Essential information for all taught postgraduate students

This guide provides you with the key information you need whilst studying at Coventry University and explains what is expected of you.

You must read this thoroughly before starting your course and refer to it regularly.

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A THE HEADLINES

We will send all official e-correspondence to your University email account. You can find information on how to access this account from the IT Services section of the University’s Student Portal, or go to https://webmail.coventry.ac.uk.

We will not respond to emails which are not sent from a University email address.

You must check your University e-mail inbox regularly to keep updated with important information about your studies. If you do not, you cannot use this as a defence if you fail to meet any requirements.

We do not offer a forwarding service to personal e-mail accounts. Even if you had set this up in the past, it will not work anymore.

- You must read the information (available on your course Moodle/Aula page) so you know what is expected of you, especially when taking exams and submitting coursework assignments:
  - Your Student/Course Handbook;
  - Course Specification;
  - Module Guides relevant to your course.

The University has a three online teaching and learning environments:
Aula: A new online learning environment for all courses across the University Group. Aula is replacing Moodle as our main online learning platform from September 2020.

Moodle: A virtual learning environment that has been used by the University for a number of years. We are currently migrating learning from Moodle to Aula for September 2020. Please note resit and deferred assessments will continue to be located on the Moodle platform in the original module web during the academic year 2020-2021. Some online assessments will also be on Moodle.

FutureLearn: FutureLearn is our learning platform for our fully online courses through Coventry University Online. Some modules may be located on the FutureLearn platform, but these will be linked through Aula or Moodle.

The University is introducing a new online learning platform, Aula from September 2020. Aula replaces Moodle for all courses across the Coventry University Group from September 2020. Aula is a simple to use, mobile-first teaching and learning experience platform. Interaction and conversation is built into Aula through the feed. The feed is where everyone on your course/modules can interact with each other, ask questions, share content and discuss topics. Aula is easy to navigate and wherever you are in Aula you are only ever one click away from the course and module information.

All courses have a course community space in Aula where your course director will provide essential course information and updates.

Every module within the University has a module space in Aula associated with it. To gain access to your Aula spaces you will need a username and password. You obtain your username immediately upon enrolment. Access to Aula is then available 24 hours after enrolling.

The online module spaces are a vital learning resource and it is essential to engage with your modules on Aula regularly through your mobile, laptop or desktop computer. The module spaces provide access to a wide range of resources and facilities together with the essential information for that module. Learning resources such as presentation slides or reading are generally made available by lecturers in advance of a teaching session.

The Aula Feed is central to your learning experience. You can contact the module leader and other students studying the module through the discussion Feed, and also take part in activities, debates and discussion with other students. This is also the place where important announcements and notices are posted by the module leader.

Module assessment details and briefs are on Aula. Coursework is also submitted online through Aula. Online assessments and tests are also run through links in Aula. All in all, the module spaces are a vital learning resource and it is essential that you incorporate Aula into your learning routine. Please note, however, that just as different teachers have different styles, module leaders will use Aula in different ways.

Our online learning platforms such as Aula are designed to enhance your learning and for most modules the information provided is to be used in addition to attendance at face to face teaching sessions.

- You may also find it useful to read the ‘Study Skills for Students in HE’ guide on the Student Portal which contains information on how to organise your time, the learning experience and teaching methods at university, independent study, working with others, reading techniques, and much more.

- If you provide documentary information for any University procedure (e.g. evidence to apply for an extension to a submission date) and the original document is not in
English, you will need a certified translation. It is your responsibility to obtain the certified translation.

- If you are an international student, you must attend a check of your immigration documents when requested, so that we can meet our joint UKVI obligations. We will send an email to your University email address explaining the documents we need to see, along with the date, time and location of the check. If you do not attend a check, this may put your visa at risk.

Please note that this information is not part of the formal University Regulations. In case of conflict of interpretation, the formal regulations take precedence.

B REGULATIONS

The regulations govern all courses of study at Coventry University. They contain rules and important information about being a student. They are part of the formal contract between you and the University.

At Coventry University, the Regulations are split into:

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You should read the Regulations and refer back to them frequently so that you understand your responsibilities during your studies.

The information in this handbook explains and provides guidance on some of the most important areas of the regulations.

By enrolling at the University, you accept and agree to abide by the University’s Academic and General Regulations, codes of conduct and other provisions, and accept your responsibilities as a student. You also accept liability to pay fees at the appropriate level and by the due date.

C THE MODULAR FRAMEWORK

All Coventry University postgraduate degree courses are made up of a number of modules (units of study) at agreed credit values.

.1 Module levels and credits

Your course handbook/programme specification will give you full details of the requirements for each award.

The credit rating for each module is calculated according to the overall effort expected from a student in order to successfully complete that module. One credit normally represents 10 hours of total effort. Total effort includes all teaching activities and independent study.
Under the current curriculum framework 120 credits are required for the Postgraduate Diploma and a further 60 credits for the Masters award (180 total).

.2 Module Status

Your course will be made up of mandatory modules.

You must pass all modules to achieve your award.

.3 Information on modules offered

Each module has a Module Descriptor that sets out the aims and intended learning outcomes, the indicative content, method of assessment, essential and recommended reading and other information.

You can read the module descriptors for each module running in an academic year by checking the Module Information Directory.

.4 Timetabling

If you are a full-time student you can expect to complete a Postgraduate Diploma in a minimum of two semesters and a Master’s degree in three semesters (one calendar year). For part-time students the minimum is one calendar year for the Postgraduate Diploma and two calendar years for the Master’s degree.

D CHANGES TO YOUR INDIVIDUAL PROGRAMME OF STUDY

You must check that your course details are correct on our records by the Monday of the third week of teaching by checking the ‘Student On-line Academic Record’ system (SOLAR) which you can access via the Student Portal, https://webapp.services.coventry.ac.uk/Apps/Student/0/Login.htm.

Any errors after this date may cause problems with the scheduling of your exams and the processing of your results.

If your course includes optional modules, we expect you to make your module choices before the end of the previous academic year.

- If you wish to make any changes, you must discuss them with your course and/or module tutor as soon as possible. The University’s Careers Service may also be able to provide information and guidance to help you with your decision.
- If a change is agreed, your Tutor will complete a Module Change Registration form and ask you to sign it.
- We will then amend our records to show your new modules / course of study.
- Please check your course of study on SOLAR to make sure these changes have been made.

Where changes are permitted, you are expected to have completed this by the Monday of the third week of teaching.

- If you wish to change your module selection after the Monday of the third week of teaching in the semester in which your module is being taught, you must withdraw from your course or reduce your course of study for the year by withdrawing from a particular module or modules. However, you may only withdraw from modules before the date of the first assessment.
- Changing from full-time to part-time status will have funding and visa implications.
If you wish to change from full-time to part-time study, or vice versa, you must notify your Faculty Registry Team immediately. If we approve the change, it normally only starts from the date your Faculty Registry Team was informed.

If you just stop attending a module and do not withdraw officially, you will be recorded as ‘absent’ and this will show as a ‘fail’ on your results. That fail will appear on your HEAR (Higher Education Achievement Record)

If you decide to withdraw from the whole course, you must discuss this with your Course Director. If you do not follow the procedure this may have serious consequences for the amount you will have to pay for your tuition fees and your student loan. You will also still be liable for your accommodation costs. Please read the University's Refund and Withdrawal Policy for further information as well as making sure you understand how this might affect future SLC applications if you decide to pursue a different course in the future.

E ATTENDANCE

Students are expected to attend the classes for which they are enrolled punctually and regularly, and it is their personal responsibility to ensure that they do so. Students must meet all attendance requirements as specified for individual modules or as specified for their course overall in the programme specification. International students who have Tier 4 visa are required to meet the requirements of their Tier4 sponsorship with the University as their sponsor. As such, they have specific and required responsibilities in line with the Home Office guidance. Students should note that certain external agencies have the right to request information on their attendance (e.g. Student Loans Company, sponsoring bodies, professional bodies, Home Office etc).

Monitoring of attendance may take place at any point during a student’s enrolment and the use of academic facilities (e.g. Library, moodle) may also be monitored for this purpose.

All students must report their absence to the Faculty Registry team.

International Students only:
If you are an international student with a Tier 4 visa, you must meet the requirements of your Tier 4 sponsorship with the University. You have specific, required responsibilities as outlined by the Home Office Tier 4 guidelines. As a Tier 4 student you must report any absences to your Faculty Registry and you must not leave the UK or the University without notifying your Faculty Registry or the Tier 4 Compliance Team.

2 Status verification letters
Letters to confirm your enrolment, for the purposes of Council Tax, Visa extension etc., can be obtained from NOVA https://webapp.coventry.ac.uk/Nova/Login.aspx. You must make sure that the University has your most up to date address by updating SOLAR as and when necessary.

F COURSEWORK ASSIGNMENTS

‘Coursework’ = any type of assessed work that falls outside of the exam periods at the end of each teaching block. This may include essays, dissertations/projects, presentations, artefacts, laboratory/studio work, locally arranged phase tests etc.

You should access the ‘My Assessments’ area in NOVA to find out details of your submissions and also check submission information on moodle/Aula.
Ethics

If you intend to conduct research, you must gain ethical approval before you start conducting your research. All research proposals must go through the University’s Ethical Approval process via the University’s online application and approval system before any research is conducted. Check your course handbook for specific instructions about what you need to do.

You must submit written coursework via Turnitin.

Turnitin is a service that helps lecturers and students check if a piece of work contains sections that are identical to work submitted or published elsewhere.

Penalties may be applied for exceeding any word limit set. Your tutor will let you know whether your writing within the word limit is part of the assessment. If the limit set is a maximum or a minimum, a penalty of 10% of the mark for that piece of work will be applied to submissions that exceed or are below the requirement by 10% or more.

You must manage your time to meet coursework submission deadlines. If you submit an assessed piece of work late, without an authorised extension (see below), you will receive a mark of 0% for that piece of work.

Extensions

If unforeseen circumstances arise before the due date of the work, you may apply for an extension to the submission deadline of up to two calendar weeks.

Extensions are only given for genuine extenuating circumstances and medical reasons. We do not grant extensions for bad planning of your time. Theft / loss of coursework or failure to keep back-up files are not valid reasons for an extension.

You can apply for an extension using the Deferrals and Extensions Application Form. The form must be accompanied by original documentary evidence (photocopies are not acceptable) such as a doctor’s note (but not online doctors) or some other official documentation (e.g. Mental Health Advisor’s report).

You must apply for an extension before the due date of the assessment. We will consider your request and, if it is accepted, you will be given a new date by which you must complete and hand-in your work.

The maximum extension period is two calendar weeks.

If your request is rejected, you may be able to appeal the decision - Section J below contains information about this process.

Moderation and feedback

We will mark your work and provide you with feedback explaining the strengths and weaknesses of your assignment. We internally moderate the marking of all assessed coursework tasks. Some assignments, projects and dissertations are double-marked; for other assessments, we will moderate a representative sample of marked work across the full spread of results. There may be comments on some of your assessed work which will indicate that it has been included in the moderated sample.

G EXAMINATIONS

When are exams held?
The exam periods will take place during week 13 of each semester. However, sometimes exams can be held at other times. Your Course Director will provide you with information about exams which fall outside of the standard exam periods. Further information about exam periods can be found on the Exams page of the Student Portal.

No holidays should be booked during semesters, including exam periods or study breaks. Academic dates/semester dates can be found on the student portal: https://www.coventry.ac.uk/life-on-campus/term-dates

The exam timetable is not closely linked to the teaching timetable. You could have two exams on the same day (including evenings) or on a Saturday.

You must make sure you read your exam timetable carefully and keep checking it as misreading the timetable is not a valid reason for missing an exam.

The exam process

The regulations for exams are in Appendix 1 of the General Regulations; this covers all aspects of the exam process, including general conduct before and during the exam and the procedures for dealing with cases of academic dishonesty. You must carefully read these regulations and ensure you follow them at all times. A quick guide to exam conduct has also been produced to help you make sure you don’t make a mistake.

Candidates must avoid taking any of the following into any examination room:
[Appendix 1 to General Regulations]

If you have brought any of the items below to the examination room, they must be left either in your bag or within the plastic bag provided (must not be kept in your pocket even if switched off). Place the plastic bag under your seat and make sure all electronic devices are switched off completely.

Please note that just taking these materials into an examination is an offence that can lead to penalties, even if a student is not caught in the act of using them to cheat or even if the item is not switched on.

- Any written materials, such as books, revision notes, papers (including bank, spare paper), calculator manuals
- Pencil cases
- Bags/brief cases etc
- Any electronic devices such as radios, Cassette/CD players/MP3 Players
- Mobile telephones and any other equipment with telecommunication facilities including watches, glasses which can connect to third parties via mobile signal, blue tooth etc. whether switched off or not;
- Any devices with alarms on such as phones, watches etc.
- Correction fluids e.g. Tipp-Ex
- Calculators which can store text (programmable); they will be confiscated and used as evidence of suspected exam misconduct. Please see Appendix 8 General Regulations
- Unauthorised dictionaries are not allowed. Please see Appendix 9 General Regulations

This list is not exhaustive.

Important information:

- Please make sure that you have your student ID card with you during all examinations. Replacement cards can be obtained via Information Points.
Check you have the correct examination paper on the desk in front of you, (do not open it and start reading it).

Check that you have been issued with any required extra materials (e.g. Statistical Tables) as stated on the front of the paper.

Fill in your attendance slip and leave it on the corner of your desk together with your student ID card. Fill in all sections on the front of your examination script.

If you are using a calculator you must write the make and model number on the top of the answer book. You must leave the cover of the calculator either in your bag or in the plastic bag provided and place it under your desk. You cannot borrow or share calculators. All calculators must be non-programmable. The University is not responsible for providing spare calculators. See Appendix 8: General Regulations

You will not be allowed into the exam after the first 30 minutes. If you arrive late you will not be given extra time at the end of the exam.

You may not leave in the first 30 minutes or in the last 30 minutes.

If your first language is not English you may use a translation dictionary (not electronic) for the first 15 minutes of the examination only to clarify the meaning of the questions, (unless the examination gives different instructions). Make sure your name is on it, as it will then be collected by an invigilator. Please remember to collect it at the end of the exam. The University is not responsible for providing you with a dictionary. See Appendix 9: General Regulations

All answers must be written in blue or black ink, do not write in pencil.

Any rough notes or calculations must be made in the answer book and should then be crossed out so it is clear you do not want the work to be marked. If you need extra paper please raise your hand. Please write your Student ID number at the top of each sheet of additional paper, not your name. You will be provided with a tag to attach the paper to your answer booklet.

During the examination you may not smoke or eat. Only clear bottled water, with the label removed, is allowed.

If you have a query or need help in any way please raise your hand and an invigilator will come to you; do not leave your seat.

If there is a fire alarm or other disturbance during the examination stay in your seat; the invigilator will tell you what to do. Do not talk to other candidates during the evacuation.

IT system failure and/or extreme weather conditions:
If there is an IT system failure and there is no, or limited, access to the Coventry University website, you can find the latest information and notifications (for example any changes to the exam times due to extreme weather conditions) on the University’s Twitter feeds and Facebook site.

Individual exam arrangements/alternative assessments:
If you need special exam conditions due to illness or disability (physical or sensory) you must apply to the University’s Welfare & Disabilities Office before the exam period, and submit evidence. The deadline for special conditions requests is 12 October 2020 for the December 2020 exams for students starting in September 2020, 15 February 2021 for the April 2021 exams for students starting in September 2020 or January 2021 and 14 June 2021 for students starting in May 2021 for the August 2021 exams. The request will apply to all exams, for the duration of your undergraduate degree so you need only apply once unless your conditions change. If you do not apply by the relevant deadline, we will not be able to offer special conditions for the exams, due to the number of applications and the need to produce the exam timetable. If you develop a permanent or temporary disability after the deadline for notifying us has passed, contact the Welfare & Disabilities Office at least one month before the scheduled exam date to discuss with them.
In some exceptional cases, we may vary a specific assessment task for a student. Most
disabilities and/or long standing health conditions can be supported through reasonable
adjustments and/or special exam conditions, without varying the assessment task itself.
The University’s policy and procedure relating to alternative assessments can be found under
Appendix B of the University’s Assessment and Feedback Policy.

Contact for the Welfare Office: 024 7765 8029 welfare.ss@coventry.ac.uk, Health &
Wellbeing – The Hub (2nd floor)

Contact for the Disabilities Office: 024 7765 8029 disoff.ss@coventry.ac.uk, Health &
Wellbeing – The Hub (2nd floor)

H  ACADEMIC INTEGRITY

We expect all our students to act with integrity in the way they study and communicate with
others, which means that you must always complete your academic work in an open, honest
and responsible manner.

You will learn about academic integrity and gradually develop a range of academic skills
throughout your studies. If you would like additional support in any aspect of your learning
and development, you may book a place for regular workshops and tutorials provided through
the library and from other support units (https://libguides.coventry.ac.uk/csessentials).

All academic work builds on the work of other people. In order to make clear to readers the
difference between your own words, images etc. and the work of others, you must
acknowledge your sources by appropriate use of referencing, as explained in section 1 below.
Computer software is used to systematically check students’ submissions of work for
originality and authenticity. You may also have access to some of these tools for checking
drafts of your work prior to submission. It is important that you understand how to interpret
and benefit from the information provided by the software.
(https://libguides.coventry.ac.uk/csessentials)

It is important that you understand what is expected of you and where to obtain support if you
are unsure what to do or if you are accused of academic dishonesty. Academic dishonesty
means any attempt by a student to gain unfair advantage (e.g. extra marks) for her/himself, or
for another student, in ways that are not allowed.
If suspicions arise that you have used unfair practices to gain an advantage in your academic
work, then you will be invited to attend an academic conduct meeting. If this happens to you
then you are strongly advised to contact the Students’ Union Advice Centre at the earliest
opportunity, to ask for guidance and support (suadvice@coventry.ac.uk, 024 7765 5200).
Here are some examples of academic dishonesty:

Collusion means two or more students, or students and other people, working together in the
preparation and production of work, which is then submitted as individual work for academic
credit. In cases where one student has copied from another, all students involved may be
penalised. The line between acceptable co-operation and unacceptable collusion varies
according to the type of work involved. The module leader will issue clear guidance on how
much co-operation is acceptable. If you are not sure, make sure you ask.

Falsification is the presentation of false or deliberately misleading data in, for example,
laboratory work, surveys or projects. It also includes citing references to sources that do not
exist.

Deceit concerns misrepresentation or non-disclosure of relevant information, including the
failure to reveal when work being submitted for assessment has been or will be used for other
academic purposes.

Plagiarism happens when you include other people’s words, images etc. in your own work
without acknowledging the source. Examples include:
a. Using the words of a published source in a written assignment without appropriate documentation/acknowledgement
b. Presenting someone else’s original concepts, ideas, and/or arguments as your own
c. Presenting someone else’s scientific research, case studies etc. as your own, without properly acknowledging the source of the material
d. Submitting an assignment that you’ve not written yourself as your original work
e. Copying answers or text from another student and submitting them as your own
f. Using long pieces of text or unique phrasings without using quotation marks and acknowledging the original source
g. Citing data without crediting the original source
h. Proposing another author’s idea as if it were your own
i. Submitting someone else’s computer programme or spreadsheet with minor alterations as your own
j. Presenting another author’s structure or sequence of ideas as your own without giving the original author credit
k. Submitting an assignment that you did not write yourself (e.g. downloaded from a sharing web site, provided by another student, written by a friend or relative especially for you or bought from an "essay mill")
l. Resubmitting part or all of work for which you already had academic credit, without acknowledgment or prior authorisation (self-plagiarism)

Exam Misconduct is any attempt to gain an unfair advantage in an assessment (including exams), or assisting another student to do so. This includes taking unauthorised materials into exams, copying from other candidates, collusion, impersonation, plagiarism, and unauthorised access to unseen exam papers. Please take note that you are not allowed to take any electronic equipment into an examination (including phones, smart watches and glasses) that could be used to inappropriately communicate with others or to access information during the exam.

In the event that you are accused of academic misconduct you are advised to contact the Student Union Advice Centre (SUAC) immediately after the incident (suadvice@coventry.ac.uk, 024 7765 5200).

It is the role of the university to ensure students have ample opportunities to learn and develop in their academic practice. Instruction and advice will be provided to enable students to comply with current academic conventions. It is only by following the academic process as defined in the training and advice, that students will develop understanding of their particular academic field, they will be able to produce good quality work of their own in a more coherent and consistent way, thereby demonstrating that the required learning has taken place. Your co-operation is expected in actively protecting the integrity of the assessment process. It is your duty to observe high personal standards of academic honesty and integrity in your studies and to report any instances of malpractice you become aware of (please send by email in confidence to integritythreats@coventry.ac.uk or suadvice@coventry.ac.uk, 024 7765 5200)

 Allegations that arise will be investigated under the University’s Academic Conduct procedures, as outlined in Appendix 1 of the General Regulations (https://share.coventry.ac.uk/students/Registry/Pages/Breaking_The_Rules.aspx).

The maximum penalty for a proven case of academic dishonesty is expulsion from the University. If you are found to have committed academic dishonesty, details of your actions will remain permanently on your student record and beyond your period of enrolment. This may have implications for you when applying to the University for a character reference or when registering for professional qualifications. If academic dishonesty is proven against a student after graduation they may have their academic award(s) withdrawn.

I ACKNOWLEDGING SOURCES IN ACADEMIC WRITING

Gathering information from your reading of a variety of sources is an essential part of most academic writing, and it is important that you cite and reference these sources in the required
style. All writers borrow ideas and concepts from other sources and building upon previous research and developing new ideas from previous findings is seen as good practice. However these ideas and concept must be attributed correctly through citing the source in your writing and including a full reference for the material in your reference list. Whenever you use information from other sources you must document the source in two ways:  
* provide an in-text citation of the source in the main body of your writing;  
* enter the source in the List of References at the end of your document.

You must cite and reference every piece of information that you borrow from another source because it is the intellectual property of the individuals or groups of people who have produced it. If you use any images, charts, graphs, statistics or quotations taken from other sources this must be made very clear in your work. This is done by placing the words taken in speech marks (“”) or citing the source of any tables, graphs or images, together with page numbers. For more precise instructions on how to treat “Quoted” sources in the referencing style used by your school check with academic tutors and the Centre for Academic Writing. All statements, opinions, conclusions, images, etc. which you have understood or read from someone else’s work (books, journals, lectures, videos, TV programmes, newspapers, internet pages, etc.) should be acknowledged, whether the work is mentioned, described, reproduced, summarised, paraphrased or directly quoted by you, regardless of whether the original source is in English or any other language.

Why cite and reference?

- Good referencing practice demonstrates to your tutors that you have read relevant materials and have understood the relevance, implications and effects of the concepts and ideas represented in those works.
- Good referencing practice enables students to build their ideas and hypotheses on the great works of authors in your discipline
- Good referencing practice makes your writing scholarly and authoritative. It shows that you have researched your topic well, and shows your ability to follow academic standards.
- Good referencing practice displays intellectual honesty because the reader can see which elements of the writing are original, and which are borrowed. Clear in-text citations and a full List of References help a marker to credit originality in your work.
- Good referencing practice allows your readers to locate and consult the sources you have used and enables you to go back to consult sources you have used in previous papers you have written.
- Poor referencing practice means that your writing is not based upon clear evidence, so it is hard to persuade your reader that your arguments are well-founded. Also be aware that the quality of your in-text citations and List of References is taken into account when assignments are marked.
- Poor referencing practice can give an impression of intellectual dishonesty because it is unclear to readers which information has been borrowed from another source. In the worst case this is plagiarism (see section H above), which means presenting someone else’s work as your own. At Coventry University you will be penalised for plagiarism, whether it happens accidentally or deliberately. Therefore, it is important that you learn how to use and reference sources appropriately.

A number of referencing styles are in use at Coventry University. The majority of Coventry University uses the APA Referencing Style. If you started your course before 1st September 2020, you may continue to use the Coventry University Guide to Referencing in Harvard Style until you graduate. You must use one consistent style of referencing within an assignment. Some tutors and subject groups may require you to use an alternative referencing style, such as OSCOLA. If you are unsure, ask your module tutor. It is your responsibility to find out whether your tutor requires you to use a different referencing style.

Full guidance on using referencing styles is available through the Library’s online guides (https://libguides.coventry.ac.uk/referencing) or in person from the University Library and from the Centre for Academic Writing.

For more information or to book one-to-one support, please contact your Academic Liaison
J WHAT TO DO IF YOU EXPERIENCE ILLNESS OR OTHER CIRCUMSTANCES THAT AFFECT YOUR STUDIES/EXAMS

If you are unwell and feel that the illness is affecting your ability to complete work or attend an exam, you should make an appointment to see your doctor and obtain certified evidence (e.g. medical certificate, doctor’s note etc.). This is a requirement of the procedures. We do not accept medical evidence which has been obtained online, for example from Push Doctor.

If illness or other circumstances affect your ability to meet a deadline for handing in assessed coursework or your ability to sit an exam, you should consult the detailed guidance on the procedures for dealing with extenuating circumstances. These may be accessed from the Registry section of the University’s Student Portal. You will also find information about what are acceptable reasons for having an extension or deferral approved.

In brief, these procedures allow you to request:

a) an extension of a coursework deadline (up to a maximum of two calendar weeks from the original submission deadline);

b) a deferral of assessment for a coursework or an exam (to the next assessment period).

All requests:
- must be submitted before the hand-in date of the coursework or the date of the exam;
- must be accompanied by appropriate third-party evidence. Original copies of the evidence should be submitted (photocopies are not normally accepted) and all documents from medical practitioners must have a genuine practice stamp imprinted to confirm authenticity.

It is not possible to accept retrospective evidence or late requests.

If you hand in coursework on time or attend your exam(s), this will be treated as confirmation from you that you were fit for the assessment. We will not accept any later claim for extenuating circumstances for that assessment.

Requests for an extension or deferral will be considered by an authorising officer in your Faculty.

Appeal of a Deferral or Extension request rejection:
If you have significant new evidence regarding the initial request which was not considered with the original application, or if you have a specific allegation of irregularity about the conduct of the approval process, then you may appeal an unsuccessful decision.

- You have 5 working days from the rejection to appeal against the rejection of an extension application.
- You have 7 working days from the rejection to appeal against the rejection of a deferral application.

Check Appendix 3 of the Academic Regulations for information on the criteria which the new evidence must meet.

K ASSESSMENT BOARDS, REASSESSMENT and RESULTS
After each assessment period your results will be considered by a Programme Assessment Board (PAB).

A PAB considers the results of each student on a course and makes decisions about progression and awards. Results are unofficial and subject to change until they are confirmed by a PAB.

External examiners (impartial subject experts from outside the University) are associated with each PAB. They attend these meetings and will consider a sample of students’ work undertaken as well as teaching material and other documentation which has supported the teaching of a module. This is part of a national system that ensures that standards are comparable across all UK universities.

External examiners (impartial subject experts from outside the University) attend each PAB meeting and consider samples of marked students' work, teaching materials and other documents that have supported teaching. This is part of a national system that ensures that standards are comparable across all UK universities.

After the PAB has reached a decision about your progression on your course or your final award, your results will be released via the Student On-line Academic Record system (SOLAR). We will send an email to your University email account to tell you that your results are available. Final year students and students exiting their course will also be sent results notification letters in the post.

We also use Moodle to confirm some assessment results before they have been formally confirmed and released via SOLAR. Any results provided through Moodle remain provisional until they are approved by the PAB and released on SOLAR.

If you do not pass all of your modules at the first attempt, the PAB will automatically allow you to resit the failed components on those failed modules without attendance at the next available opportunity.

If you fail your resits, the PAB will allow you a third attempt at the failed component(s), as long as you have achieved a minimum module mark of 20% in the second attempt. The overall module mark for second and third attempts will be capped at 40% or the highest earlier module mark.

If you fail your third attempt you will then have exhausted all your attempts at the module. **If you have one or more resits at the June Assessment Board, you will not be permitted to attend the summer Awards Ceremony**

Quick guide to attempts permitted

- First attempt
  - If you fail any module, you get an automatic resit (without attendance) opportunity on all failed components.

- Resit attempt
  - If you pass second attempt, module mark is capped at 40% or original module mark if higher.
  - If you fail second attempt, PAB will allow a third attempt as long as you have achieved a minimum module mark of 20%, or PAB may terminate studies if a minimum module mark of 20% is not achieved.

- Third attempt
  - If you pass, the module mark is capped at 40% (or the highest earlier module mark).
  - If you fail, the PAB may terminate studies or inform you that you will not achieve the award that you originally registered for.
L    AWARDS AND CLASSIFICATIONS

Awards of Master’s, Postgraduate Diplomas and Postgraduate Certificates may be made with Merit or Distinction.

Thresholds for merit and distinction are normally 60% and 70% respectively. Calculations are as follows:

a) A student who achieves an average of at least 70% in the 150 credits worth of level 7 modules with the highest marks taken in a Masters programme, shall be eligible for the award of a Masters degree with distinction;

b) A student who achieved an average of at least 60% in the 150 credits worth of level 7 modules with the highest marks taken in a Masters programme, shall be eligible for the award of a Masters degree with merit;

If you have passed enough modules to be awarded a Postgraduate Certificate or Postgraduate Diploma, but intend to proceed to the next stage of your programme, you are normally not entitled to receive a certificate, or attend an awards ceremony, at that time. An award is only made when you have completed your programme of study and you have informed the University of your decision.

M    APPEALS AGAINST ASSESSMENT RESULTS

If you want to appeal against the decision of a PAB, you must complete an appeal form which can be accessed at the following link: https://share.coventry.ac.uk/students/Registry/_layouts/15/WopiFrame.aspx?sourcedoc=/students/Registry/Documents/Academic_Appeal_Form.docx&action=default. You must provide full supporting evidence for why you are appealing. You should then send your form and evidence to ArgAppeals.reg@coventry.ac.uk, within 10 working days of the release of your results on SOLAR.

You may not appeal or request a review of your results simply because you disagree with the academic judgement of an Assessment Board about how it has assessed the merits of an individual piece of your work or about how it has reached a decision on your progression or final grade. Also, if you think that your supervision or other arrangements were inadequate, this is not a valid reason to ask for a review and, if taken forward, it would be dealt with as a complaint.

The full details of how to appeal following the release of your results is available in the Academic Regulations, Appendix 2. The Registry Section of the University’s Student Portal provides a Student guide to Academic Appeals

If you have an appeal that is in progress your award will NOT be formally conferred until the appeal has been concluded. This may mean you have to for your certificate until the next conferment board meets.

N    GRADUATION AND REFERENCES

Graduation

<table>
<thead>
<tr>
<th>Month</th>
<th>Graduation Ceremony</th>
</tr>
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<tbody>
<tr>
<td>Spring 2021</td>
<td>Any student who has successfully completed their course and received their official results by 25th January 2021</td>
</tr>
<tr>
<td>Summer 2021</td>
<td>Any student who has successfully completed their course and received their official results by 24th May 2021.</td>
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<td>-----------------</td>
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<tr>
<td>Autumn 2021</td>
<td>Any student who has successfully completed their course and has received their official results by 13th September 2021.</td>
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</tbody>
</table>

* Any student who lodges a request to review their results (appeal) will not be able to attend a graduation ceremony until the case has been concluded.

** Any student with an outstanding debt at the close of registration will not be permitted to graduate. Once the debt has been cleared the student will be deferred to the next relevant ceremony.

Students cannot request to defer their ceremony.

For more information about graduation, see the [Graduation FAQs](https://www.coventry.ac.uk/the-university/key-information/registry/higher-education-achievement-report/) on the Coventry University website.

**Higher Education Achievement Award (HEAR)**

HEAR is your electronic transcript of the course you have undertaken and grades achieved, overall result, level etc. You can access this throughout your course so you can use it as evidence of completing each stage of your course. You can share it with employers if you are going for job interviews, agencies etc. You can access your Higher Education Achievement Report (HEAR) by registering at the following link: [https://www.coventry.ac.uk/the-university/key-information/registry/higher-education-achievement-report/](https://www.coventry.ac.uk/the-university/key-information/registry/higher-education-achievement-report/). A HEAR does not include attendance data, or comments about suitability for a specific role etc. It is important you do this whilst you are a student and then set it up using your personal email address as you will then be able to keep accessing it once you are no longer a student with us. You will not be set a hard copy of this document so it is important that you do register for it. Please follow the link above which gives lots of useful information about the HEAR.

**Verification of Awards**

Coventry University subscribes to HEDD, Higher Education Degree Datacheck. HEDD is the UK's official service for verifying academic degrees, course dates, graduation etc. and authenticating universities used by employer's/Council’s/Embassies and Agencies. It will not contain attendance data or personal comments about suitability for a specific role etc. You will need to request an academic reference for this information.

If you are applying for a job, visa application or further study and you are asked for verification of your award please direct the organisation to HEDD at the following: [www.hedd.ac.uk](http://www.hedd.ac.uk). They should follow the instruction to make a verification request, pay the appropriate fee and then the request will be processed as appropriate by HEDD.

**Academic References**

If you need an academic reference you have to request this form your tutor/course director. You should seek permission in advance of using their name to make sure they are happy to do this and to also give your written consent to share data with a third party. Please refer to
O  THE CONCILIATION SCHEME AND HOW TO MAKE A COMPLAINT

We work hard to ensure that our students and staff create a positive and responsible community. However, there may be occasions when you want to raise concerns.

THE CONCILIATION SCHEME

You should always try to resolve your concerns informally within your Faculty before pursuing the formal procedure (as outlined in Appendix 10 of the General Regulations). Please raise any concerns or queries you have at the earliest opportunity so that they will be easier and quicker to resolve. Relevant staff in your Faculty (your tutor, the Course Director, Head of School or an administrator) should be able to help you resolve the majority of problems or concerns, unless you would prefer to seek impartial advice and support.

We have a Conciliation Scheme to provide students with an informal, supportive route to resolving complaints, dealing with concerns and applying for requests to review results (see M above). We have several Conciliators and you are encouraged to approach any one of them for impartial advice and assistance when seeking to informally resolve a complaint or other concern. This can often provide a quicker resolution to any problems or issues you are facing, and enable you to focus on your studies. The conciliation meeting is confidential. A list of University Conciliators can be found in the Conciliator Scheme document on the Complaints and Appeals section of the University’s Student Portal.

HOW TO MAKE A COMPLAINT

If you want to make a formal complaint, the University’s complaints procedure is outlined in Appendix 10 of the General Regulations.

There are two stages to the formal complaints procedure:

   a) Stage 1: this is dealt with by the Faculty or department concerned. Complaints should be submitted to complaints.reg@coventry.ac.uk using form available on the University website.

   b) Stage 2: if you are unhappy with the outcome of your stage 1 complaint, you may escalate your complaint to the Vice-Chancellor’s office using the complaints.reg@coventry.ac.uk email address.

The Complaints Procedure does not apply to complaints about academic marks, grades or awards – you would need to follow the appeals procedure instead. Section M refers to Appendix 2 of the Academic Regulations and the grounds to request a review.

P  DISCIPLINARY

You are an important member of the community of Coventry University. As a member of that community we expect you to:

   • respect the rights and property of other students and of the wider community
   • behave politely
   • be tolerant of the views of others
   • act like a responsible citizen, and
   • respect where you live.

If you behave inappropriately (called an ‘act of misconduct’), this will be dealt with under the Student Disciplinary Procedures (please refer to Appendix 7 of the General Regulations for the full procedure).
You must not behave in ways that will cause actual or potential damage or harm to the University or others (including reputational damage or harm). You must not prevent or interfere with the functioning, activities or operation of the University nor with the work, studies or activities of those who are connected with the University (including those who work at, study at and visit the University). You must also behave appropriately when you are away from the University but in a University context, for example on a placement, field trip or study abroad programme, or in situations where there is some link to the University or its reputation.

If you break our Code of Conduct or any of our rules and regulations about behaviour, we are likely to take disciplinary action.

Misconduct includes, but is not limited to:
- conduct that is also a criminal offence
- causing damage to University property or to property that belongs to someone else
- threatening, racist and/or abusive behaviour
- conduct that causes or could cause physical or mental damage, harm, alarm or distress to others
- inappropriate behaviour via social media
- failure to follow all University rules and regulations, codes of conduct or codes of practice
- behaviour on or off campus that damages or could damage the reputation of the University

You can find more examples of the types of conduct which are unacceptable and likely to lead to disciplinary action against you in Section 7.6.2 of Appendix 7 to the General Regulations: Student Disciplinary Procedures.

If you are found to have committed an act of misconduct, a penalty can be imposed. This is in addition to other outcomes such as a Written Warning.

Details of any disciplinary action taken as a consequence of an act of misconduct will remain permanently on your student record and beyond your period of enrolment.

Read Appendix 7 of the General Regulations to ensure you are familiar with the full procedure, as well as Section 2 of the General Regulations which refers to the Code of Conduct.

Q IMPORTANT FINANCE INFORMATION AND FEE IMPLICATIONS

Payment of Tuition Fees / Payment Instalment Plans
All self-funding students paying a full course fee (including part time fees paid over 2 years) are entitled to pay fees by termly instalments. Instalment plans require a one-time set up where the payment card will be automatically charged on the termly due dates. Recurring card payment plans can be set up by students or the fee payer using the secure payment link https://payments.coventry.ac.uk/open you must have a student id to enable completion.

Overdue and Unpaid Tuition Fees
You must pay your tuition fees on time, failure to do so will result in your system access being blocked and may ultimately lead to exclusion and withdrawal from your course. Students are encouraged to contact Finance at the earliest opportunity if they are having difficulty meeting their financial obligations. Unpaid fees may be transferred to external third party agents who will follow a lawful process of recovery that may lead to legal action in the event of non-payment.

Withdrawing from your course
If you completely withdraw from your course within 14 calendar days from completing online enrolment, or within 14 calendar days from the official course start date, you won’t be charged any tuition fees.
After 14 days you will be liable for a proportion of course costs in accordance with the liability points in the terms and conditions policy document.
Withdrawal requests must be completed in writing and failure to follow the correct process may incur tuition fee charges if the withdrawal is delayed. Withdrawals cannot be backdated. Contact your Faculty Registry team immediately if you are thinking of withdrawing from your studies.

For further details please read the full Withdrawal, Refunds and Tuition Fees Terms and Conditions document.

THE UNIVERSITY’S PREVENT DUTY

The Counter-Terrorism and Security Act 2015 introduced measures aimed at reducing the risk of terrorism and radicalisation. Universities must ‘have due regard to the need to prevent people from being drawn into terrorism’, known as the Prevent duty.

We are required to assess the risk of our students and staff being drawn into terrorism. We must have robust policies and procedures in place to reduce that risk. We pay particular attention to external speakers and events on campus, staff training, student welfare and pastoral care and IT policies. We will act in proportion to risk when ensuring that we meet our obligations under the Prevent duty.

We balance our Prevent duties against our other legal duties to ensure freedom of speech, academic freedom and protection of student and staff welfare.

If you have concerns that someone you know is at risk of radicalisation, you must report your concerns to prevent.ss@coventry.ac.uk.

If you have a query about the University’s implementation of the Prevent duty, please contact Kate Quantrell, Registrar & Secretary (k.quantrell@coventry.ac.uk; 02477658336)

DATA PROTECTION AND CONSENT TO PROCESS INFORMATION

Fair processing statement - Data Protection Act 2018
The personal data the University Group collect from you will be used for the following purposes:
1. In relation to your academic development and engagement with learning opportunities
2. Where there are concerns about the health, safety and wellbeing of you or others
3. For professional conduct purposes
4. Disciplinaries

Sensitive Data
The University may hold information about you which constitutes sensitive data as defined in the legislation, such as details about your ethnicity, disability or criminal (or alleged criminal) offences, which you have supplied to us.

Any ethnicity information supplied will be used to comply with the requirements of Higher Education Statistics Agency (HESA) and equal opportunities legislation.
Health and disability information supplied may be shared with relevant staff of the University in order to provide you with the best possible support for your studies and assessments.
External Disclosure

Information about you may be disclosed to other organisations outside of the University Group as required by law (including information about your post university work or study situation), for purposes including but not limited to:

1. Crime prevention or detection purposes
2. To comply with our obligations as a sponsor of migrants licensed by the United Kingdom Visa and Immigration Service (UKVI) and any successor to it
3. Supporting your academic development and engagement with learning opportunities
4. Government agencies pursuant to a valid request and where required by the law and HESA
5. Sponsors, agencies or bodies funding your programme of study
6. Your country's high commission, embassy or consulate
7. For purposes concerning your academic progress if your education is sponsored by your government or
8. In the event that there is serious concern about your welfare, such information that is reasonably necessary to help safeguard your wellbeing
9. organisations providing or facilitating workplace, research or studies forming part of your course, professional bodies where courses are accredited

How we may contact you

Please note that the University may contact you by post or by electronic means including telephone, text messages, email or any other suitable electronic method in connection with purpose as above.

Processing of your personal data

We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access, loss, theft or disclosure.

Your Data Protection Rights

Under the Data Protection Act 2018 and the General Data Protection Regulation 2016 you have the right to

1. make a data subject access request and this includes being provided with a copy of your personal data held by the University.
2. apply to the University for the rectification, blocking, erasure or destruction of inaccurate personal data relating to you.
3. exercise your right to apply for erasure of your personal data from the University Group’s electronic and manual systems provided that the University does not have to retain the data for legal reasons

For more details concerning these and your other rights please refer to the Information Commissioner’s Office website.

If you wish to make a Data Subject Access enquiry of the University, please contact dsar@coventry.ac.uk or see our website.

If you have any a complaint concerning any data protection issues please contact the Data Protection Officer via enquiry.igu@coventry.ac.uk.