

2019/2020 Distance Learning Course Handbook

# **BSc (Hons) Travel Business Management**

School of Events, Tourism and  
Hospitality Management

BSTBM



**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 achieving our ambitions. In December last year, a former postgraduate student won a competition organised by an influential trade body, which required him to demonstrate an advanced knowledge of cutting-edge event management practices. In January this year, one of our responsible tourism management alumna won the prestigious Women in Tourism award based on the success of her social enterprise. In March, we were told that four of our former students were named in the trade press as being among a list of 35 outstanding events professionals under the age of 35. This is remarkable given the tens of thousands of people working in this sector. 5 of our former students were listed in a similar exercise in 2018. To these we could add others, including the achievements of our current students, several of whom have already gained national recognition via professional association and subject association prizes.

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; one that has been deemed a Centre of Excellence by two national industry bodies.

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. Even though you are not studying on campus, I am also hoping that you will become a proud member of

our alumni network. That way, we will 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

Hello Students, welcome to your online degree course!



The BSc (Hons) Travel Business Management online course was developed with major input from the travel industry, and we continue to work with some of the leading, and some less well-known travel companies to make this course relevant, current and enjoyable for you, whilst adding to and building upon your existing skills and knowledge base to help to further your career opportunities in our rapidly changing sector. The underlying ethos of the Travel Business Management degree is to be an award that is relevant, challenging, engaging, contemporary and flexible. This will be reflected in the spirit of a student attracted to the course.

This Course Handbook provides information for you about your online, part-time course. Please also use with your Welcome Pack and more detailed online resources within Course

Resources to navigate to various sections within the Virtual Learning Environment (VLE). All key areas are labelled within My Beckett, which is your online hub to access course materials, resources and assessment briefings. (More details about this in the section about Keeping in Touch).

The Course Resources module - The first week of your course is spent with pre study tasks such as familiarising yourself with University/Course Resources. The purpose of the Course Resources module is to provide you with some information about Leeds Beckett and your course. Regardless if you are new to the course or if you are a returning student, this module is designed to provide you with a valuable source for information at the start and throughout your studies.

You should engage with all of the content provided throughout your modules as well as the Google+ Communities and Discussion boards. A lot of this information will be new to you and you need to settle in to the online system, and know where to find things. We are happy to arrange an online chat, for example, via Google Hangouts, or via Skype in order to help you with your preparation and answer any questions that you might have. Please do get in touch if you have any questions - you will find our contact details in the 'Contacts/Support' section.

The course team is looking forward to working with you on your learning journey and we hope that your time studying with us at Leeds Beckett University is both enjoyable and successful.

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

**Trish Coll, MSc, ACIM, MITT**

**Course Leader, BSc (Hons) Travel Business Management**

### 1.3 Distance Learning Academic Calendar and Timetable

	w/c Monday	Teaching week	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Notes
1	29.07.19									Summer Break
2	05.08.19									Summer Break
3	12.08.19									Summer Break
4	19.08.19									Summer Break
5	26.08.19									BH/Summer Break
6	02.09.19									Summer Break
7	09.09.19									Summer Break
8	16.09.19	1								Course Induction
9	23.09.19	2								MI
10	30.09.19	3								TW01
11	07.10.19	4								TW02
12	14.10.19	5								TW03
13	21.10.19	6								TW04
14	28.10.19	7								TW05
15	04.11.19	8								TW06
16	11.11.19	9								TW07
17	18.11.19	10								TW08
18	25.11.19	11								TW09
19	02.12.19	12								TW10
20	09.12.19	13								This week may be a self-study week or formative assessment earlier in your module programme. (end of module assignment)
21	16.12.19	14								
22	23.12.19									Christmas Break
23	30.12.19									Christmas Break
24	06.01.20	1								Course Induction
25	13.01.20	2								MI
26	20.01.20	3								TW01
27	27.01.20	4								TW02
28	03.02.20	5								TW03
29	10.02.20	6								TW04
30	17.02.20	7								TW05
31	24.02.20	8								TW06
32	02.03.20	9								TW07
33	09.03.20	10								TW08
34	16.03.20	11								TW09
35	23.03.20	12								TW10
36	30.03.20	13								This week may be a self-study week or formative assessment earlier in your module programme.
37	06.04.20									
38	13.04.20									Easter Monday
39	20.04.20	14								Assessment Prep / Hand in
40	27.04.20	1								Course Induction
41	04.05.20	2								MI
42	11.05.20	3								TW01
43	18.05.20	4								TW02
44	25.05.20	5								TW03
45	01.06.20	6								TW04
46	08.06.20	7								TW05
47	15.06.20	8								TW06
48	22.06.20	9								TW07
49	29.06.20	10								TW08
50	06.07.20	11								TW09
51	13.07.20	12								TW10
52	20.07.20	13								This week may be a self-study week or formative assessment earlier in your module programme.
53	27.07.20	14								

<b>Trimester 1</b>	Course induction week commencing 16 September 2019
	Module induction week commencing 23 September 2019
	Teaching starts week commencing 30 September 2019
	End date 22 December 2019
<b>Trimester 2:</b>	Course induction week commencing 6 January 2020
	Module induction week commencing 13 January 2020
	Teaching starts week commencing 20 January 2020
	End date 26 April 2020
<b>Trimester 3:</b>	Course induction week commencing 27 April 2020
	Module induction week commencing 4 May 2020
	Teaching starts week commencing 11 May 2020
	End date 2 August 2029

The three starts per year calendar can be found here <http://bit.ly/21tfdbh>.

Reassessment periods will be confirmed in Module Handbooks.

The University's standard term dates are available here:

<http://www.leedsbeckett.ac.uk/about-our-university/term-dates/>

## 1.4 Key Contacts

### Course Leader

The Course Leader is responsible to the Head of Tourism and Hospitality Subject Group, Dr Peter Robinson, for overseeing the operational management of the courses on a day-to day basis in collaboration with the Course Team, Administrators, Online Learning Tutors, 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, and then I can be proactive and help you.

**Trish Coll**, MSc ACIM, MITT

Macaulay Hall, Room 216, Headingley Campus.

Tel: +44 (0)113 812 6719

Email & Skype: [t.coll@leedsbeckett.ac.uk](mailto:t.coll@leedsbeckett.ac.uk)

### Academic Advisor

As a student enrolled on the distance learning programme, you will be supported throughout your studies by a Personal Tutor and the wider Course Team. All students are allocated to a Personal Tutor who is the first point of contact for non-academic/module related pastoral support. All students will also have access to:

- Course Leader support, advice and information.
- Administrative staff for administrative support, guidance and assistance.

We want to help all our students to work efficiently and effectively on their courses. Your Personal Tutor will help you identify and develop your own personal development programme to ensure you possess all of the skills required to be a successful student. These include such skills as academic communication skills, Harvard Referencing System skills, time management, note-making, effective reading and problem-solving strategies. (All of these topics have supporting links to resources within your course homepage on the left hand-side).

You will be required to meet online with your Personal Tutor on a one-to-one basis, online, to discuss all aspects of your progress. Please also refer to your Welcome Pack for details about this.

**Dr Jane Turner**

Macaulay Hall, Room 209, Headingley Campus

Tel + 44 (0) 113 812 3370

Email and Skype: [travelbusiness-support@leedsbeckett.ac.uk](mailto:travelbusiness-support@leedsbeckett.ac.uk)

(Please note Jane's work specific days are Monday, Wednesday & Friday am, however, there are always other online learning tutors available outside of these specific times, or contact your module leader if it concerns your immediate module, or, please contact Trish Coll).

### Online Learning Tutor

Our online learning tutors are the first point of contact for distance learning students, following up on student study requests and providing support and feedback. They will answer everyday module issues and are experienced travel professionals and academics.

If an issue is beyond their subject expertise, they will involve in the module leader.

This support is available also outside normal office hours and over the weekend.

### Dr Jane Turner

Macaulay Hall, Room 209, Headingley Campus

Tel + 44 (0) 113 812 3370

Email and Skype: [travelbusiness-support@leedsbeckett.ac.uk](mailto:travelbusiness-support@leedsbeckett.ac.uk)

(Please note Jane's work specific days are Monday, Wednesday & Friday am, however, there are always other online learning tutors available outside of these specific times, or contact your module leader if it concerns your immediate module, or, please contact Trish Coll).

### 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 works closely with your academic tutors and is here to ensure you have the smoothest possible student experience. They are the first point of contact for any queries you may have and are here to help you whenever you need them.

Your Course Administrator deals with all non-academic / learning issues. For example, log on details, registration and enrolment procedures, and fee queries. They make sure you can access the modules you are supposed to be studying in any particular Semester. They also ensure your personal records of contact details and level of qualification are correct.

Your Course Administrator forms part of the School Course Administrative Team who will be happy to help with any queries you may have if your Course Administrator is unavailable. The Course Administration Office is open 9.00am – 5.00pm Monday to Fridays (*All year except for bank holidays and the closure between Christmas and New Year*).

Your Course Administrator is:

**Tom Greasley**

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

Tel: 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. His email address is

[L.D.Morris@leedsbeckett.ac.uk](mailto:L.D.Morris@leedsbeckett.ac.uk) and his telephone number is 0113 812 1102

Subject-specific Library guidance and recommended resources are also 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/it\\_support/office365/outlook](http://libguides.leedsbeckett.ac.uk/it_support/office365/outlook)).

We will inform you of notifications related to your distance learning study. Please monitor MyBeckett and your student e-mail address for announcements.

Please use the Distance Learning Google+ community to liaise with other distance learners, and your module discussion boards to discuss course activities with your peers, studying.

For each module, the specific details are found within clearly labelled tabs within My Beckett. 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.

### Skype for Business

Skype for Business is a communication tool for staff and students:

- Make calls using audio, video and instant messages across the University community.
- Create and participate in group online meetings to support project assignments.
- Available across University devices and personal mobiles via a free downloadable app.
- Fully integrated with the Office 365 suite already used by staff and students.

Your course team will advise how Skype for Business will be used on your course and make guidance available as required. We will send you the link, via an announcement, to the Skype for Business student support, provided by IT Services/Library/Digital Learning teams.

### 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.

We have listened to feedback which students have given about their experiences of learning on this course, following your feedback we have now enhanced the course by revisiting some teaching activity instructions, to help you to manage your time more effectively, reduced the amount of academic articles we expect you to complete, as well as providing additional skype opportunities for students to engage in skype support meetings with staff.

## 2 Studying on this Course

The Course Aim is to prepare graduates for a career in Travel Business Management in their home country or overseas, initially working within a junior or middle managerial context, but with the potential to develop into a senior manager. By studying on this course, you will be equipped with skills and knowledge to effectively work in management positions leading to strategic management in one of the fastest growing industries, major generators of international trade, and one of the main generators of wealth for developing countries.

Tourism means jobs, poverty eradication, gender equality, and the protection and promotion of our natural and cultural heritage. The sector is one of the fastest growing industries with numbers of international travel predicted to double until 2020 (UNESCO, 2017). The United Nations identified travel and tourism as being one of the sectors to drive the change towards a Green Economy.

Within the next decade, forecasters predict growth in travel and tourism sectors, such as hotels, travel agents, airlines and other passenger transportation. The travel trade is key to increasing visits from a number of markets and will play a pivotal role in future progress and development. However, we also recognise that 'overtourism' and sustainable development goals must strongly influence responsible travel business management strategies, decisions and practices, This course will enable you to become an advocate for positive change, we support the United Nations 17 sustainable development goals.

The Government's Tourism Policy (D.C.M.S, March 2015) has acknowledged the huge contribution that tourism and hospitality makes to the UK economy. Visit Britain aims to attract 40 million international visitors a year, spending £31.5 billion, by 2020. By 2025, international tourist arrivals to United Kingdom are forecast to total 50,138,000, generating expenditure of GBP44.2bn, showing an increase of 4.5% per year (World Travel and Tourism Council, 2015).

Therefore, a new breed of travel professional is required to manage such growth and opportunity through partnerships. Travel managers with an in-depth knowledge and understanding of travel principles and practices, with knowledge and understanding of core business, management disciplines, and strategy, combined with a strong international focus reflecting responsible tourism, which will be able to contribute to such growth at regional, national and international levels.

With the above in mind, a core philosophy has been developed for the degree course:

*'The Travel Business Management course is vocationally orientated and multi-disciplinary with strong academic underpinning'.*

A coherent and powerful course identity flows from this philosophy and is now recognised by the target market and future travel and tourism employers. It is a course designed by the travel industry, for the travel industry. The Leeds Beckett Travel Business Management course is the course to study for those who want better quality jobs in the travel industry or wish to gain other high level transferable management skills. Employability is the student's core study outcome. The course's target market is aimed at those already working in the travel industry. It will also appeal to Higher National Diploma level students who have a strong travel industry focus wishing to acquire management skills to enhance potential career advancement.

The Travel Business Management graduate will have the opportunity to develop into a self-confident manager of the future, able to take a holistic view of any situation with which they are faced. These graduates will be sought after, due to their skills set, for the expanding travel industry of the 21st century.

On completion of this degree, career opportunities will arise with public, private and not-for-profit sector employers. Employers include tour operators, travel distribution agencies,

transport providers, non-governmental organisations (NGOs) and national and international tourism promotion and development agencies. This course offers global career opportunities. Graduates will be able to pursue a career in either functional or general management.

This course offers students an opportunity to study the business and management of travel, drawing upon practical examples from around the world, integrating business and management disciplines within an academic and practically relevant framework.

## 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 is [available](#) from your Course Administrator

### 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)

	<b>Learning Outcomes</b>
<b>LO1</b>	Plan and implement key management philosophies, strategies and tactics to achieve organisational and departmental goals;
<b>LO2</b>	Utilise personal development opportunities and student experience along with travel and management knowledge to enhance their employability;
<b>LO3</b>	Apply problem solving techniques to create ethical solutions in subject and managerial contexts with a wider social and global outlook;

<b>LO4</b>	Analyse, critically appraise and communicate information and ideas in a variety of formats, including digital, appropriate to a given audience;
<b>LO5</b>	Initiate, plan, design, research and sustain an extended piece of independent intellectual work;

## Module Information

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

### 2.2 Course Resources

The Course Specification specifies the physical and online resources available to students on this course. On a distance learning course, all required resources will be made digitally available to you, although you have access to the Offsite Library Service.

Your course will primarily be delivered through our virtual learning environment, MyBeckett. Via this platform, you will be able to access learning materials, interact with your course colleagues and submit all your assessments.

An introduction to MyBeckett for Distance learning students, which includes how to log in, browser requirements and finding your way around is available at:

[http://libguides.leedsbeckett.ac.uk/using\\_the\\_library/distance\\_learners\\_offsite/online\\_library\\_induction](http://libguides.leedsbeckett.ac.uk/using_the_library/distance_learners_offsite/online_library_induction). Your online course induction will tell you more about studying online and provide guidance on how to be a successful online learner.

### 2.3 Professional Accreditation or Recognition Associated with the Course

There is no professional accreditation or recognition associated with this course.

### 2.4 Skills you will Gain during the Course

#### Skills Developed

On successful completion of this course, students will be able to:

1. Plan and implement key management philosophies, strategies and tactics to achieve organisational and departmental goals;
2. Utilise personal development opportunities and student experience along with travel and management knowledge to enhance their employability;
3. Apply problem solving techniques to create ethical solutions in subject and managerial contexts with a wider social and global outlook;
4. Analyse, critically appraise and communicate information and ideas in a variety of formats, including digital, appropriate to a given audience;
5. Initiate, plan, design, research and sustain an extended piece of independent intellectual work;

### **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.

## **2.5 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 in some of your modules at each academic level in each year of your course. 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)

Information on your assessment is included in your Module Handbooks.

The modules at each level for each attribute are listed below and examples of the assessment and module activities will clarify how you will see and work with the attributes through your course.

## **DIGITAL LITERACY**

The horizontal and vertical integration of digital literacy is illustrated throughout all of the modules and via the student learning journey on this online course. The course provides an opportunity to use Virtual Learning Environment (VLE) tools, engage in digital learning opportunities which encourages interactive learning experiences, while integrating IT/DL attributes, student activities involve self -testing using digital tools and techniques. It is consistent throughout the course delivery and management. Specific examples of modules include Entrepreneurship and Innovation module which explores digital innovations, Business Analysis and Planning module (with the need to use digitised research) and the Integrated Marketing Communications module (which uses digital literacy in a practical applied approach with digital storytelling and e-marketing).

## **Use of the VLE**

The course uses the VLE and other online media (including Adobe Connect and Google Drive) to support and enhance learning, as well as to provide a space for students to communicate with each other and the course team. The award winning VLE has a consistent look and feel throughout the course to aid navigation. The VLE management tools (as well as delivery tools) are integrated and used to support the course aims. Students are introduced to the VLE on immediate commencement of the course during the induction with the course administrator, and support tutor ensuring the students are able to access the VLE from the start. They will also be the initial point of contact for any issues using the technology and other online learning resources. Modules will use the VLE and online delivery in a variety of ways including:

- A repository for teaching materials, including Course Resources, lecture slides, multimedia elements, digitised readings, and past sample assignments. These will be presented in a linked, consistent and coherent way that facilitates the students' ease of access to the learning and skills development.
- Electronic submission of assignments using the VLE via formative Turnitin drafts and summative submissions. This will be used consistently where any written assignment is submitted.
- Synchronous and asynchronous interactions online such as FAQs, discussion boards and chat rooms to support student learning outside of the classroom and to enable students to support each other and establish a course 'community'. This will be used consistently throughout module. The Integrated Marketing Communications module is one particular module where students will have discussions about particular industry examples of marketing campaigns.
- Monitoring student engagement through usage statistics for online activities. This is a tool that will be used by the support tutor to track engagement across all modules.
- Providing formative and summative feedback to students on an individual or group basis in a selection of formats including electronic and audio feedback.
- Encouraging students to identify and evaluate other electronic resources from a range of sources internally and externally that will support their studies further.
- Encouraging students to engage in subject-specific professional networks and professional debate on and offline.
- The course uses an approach across all modules, involving a combination of facilitated learning, online learning, social media, and self-study which will differ by module. The remaining hours are made up of a mixture of online learning and self-study. Students are provided with timed readings, videos and other directed activities to support their learning.

## **ENTERPRISE**

It is anticipated that most students will typically already be working in the travel industry in a management capacity, and have previous, considerable experience at management level, working full time, whilst studying this course, part-time. Employers are encouraged to

contribute towards course development and course delivery (for example, by providing business problems, producing 'talking heads videos' to insert and upload as learning resources, 'insights from industry' mini case studies and corporate materials which are willingly shared with us for educational purposes). Entrepreneurial and intrepeneurial skills are assessed throughout the range of modules, including creative concept development. Throughout the course, enterprise is embedded within specific modules and assessed in some for example in the Integrated Marketing Communications module where they gain new product development skills and communication skills. In the Entrepreneurship and Innovation module, the assessment will be developed throughout the course of the module and will also develop and assess the Enterprise attribute.

## **GLOBAL OUTLOOK**

As it is anticipated that most students will be employed at management level within the global travel industry, and have access to global travel as part of their roles. Working at this level within the travel industry, typically involves living and working in a variety of destinations, with a range of people, systems and policies from differing communities, some dealing with country specific issues, such as migrant workers, or involved in the protection of endangered species, or overtourism due to cruising ships, others with global stakeholders, some niche operators. Students might be sponsored by international tour operators and be familiar with brands operating in different time zones, who have to react and respond to the rapidly changing world tensions and risk factors involving unpredictable shocks from terrorist attacks, politics, and climate related and terrorist disasters. We encourage students to share their stories and insights and because of this, they quickly establish a unique global outlook.

A key aspect of this commitment to working in the travel industry is to appreciate these conditions and work with individuals and groups with different cultures, languages, religions, motivations and being strong advocates for positive change by working to achieve the sustainable development goals, created by the United Nations (2017).

This course integrates all of these unique factors as they are inherent within the travel industry, providing students with a range of opportunities to engage in developing themselves as global practitioners with teaching, learning and assessment activities which

are set within different global contexts. For example, considering the political, economic, social and cultural implications and impacts on travel practices and strategies, and being able to consider the views of others whilst sharing these ideas, examples and resources.

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

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

The BSc (Hons) Travel Business Management degree is a vocational course that has been developed to reflect the fact that all nations of the world are now engaged in domestic and/or international travel. As the 21st century evolves and travel continues to develop, capable, effective and forward thinking managers will be required to ensure that tourism is planned and developed in a sustainable manner. This course has been designed to develop managers who can work in travel management in both domestic and international contexts.

It is anticipated that graduates will be able to make judgements with regards to both the operational and strategic issues confronting the management of travel and will have the ability to solve problems and implement strategies to resolve them. The Travel Business Management honours degree aims to produce graduates endowed with the knowledge and skills necessary have the potential to become competent managers capable of undertaking careers in the fast growing travel industry.

Graduates of this course will also be able to progress to study at Masters Level within the discipline.

## **2.7 Opportunities for Graduates**

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

## 2.8 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:

- Mr Paul Williams
- Head of Business School
- Staffordshire University, Faculty of Business, Education and Law
  
- Dr Masood Khodadadi
- Lecturer in Events and Tourism Management
- University of the West of Scotland, School of Business and Enterprise

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 assessment periods in the academic calendar (see section 1) and make sure that you are available during those periods.

#### Coursework

Your course requires you to undertake coursework for every module. Details of this will be published in advance within all of your modules on MyBeckett.

#### 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 8 November 2019** in advance of the semester one exam period, and by **Friday 6 March 2020** 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

You will find details of submission deadlines within your module in MyBeckett, within your 'Assessment' section located on the left-hand side of your specific modules within My Beckett. For all of your assessments, you will be required to submit through Turnitin.

Further information on Turnitin is available here:

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

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). Please check the penalties that apply to this course as some Professional, Statutory and Regulatory Body requirements may mean that different penalties apply.

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.

Insights into what happens whilst you are waiting for your grade -When you submit your assessment, the module leader is responsible for collating all of the administrative details about that piece of work, such as reading and tracking the Turnitin submissions before marking and logging all of these details. (Tutors can often receive submissions for a few modules at the same time). Once this has been completed, the marking process begins. With online marking, we create an online rubric/ marking criteria for every assessment within Turnitin which the marker applies to every piece of work being marked to ensure consistency. Firstly, a process known as standardisation occurs, this is when the examiners, or academic tutors are 'standardised' to ensure that they all apply all of the marking scheme aspects consistently and fairly by completing a sample of marking which is moderated with other tutors to assure quality. Assessments are discussed in depth with guidance and feedback to ensure examiners have applied the mark scheme appropriately, fairly and consistently. Following this first stage of the quality process, we then continue to follow and apply the marking scheme to the rest of the submissions. Once completed, these are organised into 'grade boundaries' and the work is checked, or moderated by the second marker. Once feedback has been completed and all of the marks are finalised, the marks are released to students, using a 'post date' function, after this date, students are able to log into Turnitin to view their work, read feedback from the tutor, and see the all-important grade mark. This is why we need 4 weeks (or less, sometimes) to 'turnaround', or process your work. This process hopefully assures you of the high standards of professionalism which the course team employs.

### **3.2.1 Formative Feedback**

Feedback methods for formative assessment, which means that this work is not formally assessed, as summative assessments are, these include:

- Online audio or written via VLE.
- Generic feedback via email/VLE.
- During each topic within the module, there is a combination of short self-tests and tutor feedback on topic activities/discussions.

- It is the intention to develop a community spirit so that students can both support each other and network.
- Peer feedback through online or other online spaces, particularly where presentations have been undertaken.
- Immediate email feedback where appropriate.
- Feedback will be provided in time for the assessment to enable students to have time to build upon feedback ready for summative testing.

### 3.2.2 Summative Feedback

Feedback methods for summative assessment include all of the above plus:

- Summative feedback on student assessments is predominantly delivered by comments on individual pieces of work and within four weeks after the assignment submission deadline, in accordance with University guidelines.
- The module leader will post general feedback on common issues encountered within the assessment as soon as a number of the assessments have been marked.
- Tutors normally make themselves available for one-to-one sessions with all students, also ensuring that those students who appear to be struggling are picked up at an early stage to benefit from additional remedial support.

These sessions may be initiated either by the module tutor or the student, and may take the form of Adobe Connect, Skype, or Google Hangout sessions. Often screen sharing, so both parties can view and discuss the work at the same time.

### 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 scrutiny by the External Examiner.

Results from module assessments and decisions on awards 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, Tom Greasley ([t.greasley@leedsbeckett.ac.uk](mailto:t.greasley@leedsbeckett.ac.uk)). Completed forms along with **appropriate evidence** must be submitted to your Course Administration Team within the timescales given in the guidance. Late submissions will normally be rejected. Outcomes from the mitigation panels, which are held approximately 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 'Assessment' section within My Beckett 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 Leader, Course Administrator or personal tutor 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. <https://www.leedsbeckett.ac.uk/studenthub/academic-integrity/>

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

## **4.2 Online Learning Tutor**

Your course is supported by an Online Learning Tutor, who will be your first point of contact during your module studies, following up on student engagement and providing support and feedback. They will answer everyday module issues.

## **4.3 Course Administrator**

If you have a question or a problem relating to your course, your Course Administrator is there to help you. Course Administrators work closely with academic staff and can make referrals to teaching staff or to specialist professional services as appropriate. They can give you a confirmation of attendance letter, and a transcript. You may also like to contact your Course Representative, or the Students' Union Advice team for additional support with course-related questions.

## **4.4 Online Student Support**

Within MyBeckett you will see two tabs (Support and Opportunities) where you can find online information and resources for yourselves. The 'Support' tab gives you access to details of services available to give you academic and personal support. These include Library Services, the Students' Union, Money advice, Disability advice and support, Wellbeing, International Student Services and Accommodation. There is also an A-Z of Support Services, and access to online appointments/registration.

The 'Opportunities' tab is the place to explore the options you have for jobs, work placements, volunteering, and a wide range of other opportunities. For example, you can find out here how to get help with your CV, prepare for an interview, get a part-time job or voluntary role, take part in an international project, or join societies closer to home.

## **4.5 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).

The Student Experience Team's telephone number is 0113 812 3000 and their e-mail address is [studentexperience@leedsbeckett.ac.uk](mailto:studentexperience@leedsbeckett.ac.uk). For Distance Learning students in the vicinity of Leeds, 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 Campus. 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.

#### 4.6 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. We would encourage you to contact us as early as possible to enable us to implement any adjustments you may need. If you have a disability and have not previously declared it, please fill in our registration form [here](#) or contact the Disability Advice team on 0113 8125831 or email [disabilityadvice@leedsbeckett.ac.uk](mailto:disabilityadvice@leedsbeckett.ac.uk)

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

<https://www.leedsbeckett.ac.uk/studenthub/disability-advice/>

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.)

## 4.7 Library Help

### The Library

Our Library has invested in a wealth of electronic resources, and maintains these so that you can access a wide range of digital resources. The website

(<http://libguides.leedsbeckett.ac.uk/home>) gives you access to thousands of resources and information about Library services available to support you.

If you are able to visit Leeds Beckett, there are two Libraries: Sheila Silver Library at City Campus and Headingley Library—both open 24/7, 365 days a year. Additionally, if you are in the UK, you may be able to access your local education institution's library using SCONUL access.

### Offsite Service

As you are registered on a Distance Learning course, you are eligible for the Library's Offsite service. This offers help with accessing electronic resources, access to other libraries, postal book loans and journal article supply. See the Library website

[http://libguides.leedsbeckett.ac.uk/using\\_the\\_library/distance\\_learners\\_offsite](http://libguides.leedsbeckett.ac.uk/using_the_library/distance_learners_offsite) for details of eligibility and more information.

### Library Academic Support

The Library Academic Support Team can help you develop your academic skills such as critical thinking, academic writing and analysing data, and research skills such as how to find, use and evaluate information for your studies. Your Academic Librarian (see Key Contacts in

section 1) also liaises with your lecturers to provide the information resources you need for your subject and to arrange academic skills sessions to support you in your studies.

The team maintains a number of websites to support your learning:

- In your Subject guide, you'll find a variety of information resources which have been selected as a good starting point for research in that area. These are available from the homepage of the Library website: <http://library.leedsbeckett.ac.uk> or via the Course or Support tabs in My Beckett.
- On the Skills for Learning website, you'll find online resources covering topics such as essay writing, research and time management, plus information to help you reference and avoid plagiarism. You'll also find information about workshops (both online and in person) that are designed to help you succeed in your assessments. The Skills for Learning website can be found at: <http://skillsforlearning.leedsbeckett.ac.uk/> or via the Library or Support tabs in My Beckett.

### 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/>.

## 4.8 IT Resources

### Wi-Fi

University Wi-Fi is provided by eduroam, a secure wireless network, which also allows you Wi-Fi access if you visit other universities. To connect:

1. Select eduroam from available Wi-Fi
2. Your login details are:

Username: e.g., c1234567@leedsbeckett.ac.uk

Password: your normal university password

\*Android Users: Select under Phase 2 Authentication – MS-CHAPv2

Help is available from the Library Advice Points or

[http://libguides.leedsbeckett.ac.uk/it\\_support/wifi](http://libguides.leedsbeckett.ac.uk/it_support/wifi)

### 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) .

### OneDrive

OneDrive Leeds Beckett is your individual file storage with 1TB of storage space. With OneDrive you can access and share your files across your devices. This is accessible on University PCs and off-campus through Office365 portal. See the Saving your Work pages on the Library website for more information.

[http://libguides.leedsbeckett.ac.uk/it\\_support/office365/onedrive](http://libguides.leedsbeckett.ac.uk/it_support/office365/onedrive)

### **Media Equipment – free loans**

You can borrow high-end Media Equipment for free. Browse, reserve and collect equipment ranging from GoPros to Remote Presenters from the ground floor of the Shelia Silver and Headingley Libraries.

<https://www.leedsbeckett.ac.uk/studenthub/media-equipment/>

### **4.9 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>

### **4.10 Leeds Beckett Distance Learning Community**

Connect with other Distance Learners here at Leeds Beckett to discuss your experiences and communicate with peers from fellow courses. Distance Learners across all courses can join the [Leeds Beckett Distance Learning Community](#) on Google+ to ask questions and find information and guidance from peers and the Distance Learning Unit. Please click on the link to join up and start getting to know fellow students – from both your course and other distance learning courses at Leeds Beckett.

## **5 What to do if you..**

### **5.1 ...are unable to participate in your studies for a significant period of time**

Whilst we understand that as a Distance Learner you will most likely be balancing your study time alongside other commitments such as work and family, you must notify your Course Administrator and Online Learning Tutor if you are unable to participate in your studies for a significant period of time that will affect your study. If you are going to apply for mitigation you will need to provide written evidence of the reason for your absence (see section 3).

### **5.2 ...are ill during an assessment period**

If you are unable to submit a summative assessment due to 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 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.

<http://www.leedsbeckett.ac.uk/studenthub/changing-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

If you are planning to visit the University in person you will need to make yourself aware of the following policies when on Campus.

#### 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.

## Zero Tolerance

You should also familiarise yourself with our Zero Tolerance Report and Support web page: <https://www.leedsbeckett.ac.uk/studenthub/zero-tolerance/>

## 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: <http://www.leedsbeckett.ac.uk/-/media/files/public-information/student-regulations/student-contract.pdf?la=en>. You should familiarise yourself with the Student Regulations relevant to you and ensure you adhere to the Student Contract.

Out Student Charter is available at: <https://www.leedsbeckett.ac.uk/-/media/files/academic-regs-new/2018/20-student-charter-1819.pdf?la=en>

## **Engagement Statement**

The University expects you to engage with and fully contribute to all learning sessions within your distance learning modules. Fully engaging with your online presentations and activities is an important part of your learning, contributing both to the University community and the learning experience of you and your fellow students on the course.

We monitor your engagement with the course material as engagement and academic achievement are closely linked. Also, by monitoring engagement 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 University does understand that from time to time there is good reason why you cannot engage with your studies for a significant period of time, and in this instance you must contact your School office or Online Learning Tutor to let them know so that our records can be updated accordingly.

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