursereps>

## Course Administrator

Your Course Administrator looks after your course. They do all the administration to ensure that your course runs smoothly. If you have a query about your course, your Course Administrator is usually the best person to ask first. Your Course Administrator is:

### **Tom Greasley**

Macaulay Hall Room G02

Email: [hospitalitycourses@leedsbeckett.ac.uk](mailto:hospitalitycourses@leedsbeckett.ac.uk)

Telephone: 0113 812 1824

### Academic Librarian

Library staff are always happy to help with any Library or student IT queries you have via their 24/7 enquiry service (which includes online chat):

[http://libguides.leedsbeckett.ac.uk/contact\\_us](http://libguides.leedsbeckett.ac.uk/contact_us)

Your Academic Librarian is:

#### Laurence Morris

Email: [L.D.Morris@leedsbeckett.ac.uk](mailto:L.D.Morris@leedsbeckett.ac.uk)

Tel: 0113 812 21102

Laurence offers one-to-one appointments, and can assist you with finding information for your assignments, evaluating information and referencing.

Subject-specific Library guidance and recommended resources are available here:

[http://libguides.leedsbeckett.ac.uk/schools/events\\_tourism\\_hospitality](http://libguides.leedsbeckett.ac.uk/schools/events_tourism_hospitality)

## 1.5 Keeping in Touch

Academic and administrative staff at our University use your student email address to contact you. It is important that you check this account regularly. You can forward emails from your student email address to a preferred personal email address, however, quarantine and spam filters needed by our University mean that emails sent from external email addresses may be delayed, blocked or deleted. **It is therefore important that your student email address is the only email address that you use to contact University staff.** Information on how to access your student email address can be found on the Student IT Support Pages (<http://libguides.leedsbeckett.ac.uk/mybeckett/emailtimetable>).

Please monitor MyBeckett and your student e-mail address for announcements.

For each module, the Module Handbook will include the preferred method of communicating general information about that module to you.

**Please make sure that you inform your Course Administration team whenever you change your address and contact details.** It is important that you also update your records yourself. You can do this via the My Account/Update my Data tab on MyBeckett. This will ensure we can always contact you in an emergency, and that you receive any important University communications that we may need to send you.

## MyBeckett

MyBeckett, the portal and virtual learning environment provides:

- access to your modules and timetables;
- your reading lists and email account;
- your personal storage area on our University IT servers;
- information on where to look for academic or personal support (Support tab);
- information on opportunities such as jobs, careers, part-time work, placements and volunteering (Opportunities tab)

Further information and support for using MyBeckett can be found on the MyBeckett Support Pages (<http://libguides.leedsbeckett.ac.uk/mybeckett/guides>).

## 1.6 Working in Partnership

We are committed to working in partnership with you and the Students' Union to provide you with an inclusive, safe and engaging learning environment which is conducive to study for all our students and our staff. An important element of your time studying with us is your engagement in developing your learning. Your engagement and attendance on your course enables you to further your learning and supports your achievement, course completion and aspirations for the future. There is an expectation that students will attend, engage in their learning and submit for assessment. We provide support for you to

maximise your time studying with us and to develop your learning, skills and abilities to support you in your chosen career path.

We seek active participation by all our students in the continuous enhancement of our courses and through our monitoring, annual review and enhancement processes. These are formal processes used by our University for assuring the academic standards and quality of your course and its continuous improvement. These processes utilise your feedback, External Examiners' reports, feedback from staff and others, data relating to student outcomes on the course and student surveys to reflect on areas of good practice and areas for further enhancement. We invite all students to participate in a range of opportunities to provide us with feedback on your course and modules. This may include discussions with staff, focus groups, and meetings (e.g. with Course Representatives or with staff) and formalised student surveys e.g. mid module reviews, end of module evaluations and specific course or other surveys such as the Student Barometer, National Student Survey and Destination of Leavers in Higher Education Survey. We utilise the outcomes of these surveys to benchmark our courses nationally and to inform annual course enhancements.

Informal feedback is also welcome at any time either via your Academic Advisor or module tutor or via your Course Representative. Our partnership with you enables us together to make the most of your learning experience with us and to enhance the quality and reputation of your course. You can find out what actions have been taken in response to your feedback through your Course Representative, the Students' Union, your tutors or through the Library.

## **1.7 Course Representatives**

You have the opportunity of becoming an elected Course Representative working in a voluntary capacity with students, the Students' Union, the Course Director and members of the course team and our University. The Course Director, working in partnership with our Students' Union, enables the process for election and appointment of Course Representatives. The Students' Union provides training and development for Course Reps and supports their engagement in enhancement activities. Being a Course Representative

provides an opportunity for you to enhance your own learning and the development of relevant professional and employability skills in parallel with your studies.

As a Course Representative you would play an important role in:

- acting as a point of contact and advocate for students on your course and in supporting their active engagement;
- gathering feedback from students on your course to inform further enhancements to the quality of your course and the student experience;
- enabling dialogue and good communication between students and staff on the course;
- working with the Course Director, members of the course team and the Students' Union to enhance your course;
- facilitating and engaging in meetings about your course; and
- being an ambassador for your course.

Further details about Course Representatives are available on the Students' Union web site, on the Students web site and in our University's Academic Regulations.

## **2 Studying on this Course**

The programme specification and Pub Academy handbook provide you with a concise description of your course's aims and objectives and how you will be taught and assessed to achieve the required learning outcomes. It includes information on course structure and the maintenance of academic standards.

### **2.1 Course Specification**

The Course Specification is a concise description of your course's aims and objectives and how you will be taught and assessed. The Course Specification can be found on the online course finder; just search for your course title here <https://courses.leedsbeckett.ac.uk/>

## Course Structure

The course structure outlines the modules that will be delivered on this course. Full details of the structure for this course can be found in the Course Specification.

## Course Learning Outcomes

All courses are benchmarked against the Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies (FHEQ-DAB). The FHEQ-DAB can be viewed on the Quality Assurance Agency website: [www.qaa.ac.uk](http://www.qaa.ac.uk). For more details on the Course Learning Outcomes specific to this course please view the Course Specification.

## Module Information

The University has invested in more web-based solutions to make it easier to engage with our module evaluation process. We have embedded an easy link within your MyBeckett Module Content to take you to your personal 'My Survey Dashboard'. From within your MyBeckett module content you are only two clicks from your latest online module evaluation.

For detailed information about the modules on this course please refer to the Module Handbooks.

## 2.2 Course Resources

The programme specification specifies the physical and online resources available to students on this course.

## 2.3 Skills you will Gain during the Course

### Skills Developed

Informed by the demands of the workplace, skills such as creative thinking, teamwork, problem-solving and clear communication will be tested and assessed in assessments that are themselves contextualised by and designed to reflect the demands of JD Wetherspoon. We will seek to prepare students by developing and assessing applied knowledge and learning in the guise of those skills, knowledge areas and competencies identified as the

ones most sought after by industry. Many of these skills are linked to the development of Graduate Attributes which are assessed as part of the course

### **Additional Activities/Recognition**

You will have opportunities to gain recognition during your time at Leeds Beckett University for the extra activities you do in addition to your studies, including volunteering, student societies, playing in our University sports teams and being a Course Representative.

## **2.4 Graduate Attributes**

There are three Graduate Attributes for Leeds Beckett University and these are tailored to suit your course. The three attributes you should achieve by the end of the course are for you to be digitally literate, have a global outlook and for you to be enterprising. Learning about these attributes and being assessed on them as part of your modules will provide you with capabilities which are essential for your future career and wider life as you move on from your studies here. You will be formally assessed on all the attributes. For more information on graduate attributes please visit

[https://skillsforlearning.leedsbeckett.ac.uk/local/graduate\\_attributes/category\\_homepage.shtml](https://skillsforlearning.leedsbeckett.ac.uk/local/graduate_attributes/category_homepage.shtml)

All graduates from our University will be enterprising, digitally literate and have a global outlook. These three graduate attributes are developed with specific, appropriate emphasis in each course and you will be assessed about each of them at every academic level. They will provide you with capabilities which are essential for your employability and wider life as you move on from your studies here. A summary of how the development and assessment of graduate attributes for this course are provided in the programme specification

## **2.5 Work-Related Activities and Employability**

The Course Specification outlines what work-related activities are associated with this course.

As students on the course will be currently employed in JD Wetherspoon they will be encouraged (and required) to base their learning around application of ideas to their 'real

world' context. In particular all assessment will be work based and involve reflection on the implementation and impact of programme learning into the workplace.

The growth in the hospitality retailing managed house sector was identified earlier in this document. Learning and development plays a key role in managing this growth and this Professional Diploma in Leisure Retail Management is refocused with this in mind.

The proposed programme of study is to take managers with previous experience in the hospitality retail sector and to develop their knowledge and additional skills to equip them to operate at a more strategic level. In order to do this the Professional Diploma Leisure Retail Management is a vocational award that works directly with JD Wetherspoon providing the necessary skills to support professional staff develop in the context of leisure retail management. There are three themes which make up the core elements of the programme for the Professional Diploma Leisure Retail Management: managing People, Driving sales, Improving standards. The programme is developed with assessments which are clearly applied to the nature of the operation within which the learner is based. The learner will be required to complete assessments which utilise knowledge from the teaching and learning process and which are also meaningful to their organisation and its operation.

## **2.6 Opportunities for Graduates**

The Course Specification includes details of any accreditations, career paths, further study options and other opportunities for graduates.

## **2.7 External Examiner**

The External Examiner assures that you are assessed fairly in relation to other students on the same course and also that the standard of your own award is comparable to similar courses taken by students in other higher education institutions within the United Kingdom.

The details of the External Examiner for this course are as follows:

Dr Andrew Jenkins

Principal Lecturer and Subject Leader Hospitality & Events Management

University of Huddersfield

The External Examiner(s) provide an annual report for your course and your Course Administrator can provide details of the External Examiner's report on request. Further details on all External Examiners' reports can be located here:

[www.leedsbeckett.ac.uk/studenthub/external-examiners-reports](http://www.leedsbeckett.ac.uk/studenthub/external-examiners-reports)

### **3 Assessment and Feedback**

#### **3.1 Assessment**

##### **Assessment Strategy**

Information on the various methods of assessment can be found in the Course Specification.

##### **University Assessment Regulations**

Our University's assessment regulations are contained within the University Academic Regulations. Regulations on progression, award eligibility and honours degree classifications are available at: [www.leedsbeckett.ac.uk/public-information/academic-regulations/](http://www.leedsbeckett.ac.uk/public-information/academic-regulations/).

##### **Assessment Schedule**

Please note the exam/assessment schedule as detailed in the Pubmanager Academy handbook.

##### **Examination**

Where applicable your examination timetable will be made available to you via MyBeckett

##### **Coursework**

Your coursework schedule can be found in your module handbook, normally along with any reassessment coursework and schedule. Please note the exam/assessment periods in the academic calendar (see section 1) and make sure that you are available during those periods.

##### **Reasonable Adjustments and Assessment Support**

Disabled students should contact Disability Advice at the earliest possible opportunity to discuss their support requirements for assessments and / or examinations.

Where adjustments are required in relation to examinations, Disability Advice should be contacted no later than **Friday 9 November 2018** in advance of the semester one exam period, and by **Friday 8 March 2019** in advance of the semester two exam period. This will provide the best chance of implementing the recommendations from the adjustment plan for that semester's main exam period. Where applications are made after these dates, we will try to put recommendations in place, but this may not always be possible. Please see Disability Advice on the 'Support' tab in MyBeckett for further information.

### Submitting Assignments

Your module handbook will detail the required method for submitting your assignments. Normally you will be required to submit through Turnitin. In some cases, you will also be required to hand in a hard copy in your course hand in box. Locations of these will be found in your module handbook.

It is important for your progression and achievement that you submit all work for all assignments in a timely manner. It is also important that you keep copies of all work submitted until after you have graduated. You should also keep any receipts confirming the submission of assignments. In the event of your submitted work being lost you may be required to produce a copy of the work and submission receipt. If you are unable to do so, your work will not be marked.

It is important to note that submitting all assignments is a requirement of your course. Should you experience extenuating circumstances which prevent you from submitting on time please make yourself aware of section 3.4 of this handbook. Without any form of extenuating circumstances, standard penalties apply for late submission of assessed work. Full details of the penalties for late submission of course work are available in section 3.11 of the Academic Regulations at [www.leedsbeckett.ac.uk/public-information/academic-regulations](http://www.leedsbeckett.ac.uk/public-information/academic-regulations).

If you have been recommended 'flexibility around deadlines' as a reasonable adjustment in your Reasonable Adjustment Plan, your Course Administrator will be able to advise you of the process.

Further information on Turnitin is available here:

<http://libguides.leedsbeckett.ac.uk/mybeckett/turnitin>

### **3.2 Getting Feedback on your Assessed Work**

Assessed work will normally be returned with appropriate feedback within four weeks of your submission. Each Module Handbook will provide you with specific guidelines on how and when you will receive this. The Course Specification explains how feedback will be provided on both formative and summative assessments.

### **3.3 How do I Get my Results?**

Provisional results in most cases will be made available through MyBeckett. These results are not final and are subject to change following scrutinisation by the External Examiner.

Results from module assessments and awards (if you are in the final level) are available on the *Results Online* system from:

[www.leedsbeckett.ac.uk/studenthub/results-online.htm](http://www.leedsbeckett.ac.uk/studenthub/results-online.htm).

Results will only appear within *Results Online* five working days after the date of the Progression and Award Board meeting (the meeting where your end of level outcome will be decided) or the Module Board meeting (the meeting where modular outcomes are decided).

If you are unsure about when you might receive your results or have queries relating to your results, you should contact your Course Administrator.

### **3.4 Extenuating Circumstances and Mitigation**

If you are experiencing problems which are adversely affecting your ability to study (called 'extenuating circumstances'), then you can apply for mitigation. The University operates a fit to sit/fit to submit approach to extenuating circumstances which means students who take their assessment are declaring themselves fit to do so.

Examples of extenuating circumstances include personal or family illness, bereavement, family problems or being a victim of crime. You will need to provide evidence to prove your

situation; the Students' Union Advice Service can offer guidance on what evidence you will need to present.

Further information can be found at [www.leedsbeckett.ac.uk/studenthub/mitigation](http://www.leedsbeckett.ac.uk/studenthub/mitigation).

You can request a Request for Extension / Mitigation / Authorised Absence Form from your Course Administrator via email or you can print one via the student hub web pages.

Completed forms along with **appropriate evidence** must be submitted to your Course Administrator within the timescales given in the guidance. Late submissions will normally be rejected. Outcomes from the mitigation panels, which are held once a month, will be e-mailed to you via your student e-mail account.

If you have been recommended 'flexibility around deadlines' as a reasonable adjustment in your Reasonable Adjustment Plan, your Course Administrator will be able to advise you of the process.

### 3.5 Re-assessment

If you have not passed a module at the first attempt you will be eligible for re-assessment. See your Module Handbook for details of the relevant re-assessment process (e.g. whether it is coursework, an examination, a presentation or other form of assessment/when it will take place/what the deadline is).

Reassessment details can be found in your module handbook along with the date for resubmission. You will be advised via Results Online of your options for re-assessment. It is your responsibility to make yourself available for reassessment. You are advised to contact your Course Director, Course Administrator or Academic Advisor for any necessary clarification.

### 3.6 Student Appeals

If you feel that you have in some way been disadvantaged during your studies and this is reflected in your results, then you may have grounds for an academic appeal.

After your results are available on Results Online you have 15 working days to submit a request for an appeal hearing. You will find the information you need, including grounds for

appeal, when and how to appeal and frequently asked questions at:

[www.leedsbeckett.ac.uk/studenthub/appeals.htm](http://www.leedsbeckett.ac.uk/studenthub/appeals.htm).

You are strongly advised to seek guidance from the Students' Union Advice Service on whether you have grounds for an appeal and the completion of the paperwork – see section 4 for Students' Union Advice Service contact details.

### **3.7 Academic Misconduct**

Academic integrity is a fundamental principle within the University and is strongly linked to good academic practice. The University has processes to investigate alleged breaches of academic integrity and, where a breach of academic integrity is admitted or found, applies appropriate penalties.

Any attempt to gain an unfair advantage, whether intentional or unintentional, is a matter of academic judgement and may be considered to be a breach of academic integrity. Examples of unfair practice include, but are not limited to cheating, plagiarism, self-plagiarism, collusion, ghostwriting and falsification of data. Definitions of these offences and the serious consequences of breaching academic integrity can be found in our Academic Regulations: Section 10 Academic Integrity: [www.leedsbeckett.ac.uk/public-information/academic-regulations](http://www.leedsbeckett.ac.uk/public-information/academic-regulations).

There are a range of resources available to help you understand what is and what is not permitted and how to use other people's ideas in your assessed work. These include the Skills for Learning website which can be found at <http://skillsforlearning.leedsbeckett.ac.uk>

If you are unsure on how to reference your work correctly please seek advice from your tutors or access the Skills for Learning resources online.

## **4 Where to Get Help**

### **4.1 Academic Advisor**

Your Academic Advisor (see Key Contacts in section 1) will be an academic member of staff who teaches you on your course. Your Course Director will make sure that you are given the contact details of your Academic Advisor at the beginning of each year, usually in your course induction. Normally, your named advisor will aim to follow you right through the duration of your course.

Your Academic Advisor has an important role to play in supporting you in academic matters while you are studying on this course. If you are struggling with your work, want to discuss your assessments and ways to improve your marks, your named Academic Advisor is there to support you. Your meetings with the Academic Advisor should be led by you. You might want to talk about career aspirations, your course, your progress and /or your academic results. You may want to set objectives for academic goals. They will also be able to signpost you to Student Services who can advise on a range of matters such as financial worries, accommodation worries or if you are anxious or need counselling. You can access Academic and Personal Support on the 'Support' tab in MyBeckett, which may direct you to support services such as Student Experience Team, Wellbeing and the Students' Union Advice Service, or you can ask your Academic Advisor to help you access further support.

Getting to know your Academic Advisor in the first year of your course is really useful especially when University life and degree level study might be different from what you are used to.

### **4.2 Student Experience Team**

If you have any questions about or problems with life at our University, the first place to call, email or contact is the Student Experience Team. The team can help with a broad range of enquiries including: funding and money advice, being an international student, disability, counselling and wellbeing support, student cards, accommodation, fee payments, support from the Students' Union, how to access on-line services, getting help with your CV, preparing for an interview, careers guidance and getting a part-time job. Details of these and

other services are available under the Support and Opportunities tabs in MyBeckett, or on the 'Students' homepage: [www.leedsbeckett.ac.uk/studenthub](http://www.leedsbeckett.ac.uk/studenthub).

You can find members of the Student Experience Team in the Student Hubs on the ground floor of the Rose Bowl at City Campus and also in Campus Central at Headingley. Their telephone number is 0113 812 3000 and their e-mail address is [studentexperience@leedsbeckett.ac.uk](mailto:studentexperience@leedsbeckett.ac.uk). They work closely with the course teams, the Students' Union, all University Services and external organisations to make sure that if they don't have the answer to your question they will know who will.

### 4.3 Disabled Students

Support for disabled students is available from our Disability Advice team. Support is available for students with a range of disabilities including:

- epilepsy, diabetes and IBS
- depression, anxiety and eating disorders
- dyslexia, dyspraxia, and AD(H)D
- Autism Spectrum Conditions
- Mobility difficulties
- Sensory impairments

Support is individually tailored depending on the nature of your disability and the demands of your course.

Disabled students can also access the Disability Resource Areas in each library and the support provided by the Library Learning Support Officer. More information is available at [http://libguides.leedsbeckett.ac.uk/using\\_the\\_library/disabled\\_and\\_dyslexic\\_users](http://libguides.leedsbeckett.ac.uk/using_the_library/disabled_and_dyslexic_users).

More information on disability advice is available under the Academic and Personal Support sections of the Support tab in MyBeckett, and on the 'Students' home page.

## 4.4 Library Help

### The Library

The Libraries at City Campus (Sheila Silver Library) and Headingley provide a range of study environments to suit your needs and are both open 24/7, 365 days a year. The website (<http://libguides.leedsbeckett.ac.uk/home>) gives you access to thousands of resources and information about Library services available to support you.

### Academic Librarian

Your academic librarian (see Key Contacts in section 1) liaises with your lecturers to ensure physical and electronic information resources for your subject are available in the Library and they work with you throughout your time here to help you develop information and digital literacy skills.

### Help and Information Points

If you have any questions about using the library or need IT support you can get help:

- from the Help and Information Point on the ground floor of each library
- online (including 24/7 chat): [http://libguides.leedsbeckett.ac.uk/contact\\_us](http://libguides.leedsbeckett.ac.uk/contact_us)
- by phone - 0113 812 1000 (including 24/7 IT support).

### Skills for Learning

Skills for Learning provides a wide range of web resources and publications to help your academic skills including teamwork, research, essay writing and time management plus information to help you reference and avoid plagiarism. Information about workshops and one-to-one tutorials can be found at: <http://skillsforlearning.leedsbeckett.ac.uk/>.

### Microsoft Office 365

Our University provides students with a free subscription to Office 365 which can be downloaded from the IT tab in MyBeckett. All students who are registered for a qualification at Leeds Beckett University are eligible and you will be able to use the subscription for the duration of your course. For instructions and more information, please

visit our Student IT Help pages at

[http://libguides.leedsbeckett.ac.uk/it\\_support/software/microsoft\\_office\\_online](http://libguides.leedsbeckett.ac.uk/it_support/software/microsoft_office_online) .

## 4.5 Students' Union Advice Service

The Students' Union Advice Service offers free, independent, non-judgemental advice and guidance to all Leeds Beckett Students. This can include advice on any problems you might have whilst on your course including all the Academic Regulations (Mitigation, Extensions, Complaints, Appeals, Disciplinary procedures and Academic Integrity). We can also give advice on any issues you may have with your housing including disrepair, contract checking and issues with deposits. We can also advise on student funding and debt.

We will listen to your problem and outline what options are available to you, so you can make an informed decision on what to do.

Hopefully you will never need us but just remember we are here for you if you do.

Email: [suadvice@leedsbeckett.ac.uk](mailto:suadvice@leedsbeckett.ac.uk)

Tel: 0113 812 8400

<http://www.leedsbeckettsu.co.uk/advice>

## 5 What to do if you..

### 5.1 ...are absent for more than one day

You must notify your Course Administrator if you are absent for more than one day (for example for an interview, emergency unforeseen circumstances, or for compassionate leave). If you are going to apply for mitigation you will need to provide written evidence of the reason for your absence (see section 3).

### International Students

Please be aware that our University fully complies with United Kingdom Visas and Immigration (UKVI) policy at all times. There are legal reporting requirements for all students in the UK on a Tier 4 student visa, and full attendance is mandatory for all Tier 4 students. Failure to meet UKVI attendance requirements could lead to your academic

sponsorship being withdrawn and your visa being revoked. Tier 4 students need to be aware of their responsibilities whilst in the UK, please see [www.ukcisa.org.uk](http://www.ukcisa.org.uk) for full information.

For up to date information about visas, immigration issues and other matters relating to international students, please contact the International Student Advice Centre at [internationalstudentadvice@leedsbeckett.ac.uk](mailto:internationalstudentadvice@leedsbeckett.ac.uk).

## 5.2 ...are ill

If you are unable to study because of illness for more than seven consecutive days (including weekends), you must provide us with a **Fit Note**:

"A fit note (or Statement of Fitness for Work) allows your doctor or other healthcare professional to give you more information on how your condition affects your ability to work. This will help your employer understand how they might help you return to work sooner or stay in work. Fit notes may also be called medical statements or a doctor's note." (NHS Choices, n.d.)<sup>1</sup>

You can send a digital copy of your Fit Note to your Course Administrator, and then send the original by post.

If you are absent through illness on the day of an examination or assignment deadline and you intend to apply for mitigation, you must also provide us with details and any available evidence as soon as possible. Contact your Course Administrator to get a copy of the appropriate extenuating circumstances form.

For more information on 'fit to sit' and mitigation please visit [www.leedsbeckett.ac.uk/studenthub/mitigation.htm](http://www.leedsbeckett.ac.uk/studenthub/mitigation.htm).

## 5.3 ...have a comment, compliment or complaint

We are committed to providing a high quality experience for all our students. We welcome comments and compliments from students, and find them valuable for on-going

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<sup>1</sup> This quote is extracted from NHS Choices (n.d.) **What are fit notes?** [Online]. Available from: <<http://www.nhs.uk/chq>>. [Accessed 26 February 2016].

improvements to our provision. Comments and compliments about your course can be raised with your Course Representative or directly with your personal tutor/academic advisor.

If you have a specific complaint about an act or omission of our University, you may be able to make a complaint under the Student Complaints Procedure. In the first instance, you should raise the matter as soon as possible with the member of staff most directly concerned, or with the person who can best resolve it. If this does not resolve the matter, or if the complaint is too serious to be addressed in this way, then you should make a formal complaint in writing. Information about how to make a complaint, including the student complaints procedure and a complaints form, is available online at:

[www.leedsbeckett.ac.uk/studenthub/complaints.htm](http://www.leedsbeckett.ac.uk/studenthub/complaints.htm).

#### **5.4 ...are considering suspending studies or withdrawing from the course**

If you are considering withdrawal from your course you should speak to your personal tutor/academic advisor, a member of staff at our Student Hub or the Students' Union to discuss your reasons. If there is a problem, University or Students' Union staff may be able to help. It may be possible to arrange suspension of studies from your course.

Withdrawing from your course permanently or temporarily could impact the availability of future student funding should you decide to return to the course or commence a new course at Leeds Beckett or elsewhere. Please seek advice from the Student Money Team or Students' Union Advice Team.

If you are considering withdrawing, permanently or temporarily, you must complete a withdrawal form, which you can obtain from your Course Administrator. This form must be submitted as soon as possible to your school office as withdrawals cannot normally be backdated. For further details see the Student Regulations at:

[www.leedsbeckett.ac.uk/public-information/student-regulations](http://www.leedsbeckett.ac.uk/public-information/student-regulations).

## 6 Relevant Policies

All student regulations and policies are available at: <http://www.leedsbeckett.ac.uk/public-information/student-regulations/>

### 6.1 Safety, Health and Wellbeing

#### Policy Statement

Our University is committed to providing a vibrant, ethical and sustainable working environment that values wellbeing and diversity. This commitment exists alongside our wider legal and moral obligations to provide a safe and healthy working environment for our staff, students and members of the public who may be affected by our activities. Further details of our Health and Safety policies are available

at: <http://www.leedsbeckett.ac.uk/public-information/student-regulations/>

#### Smoking

No smoking is permitted in any of our University buildings, this includes the use of vapour cigarettes (or other similar devices); if you do smoke outside our buildings please make sure that you stand at least five metres away from building entrances and boundaries.

#### Use of Laptops within our University

If you need to charge your laptop battery, please make sure that the battery charger/lead are undamaged, and only plug it into a designated power socket – if you are unsure of where these are, please ask a member of staff. Please make sure your battery charger cables do not create a trip hazard.

#### Fire Safety Procedures

Fire information is present on Fire Action Notices displayed in all our University buildings. These are normally present in corridors. Please read and follow the instructions.

All fire exit routes are clearly identified. You should familiarise yourself with the location of fire exit routes and fire assembly points for the buildings that you may use in the course of

your studies which can be found on the blue and white Fire Action Notices. Use the nearest available route out which may not be the route you use daily to enter the building.

If you discover a fire, you should sound the alarm by operating the Fire Alarm Call Point. You should report the circumstances and site of fire using the emergency number 4444 - indicated on the Fire Action Notice.

Do not tackle the fire unless you have been trained to do so. Evacuate the building to the fire assembly point indicated on the Fire Action Notice. Do not re-enter the building until officially authorised to do so.

On hearing the Fire Alarm, everyone should proceed calmly to the nearest available safe fire exit, as indicated by the green and white fire exit signage. Take appropriate action to assist visitors and mobility-impaired persons or wheelchair users to a safe refuge.

Upon exiting the building, continue on to the fire assembly point so as not to impede the remaining evacuees exiting the building. Evacuation is practised through fire drills. However, you should regard any continuous sounding of the alarm as a fire incident and act accordingly.

### **Disabled Students**

You are expected to declare any disability that would affect your safety in the event of a fire, e.g. hearing impairment or the use of a wheelchair. If you are referred to the Disability Adviser, a Personal Emergency Evacuation Plan (PEEP) will be developed for you as appropriate.

Disabled students must declare their disability, to the University, for it to be taken into consideration. You can find further information about the support available to disabled students studying at our University and contact details on the Support tab in MyBeckett and our website: [www.leedsbeckett.ac.uk/studenthub/disability-advice](http://www.leedsbeckett.ac.uk/studenthub/disability-advice).

### **First Aid**

First Aid Notices (green and white) are displayed in all University buildings alongside the Fire Action Notices (predominantly blue and white) and alongside, or adjacent to, each First Aid

box. First Aid Notices provide all the information you may require to seek and summon assistance.

First Aider contact details can also be obtained from the Student Hub or from Security: City Campus, internal ext. 23154 or Headingley Campus, internal ext. 23165.

### **Accident and Incident Reporting**

All accidents and incidents and dangerous occurrences, must be reported to, and recorded by University staff. Accident report forms (HS1) are available at reception offices, Security and Student Hubs.

### **Infectious Disease**

Campus-based students who have been diagnosed with a serious infectious disease such as TB, measles, meningitis or chicken pox should notify their Course Director or Course Administrator as soon as possible giving information regarding which groups of students (and/or colleagues and clients on placements) you have been in contact with and when. For diseases such as TB or meningitis, the West Yorkshire Health Protection Team may also wish to speak to you (or your family) to determine if others require screening or medication. You should follow advice given by the hospital or your GP about when it is safe to return to University.

## **6.2 Regulations**

There are two sets of documentation you need to be aware of, the University Regulations and the Student Contract.

The University Regulations relate specifically to your studies and your course. They cover issues such as assessment, progression and award requirements amongst a range of other issues.

The Student Contract deals with a range of issues which apply to all students of our University.

### 6.3 University Academic Regulations

Our Academic Regulations can be found at: [www.leedsbeckett.ac.uk/public-information/academic-regulations](http://www.leedsbeckett.ac.uk/public-information/academic-regulations). You should familiarise yourself with these Regulations.

The following sections are of particular relevance to your course:

- Education and Assessment
- Progression and Award
- Examinations
- Progression and Award Boards and Module Boards
- Disabled Students
- Extenuating Circumstances and Mitigation
- Appeals
- Academic Integrity

The Students' Union Advice service ([www.leedsbeckettsu.co.uk](http://www.leedsbeckettsu.co.uk)) is able to offer advice and guidance on how to understand and use the Regulations.

Where students are undertaking any form of research project, reference should be made to the Research Ethics Policy and Research Ethics Procedures which can be found at: [www.leedsbeckett.ac.uk/studenthub/research-ethics.htm](http://www.leedsbeckett.ac.uk/studenthub/research-ethics.htm).

### 6.4 Student Contract

The Student Contract is available at the following web link: [www.leedsbeckett.ac.uk/public-information/student-regulations](http://www.leedsbeckett.ac.uk/public-information/student-regulations). You should familiarise yourself with the Student Regulations relevant to you and ensure you adhere to the Student Contract.

## **Leeds Beckett University Student Charter**

*Working together for success*

Leeds Beckett University and our Students' Union are committed to working in partnership with our students to ensure that our University is an inclusive, safe and engaging learning environment which is conducive to study for its students and work life for its staff.

Our Student Charter sets out how we can do this by working together to understand and fulfil our commitments to one another. Our Student Charter has been produced jointly with the Students' Union and we will review it, together, every year. Our University's Vision seeks to put students at the centre of all our activities and this Student Charter is a contribution towards that goal. The Leeds Beckett Student Charter is not a contractual document, but provides a guide to what members of the Leeds Beckett Community can expect of each other in terms of engagement and behaviour.

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We work to shape and sustain a supportive, safe, inclusive community for active learning and the building of skills for life.

*We will*

- Work together within a progressive, independent, and active environment which promotes lifelong learning.
- Support a culture of personal and academic resilience.
- Collaborate to build partnerships for learning.
- Work together to sustain our bold, industrious spirit.

We forge an environment which builds trust, accountability and transparency.

*We will*

- Maintain mutually respectful codes of behaviour.
- Promote the availability of information and support for all.
- Ask for help when we need it.
- Be honest, clear and assertive with each other.
- Use the means available to give a compliment, raise a concern or make a complaint.
- Take advantage of opportunities for formal and informal learning.

We foster inclusive academic, cultural, social, emotional and creative development for all.

*We will*

- Share an exciting and challenging curriculum which is contemporary and relevant.
- Promote a culture of critical enquiry and rigorous scholarship.
- Support participation in extracurricular opportunities which enhance career and personal development.
- Enable one another to plan, develop, and drive forward our individual educational and career goals.
- Acknowledge and celebrate our joint and separate successes.

We are responsible, diligent, reliable and considerate in our academic and professional actions and behaviours.

*We will*

- Act with academic integrity.
- Listen to and respect the differing perspectives of those from different cultures and backgrounds.
- Work together within a positive collaborative learning and working environment, wherever, and however, we engage.
- Take care with our personal and professional digital identity and recognise the impact it may have on us and others.

We seek active engagement, feedback and participation in the issues that affect us.

*We will*

- Work together to enhance our experience of our University.
- Collaborate to promote learning and support enhancement, through mutual reflection and feedback.
- Build partnerships to enable our University communities to engage with our external stakeholders.
- Support the development of courses which prepare our graduates to be ready for work, ready for life and ready to seize the opportunities that lie ahead.
- Use our knowledge of local and world issues to strengthen our global outlook and build a sustainable environment for a thriving future for all.

## **Our Student Entitlements**

As a full-time or part-time campus-based undergraduate student you are entitled to:

1. Access online learning materials and resources for every module through a virtual learning environment and have access to the resources and information of an up to date library.
2. Opportunities for on-going feedback on your work and progress towards your assessments in every year of your course.
3. Participate in a course induction, which will be provided at the beginning of each year of your course.
4. A meeting with your Academic Advisor once per semester. [All new and first year students will be invited to a meeting with their Academic Advisor within four weeks of the start of their studies].
5. A course that has been informed in its development by external stakeholders (e.g. employers, professional bodies).
6. Participate in Personal Development Planning within the context of your course.
7. Have the opportunity to engage in embedded activities within your course which develop and enhance your graduate employability and lifelong learning.
8. Receive clear dates at the beginning of each module about your assessment, submission dates, when and how you receive formative feedback on assessment during every module, and how you will receive feedback on marked assessments within the 4 week feedback period.
9. Receive clear and easy to understand information about your course and the services available to you.
10. Be engaged, via your course student representative, in your course review, evaluation and development processes.
11. Have your questions to our University's services responded to within the advertised timescales in our corporate service standards.
12. Normally be given your course timetable no later than four weeks before the beginning of each semester.

## **Attendance Statement**

The University expects you to attend and fully contribute to all mandatory sessions on your timetable as set out in your student contract. Engagement in your lectures, seminars and practicals is an important part of your learning - contributing both to the University community and the learning experience of your fellow students on the course.

We monitor your attendance at the University as regular attendance and academic achievement are closely linked. Moreover, by monitoring your attendance we can identify students who may need our guidance or support at an early stage to help them progress in their studies. This is part of our commitment to ensuring an excellent education and experience and supporting your success at Leeds Beckett.

The principal attendance system adopted within the University uses i-Beacons installed in all our teaching spaces which interacts with the Leeds Beckett application in your smartphone or tablet using Bluetooth technology. For those students who do not have a smart device you will be able to register manually via any student PC on campus allowing you to check in to your class. Some Schools may monitor your attendance via alternate methods which may include your lecturer asking you to sign a paper register.

The University does understand that from time to time there is good reason why you cannot attend a class, and in this instance you must contact your School office to let them know so the attendance system can be updated accordingly.

Please note that reports from the attendance system will allow attendance data to be shared with you and your Course team. You might be asked to contact the School office so that appropriate academic or pastoral support can be offered, should your attendance record give cause for concern.

Our most important aim is to support your studies, but we are also required to report attendance to various external bodies such as the Student Loan Company and the Home Office. There are measures in place for students who seek to falsely register either their own or fellow students' attendance.

If you have yet to download the Leeds Beckett app please follow the instructions at

<http://www.leedsbeckett.ac.uk/studenthub/student-app/>

Our Attendance Policy is available under 'Student Contract' at

[www.leedsbeckett.ac.uk/public-information/student-regulations](http://www.leedsbeckett.ac.uk/public-information/student-regulations)

Your Student Contract can be accessed at [www.leedsbeckett.ac.uk/public-information/student-regulations](http://www.leedsbeckett.ac.uk/public-information/student-regulations)