



**Faculty of Humanities & Social Sciences
Department of Economics**

MSc Applied Economics Programmes

Programme Handbook 2020/21

This Handbook is available online or in alternative formats. Please contact economics-pg-applied@bath.ac.uk if required.

12 October 2020

CONTENTS

About this handbook	1
Important links and information.....	3
University information online.....	3
Supporting You.....	3
CORE UNIVERSITY SERVICES / INFORMATION	3
SUPPORTING Your Learning	4
Head of Department Welcome 2020/21	5
About the Department OF ECONOMICS.....	6
Key contacts/staff list.....	7
Departmental information	8
About Your Programme.....	10
Programme aims and learning outcomes	10
Programme description: structure of your programme	13
Unit and Programme Catalogues.....	13
Your learning	13
Your Timetable	14
Physical study space – 2020/21	14
Option choices.....	14
Research Ethics	14
Unit and programme changes 2020/21.....	15
Giving feedback on your programme TO the University.....	15
Assessment.....	16
Submission deadlines.....	16
Late submission of coursework	16
Word counts	16
Feedback on assessment.....	16
Academic Integrity	18
If circumstances impact on your assessment attempt.....	20
Assessment processes.....	20
Assessment Regulations.....	22
Academic Appeals.....	24
Core University information	26
University Regulations for students	26
Accessing university email.....	26
Students' Union membership.....	26
Data protection	26
Registration status.....	26
Academic engagement monitoring for Tier 4 students	27
Change in your circumstances	27
Dissatisfaction with a university service or facility (Complaints)	27

ABOUT THIS HANDBOOK

This is the 2020-21 Handbook for students commencing year 1 on the MSc Applied Economics programmes.

The contents of this Handbook are accurate at the time of publication, 12 October 2020, but information contained within may sometimes be subject to change after this Handbook has been issued.

The Important Links and Information section of this Handbook includes links to information online about both the topics covered in this Handbook and other key topics. It is important that you familiarise yourself with the online information as well as the contents of this Handbook.

In August 2020 we wrote to you to explain how your programme has been adapted in response to COVID-19 safety measures and our 'Bath Blend' approach to learning and teaching for academic year 2020/21.

Information about the structure of your programme (which units you take when, which units are compulsory etc), as well as key unit information (including learning outcomes, synopsis and assessment), for the upcoming academic year can be found online in the Unit and Programme Catalogues (see **Unit and Programme Catalogues** in this Handbook and www.bath.ac.uk/catalogues). You will also receive details about unit content and assessment via the University's online learning environment, Moodle.

You will be informed, normally by your Director of Studies or Unit Convenor, of any further changes that will affect your programme or a unit. See also **In carrying out your research work**, you may face ethical dilemmas arising out of competing obligations and conflicts of interest. Research in the social sciences and other disciplines can be intrusive in people's lives, or have an impact on the services they receive. All students are required to abide by the University's Code of Ethics, which can be found at:

<http://www.bath.ac.uk/about/values/ethics/>

Ethical problems are not always immediately obvious when a research project is planned. The proposal should be considered very carefully from all angles before being implemented and you should discuss possible ethical implications with your supervisor at an early stage. All MSc dissertation research that involves human participants or human data and all MRes research of any form is subject to formal ethical review and approval must be obtained before work can be started. In such cases, you will be required to submit an ethics form to the Department's Research Ethics Officer, Dr. Alistair Hunt (ecsasph@bath.ac.uk), prior to the collection of any research data. If you have any questions regarding ethics approval for data collection you should speak to the Research Ethics Officer.

Unit and programme changes 2020/21 in this Handbook.

You will be informed via announcements if any services offered by the University will need to be changed as a result of changing circumstances during 2020/21.

While this Handbook signposts information about regulations for students, it does not have regulatory status itself, and the Regulations available online (Regulations for Students: <http://go.bath.ac.uk/regulations> and Assessment Regulations: www.bath.ac.uk/corporate-information/new-framework-for-assessment) are the most up-to-date and take precedence over the contents of this Handbook. It is your responsibility to take the time to familiarise yourself with the Regulations.

If in doubt about what applies to you, or if your circumstances change, please contact your Director of Studies, Dr Stylianos Asimakopoulos, for advice.

IMPORTANT LINKS AND INFORMATION

UNIVERSITY INFORMATION ONLINE

This Handbook is an accompaniment to important information available to all students on the University's website. It is expected that you will familiarise yourself with the online information signposted below.

If you cannot find the information you are looking for in this Handbook or on the web please contact Rob Kent or Sandra Swaby in the first instance



SUPPORTING YOU

Student Support Services

<https://www.bath.ac.uk/professional-services/student-services/>

SU Advice and Support Service

www.thesubath.com/advice

Equality, Diversity and Inclusion

<https://www.bath.ac.uk/professional-services/equality-diversity-and-inclusion/>

Advice for specific groups of students:

International students

www.bath.ac.uk/topics/visas

www.bath.ac.uk/guides/student-immigration-appointments-and-drop-in-sessions

www.bath.ac.uk/campaigns/studying-at-bath-as-an-erasmus-exchange-or-visiting-student

www.bath.ac.uk/guides/academic-engagement-monitoring-for-tier-4-students

Care-leavers

[https://www.bath.ac.uk/publications/university-and-leaving-care/](http://www.bath.ac.uk/publications/university-and-leaving-care/)

Estranged students

[https://www.bath.ac.uk/publications/university-and-estranged-students/](http://www.bath.ac.uk/publications/university-and-estranged-students/)

Refugees

[https://www.bath.ac.uk/publications/university-and-refugees/](http://www.bath.ac.uk/publications/university-and-refugees/)

Students with caring responsibilities

[https://www.bath.ac.uk/publications/university-and-young-adult-carers/](http://www.bath.ac.uk/publications/university-and-young-adult-carers/)



CORE UNIVERSITY SERVICES / INFORMATION

Dissatisfaction with a University service or facility (Complaints)

www.bath.ac.uk/guides/student-complaints-policy-and-procedure

Health and Safety

www.bath.ac.uk/guides/student-health-and-safety

Be Safe on Campus information (COVID-19)

[https://www.bath.ac.uk/campaigns/be-safe-on-campus-and-in-bath-during-the-covid-19-pandemic/](http://www.bath.ac.uk/campaigns/be-safe-on-campus-and-in-bath-during-the-covid-19-pandemic/)

Library and Study Spaces

[https://library.bath.ac.uk/home](http://library.bath.ac.uk/home)

www.bath.ac.uk/campaigns/where-you-can-study-on-campus-and-in-the-city

Skills Support and Development

<http://go.bath.ac.uk/my-skills>

www.bath.ac.uk/campaigns/get-ahead-with-skills-at-bath

Learning Technologies & IT Support

[https://www.bath.ac.uk/professional-services/digital-data-and-technology/](http://www.bath.ac.uk/professional-services/digital-data-and-technology/)

Careers Service

www.bath.ac.uk/professional-services/careers-service

Data Protection

www.bath.ac.uk/guides/data-protection-guidance

Pregnancy and maternity

<https://www.bath.ac.uk/guides/getting-advice-if-you-are-pregnant-while-studying-or-have-a-young-child/>

Disabilities, long-term illness, and specific learning difficulties

<http://go.bath.ac.uk/disability-service>

Bullying, harassment and victimisation

<https://www.bath.ac.uk/campaigns/report-and-support/>

SUPPORTING YOUR LEARNING**Your Learning**

www.bath.ac.uk/guides/your-learning

Bath Blend

Glossary

Year Dates and Timetables

Regulations for students

<http://go.bath.ac.uk/regulations>

Registration

www.bath.ac.uk/guides/registering-with-the-university

Withdrawing from or suspending your studies

www.bath.ac.uk/guides/suspending-your-studies-or-leaving-the-university

Placements

<http://go.bath.ac.uk/placements-information-for-students>

Personal Tutoring

www.bath.ac.uk/guides/personal-tutoring

Units and Programmes

www.bath.ac.uk/guides/about-units-and-programmes

Catalogues

Option choices

How your programme is reviewed and monitored

Student Representation and Engagement

www.bath.ac.uk/campaigns/student-engagement-shape-your-university

Assessment

www.bath.ac.uk/guides/assessment-guidance-for-students

Assessment processes

Understanding your results

External examiners

Supplementary assessment

Academic Integrity

www.bath.ac.uk/campaigns/academic-integrity-training-and-test

Assessment Regulations

www.bath.ac.uk/corporate-information/new-framework-for-assessment

Definitions of assessment terms

Individual Mitigating Circumstances

www.bath.ac.uk/guides/reporting-individual-mitigating-circumstances-to-the-university

Academic Appeals

www.bath.ac.uk/guides/appealing-against-an-academic-decision

HEAD OF DEPARTMENT WELCOME 2020/21

I am delighted to welcome you to the Department of Economics at the University of Bath. I hope very much that you will enjoy your time with us, and believe that our department offers you, our students, a unique combination of academic quality and employability, with great opportunities to draw on our long-standing links with work-placement providers to combine your academic insights with real-world applications.

While the 2020/21 academic year presents us all with new challenges arising from the global pandemic, I would like to reassure you that we will deliver our teaching and personal tutoring commitments to you with our customary enthusiasm and care. In collaboration with colleagues across the university, we have worked hard over the summer to develop an innovative teaching delivery model – and to acquire new skills and technological solutions – that will enable us to provide you with the high-level learning experience that we are known for, while mitigating the risks to our university community from the pandemic. At the heart of this new teaching delivery model is the ‘Bath Blend’, which consist of a combination of live online lessons (LOIL) and in-person teaching (IPT). Our digital content delivery platform Moodle has been updated and enhanced to provide you with all the resources you need for your studies. Collaborative software platforms such as Microsoft Teams and Zoom will allow you to interact with your lecturers and fellow students even if you are not physically on campus. We will continue to update our teaching materials and delivery methods throughout the year so as to best support you and respond to the latest developments.

In the remainder of this handbook, you will find a more detailed introduction to the Department of Economics, as well as your programme of study. I hope you will find this information useful, and would like to wish you all the very best for your studies here in Bath.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Postl'.

Dr Peter Postl
Head of Department
Department of Economics

ABOUT THE DEPARTMENT OF ECONOMICS

The Department of Economics at the University of Bath is one of six departments in the Faculty of Humanities and Social Sciences. Our department has grown from a Political Economy Group in 1966, via an Economics Group in 1995, a combined Department of Economics and International Development in 1997, into a dedicated Department of Economics in 2009. We currently have about 50 [members of staff](#) engaged in research and teaching in the field of Economics. Our [research output](#) is highly visible with regular publications in many of the leading journals in Economics. We are currently ranked tenth in the [Complete University Guide 2021](#) and are consistently ranked top 10 in a variety of University rankings.

Our graduates have excellent [career prospects](#) including in leading financial institutions, higher education and government departments and agencies. Part of this success is based on our exceptional [placement programme](#). To strengthen and evolve links with key industry sectors and representatives, we have established in 2018 a dedicated **Employer Advisory Board (EAB)**. This board represents, at the heart of our department, the longstanding and extensive employer network established through our aforementioned highly successful placement scheme as well as our large and successful alumni community. The EAB is currently chaired by [Kirsty Garrett](#), Managing Director at Standard Chartered Bank in London, and features eight representatives from key industries and sectors (among them also the [Office of National Statistics](#), investment banks, and consultancy firms (such as [Cambridge Econometrics](#))).

The Department has a very successful undergraduate degree programme in Economics and two bespoke joint honours degrees in Economics & Politics and Economics & Mathematics. It also has successful taught postgraduate programmes in Economics & Finance, Applied Economics, and Economics, as well as the newly launched MSc Economics for Business Intelligence and Systems (EBIS) (offered jointly with the Department of Computer Science and the School of Management). Our programmes enjoy an excellent reputation in both the private and public sector and in academia.

Our staff conduct excellent research in a wide range of areas within Economics, as attested by the results of the Research Excellence Framework 2014 ([REF 2014](#)). Despite this diversity, there are discernible themes which are formally recognised and represented by our four **Departmental Research Themes** and five active **Research Groups** (see Fig. 1 below) comprising academic staff (and PhD students) from the different sub-disciplines of Economics. The research themes bring together academics from all our research groups with the aim of addressing topical issues in a collaborative and multi-disciplinary manner. Furthermore, they facilitate discussion and collaboration with external stakeholders on economic issues of interest to wider audiences (e.g. our students, policy makers, the general public, etc.).

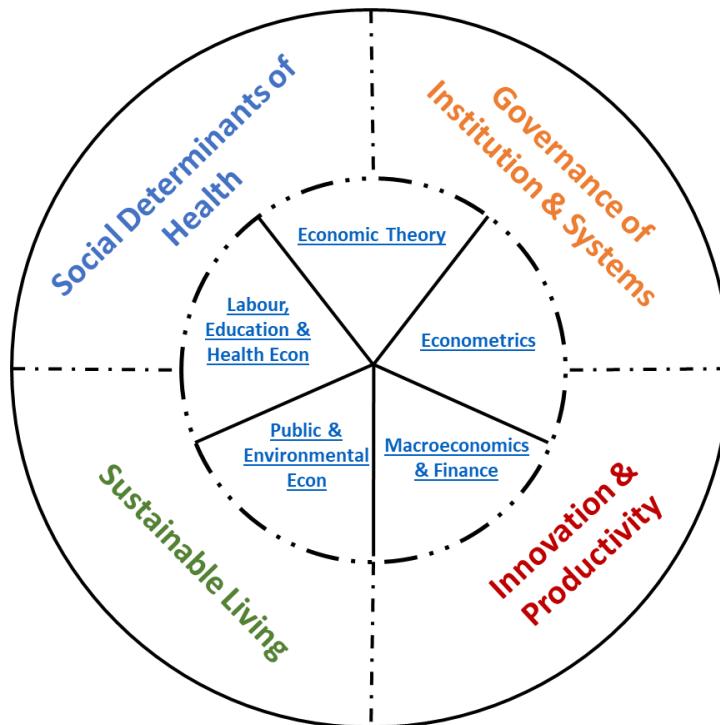


Fig. 1: Research themes and research groups in the Department of Economics

The governance structure of the Department of Economics is illustrated in Fig. 2 below. Our aim is to provide effective governance of the Department while encouraging diverse viewpoints and collective responsibility for the benefit of all our students and staff.

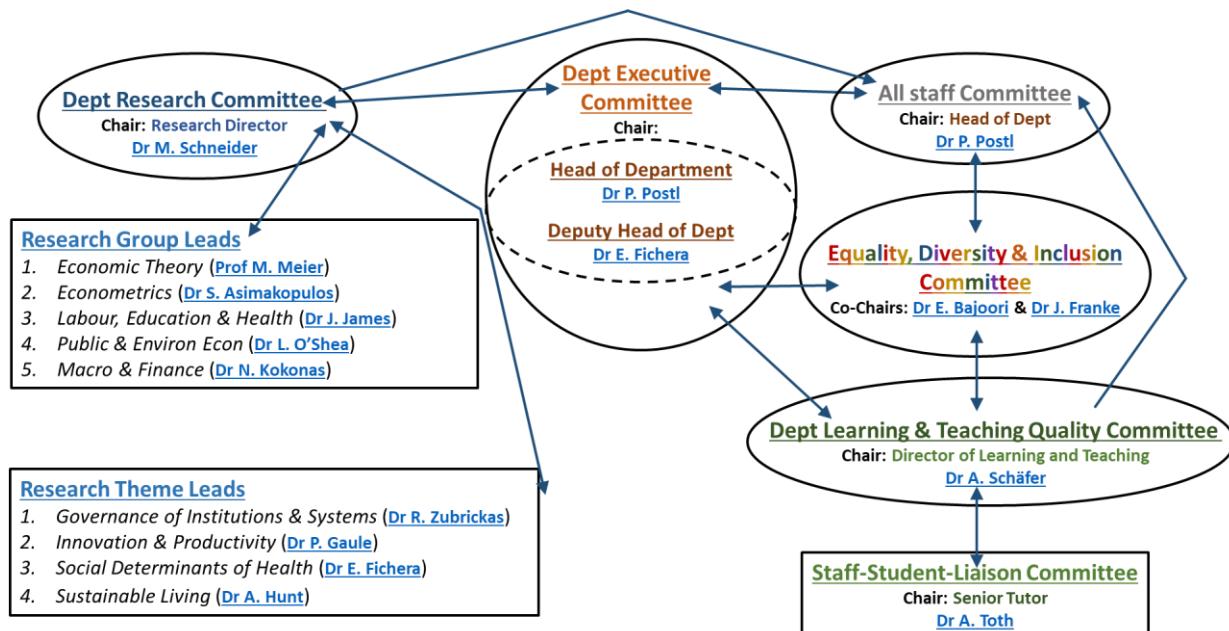


Fig. 2: Leadership structure of the Department of Economics

KEY CONTACTS/STAFF LIST

Key contacts include your Director of Studies (a member of academic staff who has overall responsibility for the programme), Programme Tutor (a member of academic staff who is

responsible for monitoring student progress) and your administrator (from the Graduate School), specifically:

Name	Role	Room	Ext. No.	Email
Academic Staff				
Dr Andreas Schaefer	Director of Learning and Teaching Responsible for learning and teaching aspects across all programmes	3 East 4.20	5828	a.schaefer@bath.ac.uk
Dr Stylianos Asimakopoulos	Director of Studies for the MSc Applied Economics suite of programmes Responsible for academic aspects of the specific programmes	3 East 4.44	3014	s.asimakopoulos@bath.ac.uk
Dr Imran Shah	Programme Tutor for all MSc programmes Responsible for student progress and general academic enquiries (direct questions about specific units to the unit convenor in the first instance)	3 East 4.27	5848	i.h.shah@bath.ac.uk
Dr Haibao Wen	Dissertation Unit Convenor Responsible for administration of the dissertation	3 East 4.27	4937	h.wen@bath.ac.uk
Dr Federica Liberini	Policy Brief Unit Convenor Responsible for administration of the policy brief	3 East 4.36	5849	f1571@bath.ac.uk
Annika Theilgaard	Student Experience Manager	1W 3.26	6851	a.c.theilgaard@bath.ac.uk
Programme Administrators: Office Hours Mon-Fri 10.00am – 12.00pm and 2.00pm-4.00pm				
Rob Kent	Programme Administrator	3 East 3.17	3860	economics-pg@bath.ac.uk
Sandra Swaby	Administrative Assistant	3 East 3.17	3643	economics-pg@bath.ac.uk

DEPARTMENTAL INFORMATION

Internal messages are usually sent by **email** and you should make a point of checking your University email account every day. You can also access your account via the internet by typing <https://mail.bath.ac.uk> or clicking on “Webmail” on the University’s internal home page. **You must ensure that your email inbox does not become full otherwise emails cannot be sent to you and you therefore run the risk of missing important information.**

The best way to **contact staff** is by email. If you want to send hard copy message to a member of staff, you can hand this to the administrator who will place it in the appropriate ‘pigeon-hole’ (mail box).

Should you have any **queries or problems** (that you have not been able to resolve using the various sources of information in this handbook and elsewhere) we strongly recommend

you talk to us. Any issues relating to your work then please contact either the lecturer concerned or your Director of Studies or Programme Tutor (most academic staff are available at specific times of the week).

Administrators are available in office hours: Monday – Friday 10am -12pm and 2pm-4pm in 3 East 3.17. You will be notified by email if these arrangements need to change in response to measures adopted in response to Covid-19 during the academic year.

NOTICEBOARDS AND PIGEON HOLES

The department has a noticeboard with useful information on (for example, student representation) next to the undergraduate office in 3E 4.19. There are also pigeon holes, sorted alphabetically for post sent to the department, but please note that this should normally be addressed to your residence. The Pigeon holes should be used for staff to avoid face to face contact where possible in line with COVID 19 measures. Please be advised that a one way system is implemented within the 3 East building so please follow the necessary measures.

ABOUT YOUR PROGRAMME

We have made sure that your learning experience in 2020/21 is preserved and, where possible, enhanced, given the circumstances under which we are forced to operate.

MSc Applied Economics Programmes

Your course of study during the 2020/21 academic year

We have carried out a full review of the curriculum for your course to ensure it delivers you a positive blended learning experience during the year ahead. Although our methods for course delivery will be changing for this year, the content and structure of your course will not.

We have adapted some of the ways we'll assess units this year to better fit the blended learning experience. This means that will be a greater emphasis on assessment by coursework this year.

Your learning, including in-person time, on campus

You will receive four hours of in-person learning, on campus, per week. If you are accessing your course online, you will have similar sessions via Microsoft Teams and will be able to interact with other students as well as your lecturers. Some sessions may bring together online and on-campus groups.

If you are on campus, there will also be additional academic and personal tutor support provided during some of these four-hour sessions. Equivalent support will be available online if you are accessing the programme from elsewhere.

There will be live interactive online lectures every week, delivered via Microsoft Teams. Additional teaching resources, available online, will support your interactive online lectures. These could include recordings, videos, podcasts, slides, readings and activities (individual, paired or as a group) to prepare you for the live lectures and seminars.

Your lecturers will complement their live online teaching with weekly face-to-face projects or problem classes (either individually or together with other lecturers of thematically linked subjects). These sessions will take place during the four hours of in-person learning.

Lecturers will take turns each week to support these activities on campus so that you are able to interact regularly with your fellow students and our academics.

PROGRAMME AIMS AND LEARNING OUTCOMES

The MSc programmes in Applied Economics comprise a number of Aims and Learning Outcomes which are listed below. Key information (including this Handbook, various forms and other links) can be found on the Moodle page at <http://moodle.bath.ac.uk/course/view.php?id=2516>

Details of programmes and individual units can be found in the Programme & Unit Catalogue at <http://www.bath.ac.uk/catalogues/2020-2021/es/es-proglist-pg.html>

MSC APPLIED ECONOMICS

EDUCATIONAL AIMS OF THE PROGRAMME:

All of the programmes within the MSc Applied Economics suite (and associated stopping off points) will provide students with:

- An advanced training in the analysis of problems in applied microeconomics, applied macroeconomics, applied econometrics and strategic decision-making;
- A knowledge of quantitative methods beyond the undergraduate level that will provide mathematical, statistical and econometric skills to enable students to carry out quantitative analyses of applied economics problem;
- A research training in applied economics enabling students to continue to doctoral work;
- A research training in applied economics to enable students to undertake research in a commercial context

The four specialist pathways will, in addition, provide students with knowledge of and research training in applied banking & financial markets, applied public policy, applied environmental policy and applied behavioural science as appropriate.

INTENDED LEARNING OUTCOMES (inc. teaching, learning and assessment methods):

The following objectives relate to both the PG Certificate and PG Diploma:*

- identify, and engage critically with, appropriate and representative literature in the field of graduate level contemporary applied economics;
- understand and apply current contributions to applied economics;
- demonstrate clarity of thought and quality of argument in applied economics and applications.

Students exiting with a PG Certificate (PG Diploma) will have achieved some (all) of the taught stage outcomes for each pathway.

For the MSc (dissertation/policy briefs) stage (as well as the above):

- select and justify the focus, scope and methodology of a research study in an area of applied economics;
- design and systematically undertake an independent research project in an area of applied economics;
- critically review, employ, and engage with the appropriate literature on the study area;
- where relevant to collect, quantitatively analyse and interpret data appropriately;
- draw appropriate conclusions from the research study, being aware of its strengths and limitations.

Teaching is mainly through lectures but will also include: student-led seminars; workshops; quantitative exercises, electronic communications.

* As all units are 'M-level' units, the differences between PGCert and PGDip are in terms of breadth of knowledge, whilst the differences between the PGDip and the MSc is in the ability to undertake an independent research project.

➤ Knowledge and understanding:	Semester 1 and 2 – to enable students to demonstrate: <ul style="list-style-type: none">• a systematic and thorough understanding of applied economic theory;• a capacity to evaluate and apply this understanding to specific problems.• a practical understanding of how data are collected and quantitatively analysed• a comprehensive understanding of techniques applicable to postgraduate applied economics and applied economic research;
--------------------------------	---

	<ul style="list-style-type: none"> • a critical awareness of current economic debates in chosen applied areas of study • some originality in the application of this knowledge. <p>Semester 2 – (in addition to the above) to enable students to demonstrate:</p> <ul style="list-style-type: none"> • a systematic and thorough understanding of general or specialised areas in applied economics as appropriate to the chosen pathway; • a capacity to evaluate and apply this understanding to specific problems. <p>For the MSc (dissertation/policy briefs) stage (as well as the above): some originality in the application of this knowledge in the form of a substantial dissertation.</p>
<p>➤ Intellectual Skills and Professional Practical Skills</p>	<p>Semester 1 and 2 - to enable students to:</p> <ul style="list-style-type: none"> • evaluate complex academic arguments systematically and creatively; • deal with complex academic arguments both systematically and creatively • evaluate applied economic research and a variety of types of information and evidence; • synthesise information from a number of sources; • select relevant information and data sources; • demonstrate self-direction and some originality in tackling and solving economic problems; • use chains of reasoning in an applied economic model to derive hypotheses capable of falsification. <p>For the MSc (dissertation/policy briefs) stage (as well as the above): undertake research at a graduate level, demonstrating self-direction and some originality in formulating and answering research questions.</p>
<p>➤ Professional Practical Skills:</p>	<p>Semester 1 and 2 - to enable students to:</p> <ul style="list-style-type: none"> • acquire professional training in applied economics and applied econometrics to equip them for careers in financial institutions, commercial companies and public sector organisations; • evaluate and contribute to applied economic debates; • act independently in planning and implementing applied economic tasks.
<p>➤ Transferable/Key Skills:</p>	<p>Semester 1 and 2 - to enable students to:</p> <ul style="list-style-type: none"> • communicate their conclusions clearly to specialist and non-specialist audiences; • establish a critical facility in developing research questions; • enhance problem-solving skills through firmer grasp of analytical and technical methodology; • continue to advance their knowledge and understanding in applied economics. <p>For the MSc (dissertation/policy briefs) stage (as well as the above): obtain research skills training relevant to a commercial workplace.</p>

PROGRAMME DESCRIPTION: STRUCTURE OF YOUR PROGRAMME

The structure for your programme year for 2020/21 can be found in the 2020/21 Unit and Programme Catalogues (see below). This is where you find important information on which units you are taking in which semester and if any units are 'designated essential units' (DEUs) that you must pass.

The content of the Programme Catalogues is correct at the time of publication. Programmes and units may be subject to reasonable change (see also **In carrying out your research work**, you may face ethical dilemmas arising out of competing obligations and conflicts of interest. Research in the social sciences and other disciplines can be intrusive in people's lives, or have an impact on the services they receive. All students are required to abide by the University's Code of Ethics, which can be found at:
<http://www.bath.ac.uk/about/values/ethics/>

Ethical problems are not always immediately obvious when a research project is planned. The proposal should be considered very carefully from all angles before being implemented and you should discuss possible ethical implications with your supervisor at an early stage. All MSc dissertation research that involves human participants or human data and all MRes research of any form is subject to formal ethical review and approval must be obtained before work can be started. In such cases, you will be required to submit an ethics form to the Department's Research Ethics Officer, Dr. Alistair Hunt (ecsasph@bath.ac.uk), prior to the collection of any research data. If you have any questions regarding ethics approval for data collection you should speak to the Research Ethics Officer.

Unit and programme changes 2020/21 in this Handbook).

UNIT AND PROGRAMME CATALOGUES

This is where you will find details about all years of your programme as well as details about individual units for the current academic year.

The Catalogues also provide links to the relevant areas of the University's assessment regulations, showing how these are applied to this programme of study.

For the online Catalogues, please refer to **Important Links and Information** in this Handbook. See also the section in this Handbook on **Assessment**.

YOUR LEARNING

For 2020/21, the University has developed a blended learning approach called 'The Bath Blend' which combines in-person activities on campus, live interactive learning, and structured independent study.

The Bath Blend approach to programme delivery has been developed to be flexible in the face of possible changes in law, including measures on social distancing, which may occur through the course of this academic year.

Information on IT support and key software for this academic year is available online. Please refer to **Important Links and Information** in this Handbook.

YOUR TIMETABLE

Using MyTimetable, you can access your personal timetable and download it into an electronic calendar.

Your In-Person Teaching (IPT) day and Live Online Interactive Learning (LOIL) sessions will show in your timetable. Links to LOIL sessions can also be accessed through the relevant unit page on the University's online learning environment, Moodle.

When you start your units, you will be able to access associated online material at a time that suits your schedule.

MyTimetable updates regularly, so should there be a change to your timetable, it will be reflected in MyTimetable.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.

PHYSICAL STUDY SPACE – 2020/21

As in previous years, you will be able to book study space on campus and in the city for individual or group study. Information on how to book, and the COVID-19 requirements, is available online. Please refer to **Important Links and Information** in this Handbook.

OPTION CHOICES

If your programme has option choice then information about how and when to choose your option units can be found online (please refer to **Important Links and Information**). If applicable, you will receive an email notification at the relevant point in the year when online unit selection is available and if you need to discuss option choices, please contact your Director of Studies.

RESEARCH ETHICS

In carrying out your research work, you may face ethical dilemmas arising out of competing obligations and conflicts of interest. Research in the social sciences and other disciplines can be intrusive in people's lives, or have an impact on the services they receive. All students are required to abide by the University's Code of Ethics, which can be found at:

<http://www.bath.ac.uk/about/values/ethics/>

Ethical problems are not always immediately obvious when a research project is planned. The proposal should be considered very carefully from all angles before being implemented and you should discuss possible ethical implications with your supervisor at an early stage. All MSc dissertation research that involves human participants or human data and all MRes research of any form is subject to formal ethical review and approval must be obtained

before work can be started. In such cases, you will be required to submit an ethics form to the Department's Research Ethics Officer, Dr. Alistair Hunt (ecsasph@bath.ac.uk), prior to the collection of any research data. If you have any questions regarding ethics approval for data collection you should speak to the Research Ethics Officer.

UNIT AND PROGRAMME CHANGES 2020/21

All programme and unit changes are managed through formal University processes. This is to ensure that changes are academically appropriate, properly supported and are done in a way that safeguards the interests of students.

In addition to the Bath Blend approach to delivery of your programme in 2020/21, which has already been put in place, it is possible that further changes to your programme may be required. These are more likely to be part of continual development aimed at enhancing your learning experience and maintaining high academic standards and quality. Such changes could be, for example, to update content to reflect latest developments in a particular field of study, or to respond to student feedback on delivery and/or assessment. Students who would be affected by proposed changes are consulted about them, either via their Staff/Student Liaison Committee or directly, depending on the nature of the change.

As we have already experienced, it is sometimes necessary to make changes due to unforeseen or unavoidable circumstances. Outside of the global pandemic, this could be for reasons such as:

- the accrediting body requiring changes to be made to the course, or,
- being unable to run an option unit because too few students selected it.

When this happens, we always try to ensure that the impact on students is minimised and that those affected are informed of the changes at the earliest opportunity.

Information on how we assure the quality and standards of your programme of study is available online. Please refer to **Important Links and Information** in this Handbook.

GIVING FEEDBACK ON YOUR PROGRAMME TO THE UNIVERSITY

The University is committed to continually improving its practice and aims to engage students as active partners in their education (Education Strategy 2016-21). The three main ways in which your feedback will be sought will be through:

- Staff / Student Liaison Committees (SSLCs)
- surveys and evaluations
- the Students' Union.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.

ASSESSMENT

Full information is available online. For signposts to important information on many aspects of assessment, please refer to **Important Links and Information** in this Handbook.

Any exam-based assessment during the 2020/21 academic year will be online. More information on assessment arrangements for this year, including online assessment, will be provided via the University webpages and updated as necessary.

SUBMISSION DEADLINES

You will be informed of the deadline to submit your assessment on the relevant unit page on Moodle and on the unit outline.

LATE SUBMISSION OF COURSEWORK

To ensure fairness to all students, you will be expected to hand in all assessed coursework and dissertations/projects by a specified date and time, and there are penalties for submitting work after the specified deadline. If there are valid circumstances preventing you from meeting a deadline, your Director of Studies may grant you an extension to the specified submission date. Forms to request an extension are available from the Department.

WORD COUNTS

Coursework tasks will normally have a word limit or word range. This, and the penalty for non-compliance, will be confirmed when you receive an assignment. You should take note of what is included when calculating the total word count (e.g. whether or not contents pages, appendices, footnotes, bibliographies and other elements that are not part of the main text are included).

You should check with your Director of Studies if you have questions about word counts and penalties.

FEEDBACK ON ASSESSMENT

During your programme, you will receive feedback on assessed work. Feedback on assessments may take different forms, depending on your subject and the type of assessment. You will be informed of the timing and nature of the feedback you will receive on each assessment, including whether the piece of work itself will be returned to you. For formal written examinations, you may receive general feedback relevant to all who sat the exam rather than individual feedback. You can discuss feedback you receive on assessments alongside your performance and progress in your studies at meetings with your Personal Tutor.

The Department is committed to providing students with useful feedback, which is designed to help students to develop their understanding and to improve their subsequent performance.

Feedback on your work may vary in a number of ways and needs to be fit for purpose. In fact, different tasks test different skills, such as time management, problem-solving, the ability to analyse and evaluate, critical thinking and working as a team. The particular kinds of feedback that are offered within any given course or programme unit will vary, depending on what and how students are expected to learn and the resources available.

Feedback can fulfil a range of purposes:

- to correct,
- to encourage and praise,
- to diagnose,
- to explain why or how,
- to troubleshoot,
- to debate,
- to suggest alternatives,
- to edit,
- to clarify,
- to advise on where and how to improve.

Feedback can come from many sources:

- from lecturers,
- from supervisors,
- from tutors and demonstrators;
- from fellow-students;
- from professional practitioners;
- from students' own personal reflections;
- from the audience for a seminar or poster presentation.

Feedback can take many different forms, including:

- pre-assignment guidance;
- handwritten notes in the margins of an essay or report;
- ratings on a pro forma;
- verbal or emailed comments;
- a practice session in marking and commenting on a sample assignment;
- 'drop-in' advice;
- a supervision meeting;
- a debriefing by a professional practitioner;
- whole-class or 'generic' feedback on how an exam question had been tackled.
- comments received on assignments,
- results of multiple choice tests,
- discussions taking place in lectures, seminars and tutorials
- posted solutions to exercises.

The Department strongly encourages students to seek feedback and use it to further their learning. Feedback is formative and forward-looking; it is intended to help students develop and confirm their strengths and address their weaknesses. To this end, the feedback process reflects the joint efforts of the teacher and the students. We will continue to promote face-

to-face discussion and formative feedback in seminars and classes, and expect students to prepare beforehand and actively engage in the classes to get maximum benefit.

Key aspects of our feedback policy can be summarised in the following points:

1. The department uses anonymous marking for all coursework and in class tests. This means that for all assessments, the only form of identification will be the students' 5-digit candidate number. Candidate numbers will be visible on 'Samis on the web' from week 3 of semester 1. The department highly recommends students look up and memorize their candidate number. However, please be aware that the 5digit candidate number changes each year. Please ensure that your candidate number is clearly written on any exam papers or other assessments. Do not confuse your candidate number (5 digits, on Samis) with your student number (9 digits, on your Library Card)
2. Students will receive coursework back from tutors (or from the Postgraduate Office) within three semester weeks. In cases where the coursework precedes the final examination, efforts will be made to ensure that students receive feedback well before their examination so that they are able to prepare better.
3. For coursework, marks will reflect performance across a range of criteria indicated on the back of the cover sheet, accompanied by general comments indicating (a) what was done well, (b) what could have been done better, and (c) additional information specific to the piece of coursework.
4. For class tests and examinations, staff will post generic feedback on examination and coursework performance in the assessment block of the unit Moodle site and/or on their personal web pages.
5. Important communication from teachers to students regarding the taught units will be uploaded to the Econ Zone Postgraduates Moodle page:
<https://moodle.bath.ac.uk/course/view.php?id=56531>

Among other useful information, this page will include Response to Unit Evaluations, which are written by the teachers in response to the unit evaluations completed at the end of each semester by the students. Through the Response to Unit Evaluations, the unit convenor provides general feedback on the points raised by students and sets out options for implementing any necessary actions arising from the comments on the unit evaluations

ACADEMIC INTEGRITY

The University has a wide range of resources available to you to help you understand academic integrity and enhance your academic writing and practice.

It also has in place an Academic Integrity Test you are required to take and pass (the pass mark is 85% but you can take the test as many times as you need to). You will not be able to progress beyond the next progression point in your studies until you pass this test.

When you submit assessment, you will be expected to make a declaration that the work is your own and, where you have re-used your own work and/or used other sources of

information, that you have referenced the material appropriately. The University uses a plagiarism detection service (currently Urkund), which searches the web and databases of reference material and content submitted by other students, to identify duplicated work. Where practical, all summative assessment is submitted to this service to check for similarities as an initial indicator of whether work has been plagiarised and an assessment offence committed.

Submission of your assessment to the Plagiarism Detection Service - Data Protection statement

The Plagiarism Detection Service complies with European Data Protection legislation. When you registered with the University, you gave it permission to process your personal data for a variety of legitimate purposes. This includes allowing the University to disclose such data to third parties for purposes relating to your studies. The University, at its sole discretion, may submit the work of any student to the Plagiarism Detection Service (in accordance with Regulation 15.3e) and may make, or authorise third parties to make, copies of any such work for the purposes of:

- 1) assessment of the work
- 2) comparison with databases of earlier work or previously available works to confirm the work is original
- 3) addition to databases of works used to ensure that future works submitted at this institution and others do not contain content from the work submitted.

The University will not make any more copies of your work than are necessary, and will only retain these for so long as remains necessary, for these purposes.

Please note that, if at any time the University submits any of your work to the Plagiarism Detection Service, the service will be provided with, and will retain, certain personal data relating to you – for example, your name, email address, programme details and the work submitted. Such data may be transferred by the Plagiarism Detection Service to countries worldwide (some of which may not be governed by EU data legislation) in order for the work to be checked and an originality report generated in accordance with the proper workings of the Plagiarism Detection Service. Personal data is retained indefinitely by the Plagiarism Detection Service upon submission of work. You may ask for your personal data to be removed by contacting the University's Data Protection Officer.

Assessment offences – penalties

Any student who is found to have used unfair means in an assessment procedure will be penalised. 'Unfair means' here include cheating, fabrication, falsification, plagiarism, unfair collaboration or collusion. Penalties for use of unfair means may include failure of the assessment unit or part of a degree, with no provision for reassessment or retrieval of that failure. Proven cases of plagiarism or cheating can also lead to an Inquiry Hearing or disciplinary proceedings. Claims of inadvertence or ignorance will not be accepted as a basis for mitigation of a penalty.

If you are accused of an offence, the Students' Union's welfare services are available to support you. You have the right to appeal against the outcome of the investigation.

Important information on academic integrity, the Plagiarism Detection Service, assessment offences and penalties, and support, as well as the Academic Integrity Test itself, is available online. Please refer to **Important Links and Information** in this Handbook.

IF CIRCUMSTANCES IMPACT ON YOUR ASSESSMENT ATTEMPT

Individual Mitigating Circumstances (IMCs) are the conditions which temporarily prevent you from undertaking assessment or significantly impair your performance in assessment. As such, the measure of their severity is not about impact on you, but the impact on your affected assessment. Full information about IMCs is available online. Please refer to **Important Links and Information** in this Handbook. **It is strongly advised that you become familiar with the available guidance and related regulations.**

ASSESSMENT PROCESSES

Assessment and marking processes at the University are designed to ensure that assessment of your work is fair and consistent, and that academic standards are appropriate and comparable between the University and other higher education institutions. This is achieved in a number of ways.

Marking: Assessments you will complete during your programme are marked according to:

- *marking criteria (or assessment criteria)* - these are the knowledge, understanding and skills which it has been identified that students should demonstrate in the assessment and which are taken into account during marking. They are based on the learning outcomes being assessed
- *marking schemes* - these are detailed descriptions of how specific numbers of marks should be assigned against individual components of an answer within the assessment task
- *grade descriptors* - these are descriptions of the levels of achievement required in order to get a result within a given band of marks (e.g. 70% or more).

Anonymous marking: The University has adopted a principle of anonymous marking in order to protect students and staff from bias, and the perception of bias, in the marking process. It applies to all assessment where practicable. It is not possible to mark all coursework anonymously as in some types of assessment the student can be easily identified by the marker (e.g. presentations, group work, laboratory work) or it might not be practical, or in the student interest, to do so. You will be informed when your coursework is to be marked anonymously.

Moderation: Both the setting and the marking of assessments are independently checked through a process known as moderation to ensure that questions test the learning outcomes and are set at the right standard, and that marking is consistent and fair. Moderation is conducted by internal examiners and also by your External Examiner (see below).

Boards of Examiners: Assessment decision-making at the University is the responsibility of Boards of Examiners established at three levels: assessment outcomes go first to *Boards of Examiners for Units*, then *Boards of Examiners for Programmes*, then finally to *Boards of*

Studies. Boards of Studies confirm decisions relating to student progression from one stage of the programme to the next and the final award. **The assessment marks you are given initially by markers are therefore provisional up until the point when they have been confirmed by the Board of Studies for your programme.** An official release date is set when your confirmed results will be made available to you via SAMIS (the University's student records system). An academic appeal can only be made in relation to a confirmed result (see the section in this Handbook on **Academic Appeals**).

Scaling: All marks for a unit are reviewed at a meeting of a Board of Examiners for Units which will verify that the assessment process has been conducted appropriately and that the marks are an accurate reflection of the standards achieved. A Board of Examiners can decide to recommend a change to the provisional marks, based on evidence that there was a problem with the assessment which means the initial marks do not reflect the standards achieved by students. This adjustment is known as scaling and under these circumstances the marks of all affected students will be changed.

External Examiner: An External Examiner is someone from another University or professional organisation who is qualified and experienced in the field of study. At least one External Examiner is appointed for each programme or group of programmes. The role of External Examiner is an important one in assuring that assessment processes are fair, academic standards are appropriate, and supporting the development of your programme. External Examiners review draft assessment and samples of assessed work, and attend Boards of Examiners. They are members of Boards of Examiners.

Once a year, the External Examiners will provide a written report. University staff, including the Head of Department and Director of Studies, will look at these reports and a response will be made to the External Examiner's comments. External Examiner reports and responses are made available to students. Staff/Student Liaison Committees (SSLCs) also discuss External Examiner reports as part of routine monitoring activity.

The External Examiners for your programmes are:

MSc Applied Economics and MSc Applied Economics with Banking and Financial Markets
Professor Serafeim Tsoukas
Professor in Corporate Finance and Banking,
Adam Smith Business School, University of Glasgow

It is not appropriate for students to make direct contact with External Examiners. If you are dissatisfied with the process or outcome of an assessment, and are considering whether to raise this either informally or formally, the sections of this Handbook on **Academic Appeals** and **Dissatisfaction with a University Service or Facility (Complaints)** give some more information about the University's procedures for student complaints and academic appeals. The University's mechanisms for student representation are designed to enable students to engage with the quality management process through which the University considers and responds to External Examiners' comments and suggestions.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.

ASSESSMENT REGULATIONS

The University's New Framework for Assessment: Assessment Regulations: Phases 2 & 3 for postgraduate taught programmes ('NFAAR-PGT') specifies the rules governing students' progression from one stage of their programme to the next as well as for the award of degrees. The rules cover all areas of assessment, including supplementary assessment and the extent to which failure may be condoned.

If at any time you are in doubt about how NFAAR-PGT provisions apply to your work, please consult your Director of Studies.

This section highlights areas of the University's assessment framework for the type of programme you are undertaking. It explains the regulations that govern your assessment and outlines how the University makes decisions concerning your progression through your programme and award. Complete information is available in the NFAAR-PGT document.

The full NFAAR-PGT, and definitions of terms used in it, are available online. Please refer to **Important Links and Information** in this Handbook.

YOUR PROGRAMME AND HOW YOU ARE ASSESSED

Within a programme of study, there are *compulsory units* (i.e. those units in a programme which must be taken by every student registered on the programme), and there may also be *optional units* (i.e. those units students may choose from a range of options).

In the Programme and Unit Catalogues, there are links to the relevant appendices of the NFAAR-PGT which state exactly how the assessment rules operate for each stage of your programme.

The following points will help you to understand how the assessment rules relate to your specific programme, such as pass marks, averaging of marks and dealing with any failures:

Firstly, there are several references below to the persistent generic rules on the extent of any failures of units permitted overall. The rules are that you can only (1) fail and retrieve units, or (2) marginally fail units and have them condoned, within set limits. Breaking these rules results in failure of the programme.

- Your programme has Designated Essential Units (DEUs) which you must pass to gain the award you seek; even marginal failure in these units cannot be condoned.
- Your programme is divided into stages, but does NOT have Stage Required Units (SRUs) that must be passed before being permitted to progress to the next stage. This means that, if you are required to undertake supplementary assessment, it will only have to be completed before the end of the programme. You must also never break one of the persistent generic rules.

- Should you fail to qualify for the award of the degree of Master, you may be considered for the award of a related Postgraduate Diploma or Postgraduate Certificate (subject to your having met the requirements for one of those awards).
- The normal pass mark for a unit is 40%. In some units, you might need to achieve a threshold mark in one or more component assessments in order to pass the unit overall. Particular rules apply to failure of units of the ‘Taught type’, or in the ‘taught’ stages. They are as follows:
 - If you fail any DEUs, you will have to undertake supplementary assessment – unless you have failed so many DEUs that you fail outright or the attempted retrieval would break the rule on how much failure can be retrieved.
 - If you fail any non-DEU units badly (i.e. achieve less than 35%), you will have to undertake supplementary assessment – unless you have failed so many units that you fail outright or the attempted retrieval would break the rule on how much failure can be retrieved.
 - If you fail only non-DEU units marginally (i.e. achieve 35%-39%), you might be able to progress without supplementary assessment. Whether you do progress will depend on the total credit value of the failed units.
 - Dissertation/Project units have their own special rule on failure: only cases of marginal failure (i.e. 35%-39%) will be given permission for attempted retrieval through supplementary assessment, and any resubmission that is permitted for marginal failure must be made within a specified period. Ultimately, you must pass a Dissertation/Project unit (or have an average of at least 40% for them if there are more than one) for satisfactory completion of the requirements for Dissertation/Project elements.

Your unit results are combined as follows to make overall assessment/award decisions:

- The Taught Stage(s) Average (TSA) will be calculated by taking the credit-weighted average of marks for all units required to contribute to the taught stage(s), or by taking the credit-weighted average of marks for all units defined as of ‘Taught type’ required to contribute to the programme.
- The Dissertation/Project Average (DPA) will be calculated by taking the credit-weighted average of marks for the unit(s) required to contribute to the Dissertation/Project stage(s), or by taking the credit-weighted average of marks for the unit(s) defined as of ‘Dissertation/Project type’ required to contribute to the programme.
- The Overall Programme Average (OPA) will be calculated by taking the credit-weighted average of marks for all units required to contribute to the programme.

A Board of Examiners will decide at appropriate points whether you are continuing to meet the requirements for the programme (including not breaking persistent generic rules

whereby you can only fail and retrieve, or marginally fail and have condoned, units within set limits), and/or whether you have met all the requirements for your target award or any alternative that might be available. The outcomes will depend on both your performance in individual units and your overall performance. Generally, if you pass each of your units, you will progress and, in due course, be recommended for an award.

If you fail units beyond certain credit values, or you fail some too badly, you might break one of the persistent generic rules whereby you can only fail and retrieve, or marginally fail and have condoned, units within set limits, and this will result in failure of the programme - without any opportunity for supplementary assessment. (Further information on supplementary assessment is provided below.)

The criteria for making awards with distinction or with merit are described in the relevant NFAAR-PGT rules (paras. 78-80).

Supplementary assessment

‘Supplementary assessment’ is the term normally used for an opportunity given to a student to retrieve failure before starting the next stage of a programme, or by the end of the programme if it is a single-stage programme or the failed units are not Stage Required Units (SRUs).

Academic year dates, including the supplementary assessment period, can be found online. See **Important Links and Information** in this Handbook.

Each unit’s method of supplementary assessment is shown in the online Unit Catalogue.

More information on arrangements for the 2020/21 academic year will be provided via the University webpages and updated as necessary.

At supplementary assessment, students will normally have the opportunity to gain credit for units then successfully passed and to have the mark gained reported to them for feedback purposes, but a maximum mark of 40% will be awarded and used in the Overall Stage Average, the Overall Programme Average, the Taught Stage(s) Average, and any award calculation.

If you pass all your supplementary assessments, you will be able to progress onto the next stage of your programme and/or, as appropriate, be considered for an award. If you do not pass them all, the outcome will depend on your overall performance including consideration of the rules about passing particular types of units and the persistent generic rules (as set out above).

ACADEMIC APPEALS

If you wish to submit a request for an academic appeal you should refer to Regulation 17 (Conduct of Student Academic Reviews and Appeals), which outlines the process and grounds for an appeal against formal Board of Studies decisions.

You are also strongly advised to read the online guidance on Appeals provided by the Academic Registry.

Independent advice about academic appeals is offered by the Students' Union Advice and Support Centre.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.

CORE UNIVERSITY INFORMATION

UNIVERSITY REGULATIONS FOR STUDENTS

All registered students of the University are subject to the University's Regulations for Students. The Regulations contain rules and other important information about being a student at the University of Bath, including regulations governing the payment of fees due to the University, student discipline, fitness to study and those governing attendance, conduct and progress in studies. They also form part of the formal contract between you and the University. **You are strongly advised to read them carefully as they contain a lot of important information.**

For a link to the full Regulations for Students, see **Important Links and Information** in this Handbook.

ACCESSING UNIVERSITY EMAIL

You will need to use your University username and password to access your University email account. Your username also forms your email address (**username@bath.ac.uk**).

The University will often communicate with you about a range of important matters requiring action from you, including registration, assessment, degree ceremonies, and matters such as tuition fees, via your University email account. It is a University regulation that you access your University email account regularly, even if you are out on placement or study abroad.

You therefore have a responsibility to ensure that your University email account can receive incoming mail and that you read your email regularly.

Once you graduate or withdraw from your course, you will receive an email stating exactly when your account will be closed. The email will give at least 30 days' notice.

STUDENTS' UNION MEMBERSHIP

All students registered with the University are automatically given membership of the Students' Union; however you have the right not to be a member. Information on opting out of this membership, and the Code of Practice for the Students' Union, are available online. Please refer to **Important Links and Information** in this Handbook.

DATA PROTECTION

The University's Data Protection Policy and Guidelines on Data Protection may be accessed via the data protection website (see **Important Links and Information** in this Handbook).

REGISTRATION STATUS

Note that only registered students may use the University's facilities, such as email, Moodle and the Library. You will be asked to register online at the start of your programme of study and then to re-register at the start of every academic year thereafter until you have completed your programme. It is a requirement that you register when asked to do so. Tuition fees for each academic year are payable at registration in full or in instalments.

Regulation 1.1 explains the requirement to register. Regulations 2.4 and 2.10 explain the consequences of non-payment of tuition fees.

ACADEMIC ENGAGEMENT MONITORING FOR TIER 4 STUDENTS

Guidance and requirements on academic engagement for students who are Tier 4 visa holders, including the University's **Academic Engagement Monitoring Policy for Tier 4 visa holders**, and information on when and how to request an authorised absence, are available online. Please refer to **Important Links and Information** in this Handbook.

CHANGE IN YOUR CIRCUMSTANCES

It is important to ensure that the University holds your correct, up-to-date, personal and academic details within SAMIS, the University's student records database. If you change your address – either your semester-time or home address – please update your details online (see **Important Links and Information** in this Handbook).

If you change your name, you will need to provide valid proof of the change. Please speak to your Department or Faculty/School administration, or Student Services, for advice on how to do this.

If you are considering suspending your studies, transferring from one programme to another, or withdrawing from your programme, please discuss your situation with your Director of Studies. They will be able to advise you on an appropriate course of action.

The financial implications of withdrawing from the University or suspending your studies can be significant. See **Important Links and Information in this Handbook.**

The Student Money Advice Team in Student Services and the Student Finance Office will be able to advise you on the implications for fees in your situation and on how to suspend any student funding you are receiving.

If you are an international student holding a Tier 4 visa, you should consult the advisers in the Student Immigration Service about the implications of suspending or withdrawing from your programme. See **Important Links and Information in this Handbook.**

You will need to register any change of academic circumstance, including a change of optional units, with the University. Please speak to your Department or Faculty/School administration who will advise you on how to do this.

DISSATISFACTION WITH A UNIVERSITY SERVICE OR FACILITY (COMPLAINTS)

We want to ensure that, if you have a problem concerning the University, it is resolved as quickly as possible. The University is committed to continuing review and improvement, and seeks regular feedback from students. There are student representatives on the University's formal decision-making committees who can raise issues so that they can be dealt with promptly. The University is also committed to providing an environment within which students are encouraged to raise any matters of concern in an informal manner as soon as they arise. This often removes the need for formal complaints.

It is expected that most complaints can be resolved at an early stage by discussing the matter informally at a local level. If you have a problem concerning the University, you should bring the matter to the attention of an appropriate member of staff, who will aim to resolve it by informal discussion. If you have attempted to resolve matters informally but are not satisfied with the outcome, you may elect to proceed to the next stage by submitting a formal complaint. You may also submit a formal complaint if the issue involved is too complex or serious for informal resolution.

If you do need to make a complaint, there are procedures in place to deal with it, outlined in the University's **Student Complaints Procedure**. These procedures are designed to ensure that your complaint will be dealt with in good faith and that you will not be penalised for complaining.

There are separate procedures for requesting a review of progression or award classification decisions. See the section in this Handbook on **Academic Appeals**.

The University recognises that making a complaint can be stressful. Students are therefore advised to seek advice and support before making a complaint, from Student Services, or from the Students' Union Advice and Support Centre, whose advice is independent of the University.

Full information is available online. Please refer to **Important Links and Information** in this Handbook.