



**Faculty of Humanities & Social Sciences
Department for Health**

Postgraduate Diploma / MSc Sports Physiotherapy

**Programme Handbook
2022/23**

This Handbook is available online or in alternative formats. Please contact spy@bath.ac.uk if required.

September 2022

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ABOUT THIS HANDBOOK

This is the 2022-23 Handbook for all students commencing the MSc Sports Physiotherapy programme.

The contents of this Handbook are accurate at the time of publication September 2022 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 contain links to information about the topics 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.

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 **Unit and programme changes 2022/23** in this Handbook.

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 Sian Morgan (spy-dos@bath.ac.uk) 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 the programme administration team (spy@bath.ac.uk) in the first instance.



CORE UNIVERSITY SERVICES AND INFORMATION

Student Support Services

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

Students' Union Advice and Support Service

www.thesubath.com/advice/

Personal Tutoring

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

Student wellbeing

<https://www.bath.ac.uk/guides/engagement-monitoring-for-student-wellbeing/>

Library and Study Spaces

<https://library.bath.ac.uk/home>
www.bath.ac.uk/campaigns/where-you-can-study-on-campus-and-in-the-city

IT advice, guidance, and support

www.bath.ac.uk/professional-services/digital-data-and-technology/

Careers Service

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

Health and Safety

www.bath.ac.uk/guides/student-health-and-safety
www.bath.ac.uk/guides/be-safe-on-campus-and-in-bath/

Equality, Diversity, and Inclusion

www.bath.ac.uk/professional-services/equality-diversity-and-inclusion/

Updating your personal details

www.bath.ac.uk/guides/keep-your-contact-details-up-to-date/
www.bath.ac.uk/guides/change-your-name-gender-and-pronouns-as-a-current-student/

Data Protection

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

Tackling harassment: support and report

www.bath.ac.uk/campaigns/support-and-report/

SU Code of Practice and membership

www.bath.ac.uk/corporate-information/code-of-practice-for-the-students-union-su

Climate Action Framework

<https://www.bath.ac.uk/campaigns/climate-action/>

Dissatisfaction with a University service or facility (Complaints)

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

ADVICE AND SUPPORT FOR SPECIFIC GROUPS OF STUDENTS

International students

<https://www.bath.ac.uk/professional-services/international-support-service/>
<https://www.bath.ac.uk/professional-services/student-immigration-service/>
www.bath.ac.uk/topics/visas
<https://www.bath.ac.uk/publications/student-tier-4-visa-handbook/>
www.bath.ac.uk/campaigns/studying-at-bath-as-an-erasmus-exchange-or-visiting-student

Care-leavers

www.bath.ac.uk/publications/university-and-leaving-care/

Estranged students

www.bath.ac.uk/publications/university-and-estranged-students/

Disabilities, long-term illness, and specific learning difficulties

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

Refugees

www.bath.ac.uk/publications/university-and-refugees/

Students with caring responsibilities

www.bath.ac.uk/publications/university-and-young-adult-carers/

Pregnancy and maternity

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

SUPPORTING YOUR LEARNING

Your Programme

www.bath.ac.uk/guides/your-programme
Year Dates and Timetables
Changes to programmes and units
How your programme and learning experience are enhanced

Registration

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

Timetabling

www.bath.ac.uk/professional-services/timetabling-and-room-bookings/

Programme and unit catalogue

www.bath.ac.uk/catalogues/

Student Representation and Engagement

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

Regulations for students

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

Exams and assessments

www.bath.ac.uk/topics/exams-and-assessments/

Assessment guidance for students

<https://www.bath.ac.uk/guides/assessment-guidance-for-students/>

Skills Support and Development

<https://www.bath.ac.uk/professional-services/skills-centre/>
<http://go.bath.ac.uk/my-skills>
www.bath.ac.uk/campaigns/get-ahead-with-skills-at-bath

Placement handbook (for students on a placement)

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

Withdrawing from or suspending your studies

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

HEAD OF DEPARTMENT WELCOME 2022/23

Welcome to the University, and to our sport and health related courses in the Department for Health. We are very proud of our courses, and the research that our staff are doing that directly feeds into our teaching, so we hope you will enjoy learning from them and seeing some of the subjects you are interested in coming to life. We are lucky to be studying and researching topics that have the potential for such direct impact on people's lives, and hope that your time at Bath is a launchpad for you into a career that you really enjoy and really makes a difference.

We know you've had a very challenging time over the past 3 years, and hope very much that the next few years are free from disruption. Whilst COVID brought so many challenges, sadness and heartache it has taught us to work, communicate and teach in new ways and our blended learning programmes have undoubtedly been enhanced by the developments in technology that have now become part of our everyday lives. Whilst much of your learning and interaction with staff and each other will be through our virtual learning environment, Moodle, and other online interactive tools such as Zoom, we very much look forward to welcoming you to the University of Bath campus for the residential teaching events which form a central part of your course. Through your course we hope you meet a wide variety of new and inspiring colleagues across Sport and Exercise Medicine and Physiotherapy who shape your thinking, contribute to your development and help you along the journey to the end of your MSc or PG Diploma.

We hope you will enjoy your studies with us over the next few years, and of course all the other opportunities that coming to the University of Bath brings with it.

Best wishes

A handwritten signature in black ink that reads "Polly McGuigan". The signature is written in a cursive, flowing style.

Dr Polly McGuigan
Head of Department for Health

WELCOME 2022/23

Dear Student,

Welcome to the University of Bath and the Department for Health. You are joining a thriving department with expertise across the spheres of sport and exercise science, health and social care, medical science, rehabilitation, and policy development and implementation. Our aim is to deliver teaching and research of the highest academic quality and with applications in the real world.

The MSc in Sports Physiotherapy was developed to meet the increased need for expertise in the field. Joining the University of Bath programme leads you to a wide range of opportunities to practise at a high standard, from working with recreational athletes in an out-patient setting, to the care of athletes at elite levels of competition.

The programme has been developed primarily to provide learning that is appropriate to the needs of working physiotherapists. Web-based resources and activities form the basis for learning, and these are supplemented by practice/work-based experience and residential weeks.

Whilst there are several opportunities to meet your fellow students and tutors face to face, online communication is at the heart of our programme. Our students create a virtual community which is highly functional and supportive. Every cohort is one such community that shares information, provides ideas for better practice, exchanges opinions and reflects on current practices. These activities facilitate your learning and have a very positive impact on your academic performance. All of our students bring their own unique skill set and experiences to these discussions, so it is important that you engage with them to get the most out of the programme and the opportunities that it provides.

The purpose of this handbook is to provide information and guidance to help you with your studies. It covers the ethos of the programme and a large amount of specific information about University and programme level regulations. It is important that you understand this information and how the programme works, so please read it carefully as it should answer many of the queries that you have throughout your time on the programme.

We are sure that being a student again will be a challenge at times, but hopefully a fun and rewarding experience too!

We look forward to working with you.

Warm regards,

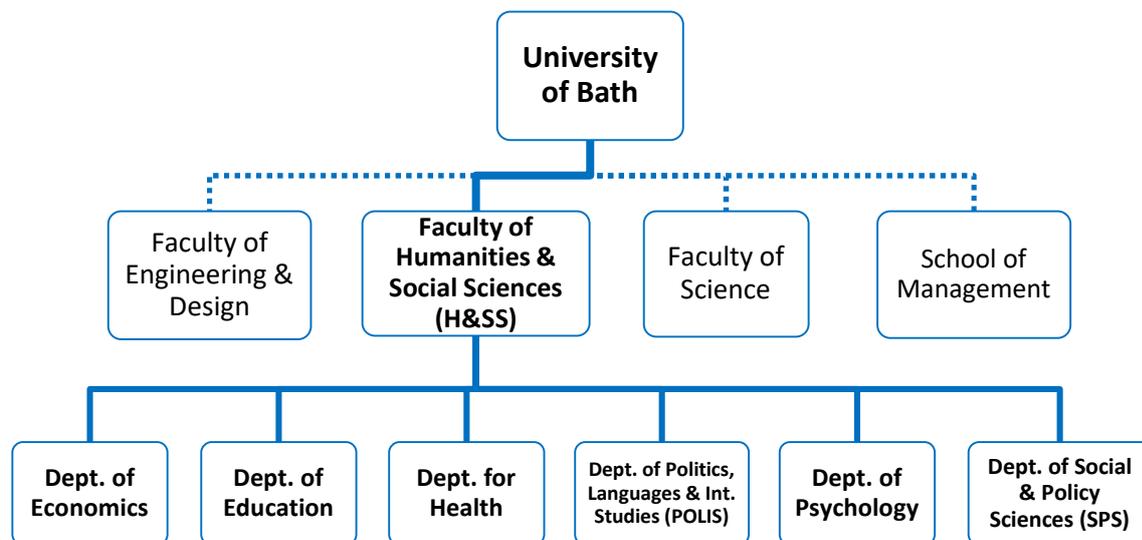


Sian Morgan

Director of Studies

ABOUT THE DEPARTMENT 2022/23

Welcome to the University of Bath. Your programme is delivered by the Department for Health within the [Faculty of Humanities & Social Sciences \(HSS\)](#). The Faculty is one of three Faculties and one School in the University (see below) and comprises six academic [Departments](#): [Economics](#), [Education](#), [Health](#), [Politics, Languages & International Politics](#), [Psychology](#) and [Social & Policy Sciences](#).



FACULTY H&SS TAUGHT PROGRAMMES ADMINISTRATION

Undergraduate and Postgraduate Taught (Masters) programmes are delivered by academic staff in departments, with administrative support provided by our Taught Programmes Team. Our Taught Programmes Team consist of expert Managers, Officers, Administrators and Administrative Assistants, located in Hub Offices across our Faculty buildings – 3 East, 1 West North, 1 West and 10 West.

Our Taught Programmes Team is responsible for all aspects of administrative support for all taught programmes in the Faculty, ensuring that services are efficient, effective and adapt to changing circumstances. We provide students with support and advice from registration to graduation, and support academic teaching staff in our departments.

Our duties include:

- managing administrative processes of the Faculty's taught programmes
- acting as a central point of contact for staff and students seeking advice
- offering programme-related operational support for academic teaching staff in departments

It is important that you get to know the administrators who look after your particular programme, as they can often provide invaluable guidance on various aspects of the programme. If your administrator is unavailable then please speak to any other of our other administrators listed on our wiki page [here](#), all of whom will be very happy to help you. If you have any problems then please contact one of the Programmes Officers or Managers. Emails are managed via shared mailboxes to deal with enquiries from students and academic staff and these are regularly monitored by designated members of the team.

YOUR DEPARTMENT

The MSc in Sports Physiotherapy is delivered by the Department for Health. The Department is located in 1 West – see the campus map at <https://www.bath.ac.uk/publications/claverton-down-campus-map/>

Information regarding the department, including a list of academic staff, their individual research interests, departmental research activities, events (including seminars which you may be able to attend) and news items can be found at <http://www.bath.ac.uk/health/>.

KEY CONTACTS/STAFF LIST

Key contacts include your Director of Studies (a member of academic staff who has overall responsibility for the programme) and your programme administrator, specifically:

	Responsibilities	Room	Telephone	email
<u>Director(s) of Studies</u>				
Academic Director of Studies: Ms Sian Morgan	All aspects of your study on the programme, including problems and requests for suspensions or deferrals of units. (Any queries about specific units of the programme should be directed in the first instance to the Unit Convenor.)	1 West 4.111	01225 38 4990	spy-dos@bath.ac.uk
<u>Academic and Digital Programme Lead and Deputy Director of Studies</u>				
Dr Rhod Woodhouse	Academic tutoring lead, development of academic resources, and distance learning digital expertise	1 West 4.111		rkw32@bath.ac.uk
<u>Programme Administrator</u>				

Rachel Sherring-Lucas	Administrative support	1 West 3.04	01225 38 3302	spy@bath.ac.uk
<u>Programmes Officer</u>				
Jo Wright	Distance-learning team leader and occasional administrative support for SPY	1 West 3.04	01225 38 6887 (Monday, Wednesday and Friday)	spy@bath.ac.uk

<u>Unit Convenors</u>	A key person in the programme with responsibility for the content and operation of a unit of study. The key areas of responsibility are: unit design and ongoing development of content, leading students through a unit and communicating information about content, activities and assessment, facilitating discussion and ensuring that student queries are answered, co-ordination of assignment marking and provision of feedback, liaison with other tutors, and administration staff.			
	<u>Sports Environment:</u> Ms Sian Morgan	1 West 4.111	01225 384990	s.a.morgan@bath.ac.uk
	<u>SPY in Practice 1:</u> Ms Sian Morgan	1 West 4.111	01225 38 4990	s.a.morgan@bath.ac.uk
	<u>Exercise Physiology:</u> Dr Jennifer Maher	1 West 4.116		Jlm92@bath.ac.uk
	<u>Functional Anatomy and Sporting Movement Analysis</u> Dr Dario Cazzola	Applied Biomechanics Suite 1.306	01225 38 5466	D.Cazzola@bath.ac.uk
	<u>SPY in Practice 2</u> Becky Davison	External		rcd39@bath.ac.uk
	<u>Performance Physiotherapy: Spine</u> Becky Davison	External		rcd39@bath.ac.uk
	<u>Performance Physiotherapy: Lower Limb</u> Becky Davison	External		rcd39@bath.ac.uk
	<u>Performance Physiotherapy: Upper Limb</u> Becky Davison	External		rcd39@bath.ac.uk
	<u>Research Project Design</u> Dr Rhod Woodhouse	1 West		rkw32@bath.ac.uk
	<u>SPY Research Project</u> Dr Sheree Bekker	1 West	01225 38 5951	s.bekker@bath.ac.uk
<u>Professional Development Advisors</u>	<p>The Professional Development Advisors (PDAs) on the programme are there to guide students through the SPY in Practice units. They are experienced sports physiotherapists who can give guidance on professional development and how to gain appropriate experience. Your PDA will fill the same role as a Personal Tutor would have during your undergraduate studies.</p> <p>The names and contact details of the PDAs involved in the programme can be found on the SPY in Practice Moodle pages.</p>			
<u>Dissertation Supervisors</u>	Dissertation supervisors will be appointed when you have progressed to the Research Phase of the programme. Supervision of dissertations will be provided throughout the research phase.			

CONTACTING US AND HOW WE CONTACT YOU

Internal messages are usually sent by **email** and you should make a point of checking your account every day. The best way to **contact staff** with individual queries is by email (see

above contact list). If you have queries related to a specific unit of study you can post these on the discussions of the unit Moodle page where your tutors or fellow students will be able to respond. It is likely that your fellow students may also have the same query and therefore you will all benefit from posting queries though these discussion boards.

Programme staff will post announcements relevant to all students on the *SEM, SPY and Football Medicine Online* Moodle page:

<https://moodle.bath.ac.uk/course/view.php?id=59159>. These announcements will be emailed to your Bath email address (@bath.ac.uk).

University messages (such as requirements for your registration, or messages from the Computing Services team for example) are usually sent by email to your Bath email address, so you should make a point of checking your account regularly. You can also access your university account online <https://www.bath.ac.uk/guides/accessing-your-university-email-and-calendar/>. Please do check this account regularly for University information. **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.**

Should you have any **queries or problems** that you have not been able to resolve using the various sources of information in this handbook or elsewhere, we strongly recommend you talk to us. For any issues relating to your studies please contact your Director of Studies or the Unit Convenor of the specific unit you are studying, if the query relates just to that unit. Administrators are also available in office hours (typically 10.00 to 12.00, 14.00 to 16.00, Monday to Friday). If you can't find anybody, or you have not had your queries answered, please contact the Faculty Taught Programme Management Team (details above).

Any post should be addressed as follows:

*The Department for Health
MSc Sports Physiotherapy
1 West 3.04
University of Bath
Claverton Down
Bath BA2 7AY*

ABOUT YOUR PROGRAMME

The MSc in Sports Physiotherapy has 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 SEM, SPY & Football Medicine Online Moodle page at:

<https://moodle.bath.ac.uk/course/view.php?id=59159>

Details of programmes and individual units can also be found in the Programme & Unit Catalogue at [Programme & Unit Catalogues - University of Bath](#)

PROGRAMME AIMS AND LEARNING OUTCOMES

The aim of the programme is to provide a specialist qualification in Sports Physiotherapy, providing academic and cognitive skill development which will enable physiotherapists to fulfil all the associated Master's level professional expectations, as defined by the International Federation of Sports Physiotherapy (IFSP):

“A recognised professional who demonstrates advanced competencies in the promotion of safe physical activity participation, provision of advice, and adaptation of rehabilitation and training interventions, for the purposes of preventing injury, restoring optimal function, and contributing to the enhancement of sports performance, in athletes of all ages and abilities, while ensuring a high standard of professional and ethical practice” (IFSP, 2005).

There are three recurring principles in the programme:

1. Research-informed **evidence-based practice** as it applies to best practice in Sports Physiotherapy, including the critical review of literature and its application.
2. Implementing **problem solving and clinically reasoned** strategies to Sports Physiotherapy and athlete management in different sporting contexts.
3. Development of the **reflective practitioner**, engaging in independent learning, autonomous and reflective practice.

The programme provides an innovative and integrated blend of resource-based, activity-driven and experiential learning underpinned by self-reflection and peer review, encouraging participants to draw on their own practice and other experiences. The learning process will be driven by cycles of reflection and a personal development plan (PDP) derived from a detailed learning needs analysis (LNA) conducted at the start of the programme. This process helps participants to identify the issues they want to address in their learning in order to meet the learning outcomes of the programme.

These aims are addressed through the following learning outcomes:

Knowledge & Understanding:	Diploma and MSc <ul style="list-style-type: none">• Engagement with professional physiotherapy bodies and professional bodies in sport in the delivery of sports physiotherapy services within a multidisciplinary team at practice, programme and strategic levels. (Facilitated and assessed through the professional practice SPY in Practice 1 & 2, Athlete Management and Evidence-Based Clinical Sports Physiotherapy)• Critically discuss and apply sports physiotherapy practice within a multidisciplinary team (Taught, facilitated and assessed through all programme Units)
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	<ul style="list-style-type: none"> • Advise safe participation in exercise and an active lifestyle (Taught, facilitated and assessed through all programme Units, except Research Project Design and Sports Physiotherapy Research Project) • Critically analyse athlete biomechanics and sports and exercise movement patterns (Taught, facilitated and assessed as part of Functional Anatomy and Sporting Movement Analysis, the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) • Critically evaluate injury prevention, acute intervention, rehabilitation and performance enhancement programmes and strategies. (Taught, facilitated and assessed as part of SPY in Practice 1 & 2 Exercise Physiology, Athlete Biomechanics and Sports Analysis, the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) • Engage with and apply Sports Science, Exercise and Sports Medicine research and theory as relevant to physiotherapy practice. (Taught, facilitated and assessed through all programme Units) <p>Diploma and MSc</p> <ul style="list-style-type: none"> • Critically appraise a variety of sport and exercise-related injuries or conditions and show ability to reach an appropriate differential diagnosis. (Taught, facilitated and assessed through the three Performance Physiotherapy units, Athlete Management and Evidence Based Clinical Sports Physiotherapy) • Engage with, and integrate, multi-disciplinary theory with sports physiotherapy practice. (Taught, facilitated and assessed through the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) <p>MSc</p> <ul style="list-style-type: none"> • Identify an area of research relevant to the professional area. Formulate an original hypothesis and design and carry out a study to test this hypothesis. Critically analyse and disseminate the results in relation to previously published work and professional practice. (Taught, facilitated and assessed as part of Research Project Design and the Sports Physiotherapy Research Project) • Critically analyse, evaluate and interpret the evidence underpinning practice in Sports Physiotherapy and initiate change in practice based on this. (Taught, facilitated and assessed as part of Evidence-Based Clinical Sports Physiotherapy and Sports Physiotherapy Research Project)
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Intellectual Skills	<p>Diploma and MSc</p> <ul style="list-style-type: none"> • Synthesise information from a variety of sources in the provision of physiotherapy services to athletes of all ages and abilities in different sporting contexts. (Taught, facilitated and assessed through all programme Units) • Critically appraise, analyse and interpret information. (Taught, facilitated and assessed through all programme Units) • Develop self-direction and originality in problem solving and sound clinical reasoning. (Taught, facilitated and assessed through all programme Units) • Critical self-reflection on learning and practice. (Taught, facilitated and assessed through all programme Units) • Critically analyse, evaluate and interpret the evidence underpinning practice in sports physiotherapy and initiate change in own practice appropriately. (Taught, facilitated and assessed through the professional practice Units SPY in Practice 1 & 2 and the Research Phase units, Research Project Design, Evidence-Based Clinical Practice and Sports Physiotherapy Research Project) <p>Diploma and MSc</p> <ul style="list-style-type: none"> • Engage with and integrate clinical and non-clinical components in athlete management. (Taught, facilitated and assessed within SPY in Practice 2, Athlete Management and Evidence-Based Clinical Practice and Sports Physiotherapy) • Critically analyse, evaluate and interpret the evidence underpinning practice in sports physiotherapy and initiate change in sports physiotherapy practice. (Taught, facilitated and assessed through professional practice Unit SPY in Practice 2 and the Research Phase units) <p>MSc</p> <ul style="list-style-type: none"> • Contribute to the research process and the promotion and development of Sports Physiotherapy. (Taught, facilitated and assessed as part of Evidence-Based Clinical Sports Physiotherapy and Sports Physiotherapy Research Project)
Professional Practical Skills	<p>Diploma and MSc</p> <ul style="list-style-type: none"> • Critically apply theoretical knowledge of Sports Physiotherapy to the management of athletes of all ages and abilities. (Facilitated and assessed through the professional practice Units SPY in Practice 1 & 2, the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) • Support multi-disciplinary colleagues (with guidance and advice) in relation to Sports Physiotherapy issues at practice, programme and strategic levels. (Facilitated and assessed through all programme Units) • Provide evidence of current qualification in emergency care to those engaged in sport or exercise as elite or recreational athletes. (Facilitated and assessed through SPY in Practice units)

	<ul style="list-style-type: none"> • Develop rehabilitation programmes for injured athletes or other patients in conjunction with other health professionals and coaches. (Facilitated and assessed through Exercise Physiology, the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) • Acquire excellence within professional practice through engagement in lifelong learning and reflective practice. (Facilitated and assessed through the professional practice Units SPY in Practice 1 & 2, Athlete Management and Evidence Based Clinical Sports Physiotherapy) <p>Diploma and MSc</p> <ul style="list-style-type: none"> • Work effectively as part of a multidisciplinary team to provide sport physiotherapy services to a clinic or team. (Facilitated and assessed through the professional practice unit SPY in Practice units, Athlete Management and Evidence Based Clinical Sports Physiotherapy) • Work effectively at practice, programme and strategic levels in Sports Physiotherapy to provide expert advice and guidance to athletes in different sporting contexts. (Facilitated and assessed as part of SPY in Practice 2, the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) • Acquire excellence in sports physiotherapy practice through autonomous and reflective practice, professionalism and management. (Facilitated and assessed through SPY in Practice 2, the three Performance Physiotherapy units, Athlete Management and Evidence-Based Clinical Sports Physiotherapy) <p>MSc</p> <ul style="list-style-type: none"> • Involvement in the research process. (Facilitated and assessed through SPY in Practice, Research Project Design and the Sports Physiotherapy Research Project) • Critically appraise techniques applicable to their own research or practice-based enquiry in sports physiotherapy. (Facilitated and assessed through SPY in Practice, Research Project Design and the Sports Physiotherapy Research Project) • Advise and influence strategies and policies relating to athlete management and sports physiotherapy practice. (Taught, facilitated and assessed through SPY in Practice 2, Evidence-Based Clinical Sports Physiotherapy and the Research Project)
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Transferable/ Key Skills	<p>Diploma and MSc</p> <ul style="list-style-type: none"> • Prepare and communicate information for the dissemination of best practice, conveyance of advice and professional influence. (Taught, facilitated and assessed through all programme Units) • Utilise analysis and problem-solving skills in a variety of professional and practice situations. (Taught, facilitated and assessed across all programme Units) • Plan and manage independent learning and develop sustainable strategies for lifelong learning and future professional development. (Taught, facilitated and assessed through professional practice Units SPY in Practice 1 & 2) • Critically reflect on, and develop their own professional practice. (Taught, facilitated and assessed through professional practice Units SPY in Practice 1 & 2 and Evidence Based Clinical Sports Physiotherapy) • Demonstrate IT skills including the ability to search for, and critically evaluate, internet-based resources and to participate in online activities and discussions. (Facilitated and assessed across all programme Units) <p>MSc</p> <ul style="list-style-type: none"> • Engage with, plan and manage a research project (Taught, facilitated and assessed through Research Project Design and the Sports Physiotherapy Research Project)
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PROGRAMME DESCRIPTION: STRUCTURE OF YOUR PROGRAMME

The structure of your programme year for 2022/23 can be found in the 2022/23 Unit and Programme Catalogues (see Unit and Programme Catalogues section below). The content of the Programme Catalogues is correct at the time of publication. Programmes and units may be subject to reasonable change (see **Unit and programme changes** in this Handbook).

The MSc in Sport Physiotherapy is a modular flexible learning programme. Each Phase is equivalent to 30 credits. In the first year (Phase 1) three theoretical units are studied in conjunction with *SPY in Practice 1*. This unit runs throughout the year and includes practitioner-based skills development which results in the compilation of a portfolio of evidence to demonstrate clinical experience and competence. The PG Dip Phase (Phase 2) consists of four theoretical units alongside *SPY in Practice 2* which further develops the professional practice skills established in Phase 1. Phases 1 & 2 also each include a face-to-face residential event held at the University of Bath which forms part of *SPY in Practice 1 & 2* and Performance Physiotherapy units. The MSc Research Phase requires study of two further units (*Research Project Design and Evidence-Based Clinical Sports Physiotherapy*) and completion of a Sports Physiotherapy research project.

Candidates begin the course in October and the theoretical units are studied consecutively. The *SPY in Practice* units are studied concurrently to these throughout the year. Athlete Management is also a long unit as it involves gaining accrued field experience. Normally students complete the taught part of the programme (Phases 1 & 2) within two years. However, the programme includes sufficient flexibility to allow for different rates of study, with a normal minimum registration period of two years and a maximum period of five years

for the MSc. At any point in the programme it is possible to suspend your studies. This is normally for a period of one year.

There is a residential teaching week at the University of Bath associated with both Phase 1 and Phase 2 of the Programme. The Phase 1 Residential week takes place at the end of January during the first year of the programme. This is during the Exercise Physiology unit and it is advised that students attend this week to complement their Phase 1 studies but attendance is not compulsory. **The Phase 2 Residential week takes place in June of the second year of the programme and it is compulsory that students attend.** The clinical examinations component of the Performance Physiotherapy units takes place during this week.

Unit and programme changes

UNIT AND PROGRAMME CATALOGUES

This is where you will find details about all 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

Your learning will consist of structured activities – both in person teaching on campus during the residential weeks, and structured online learning delivered through the University's virtual learning environment – as well as independent learning.

Online activities may include following a recorded lecture, or other learning materials, or joining a timetabled live interactive session through Teams or Zoom.

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

In our postgraduate taught units, we seek to create an interactive rather than a didactic teaching environment, with students actively contributing to the educational experience of the group as a whole. In many cases, as part of this collective educational experience, we have students working in groups and this is sometimes formally assessed. This rich learning environment obviously relies on students attending and participating in all activities (on-line or on campus).

Whilst studying a unit, we would expect you to engage with all activities (unless mitigating circumstances dictate otherwise). Non-engagement will not only reduce your own learning experience, but could potentially reduce that of others in the group. We hope that you will

appreciate the importance of this issue, in that students are partners in a collective learning experience.

ORDER OF STUDY

Students are required to complete the units in the order shown on the academic calendar found [here](#). Exceptions would be at the discretion of the Director of Studies. Within the MSc Phase, students must pass the Research Project Design unit before progressing with their Research Project and pass their EBCSPY unit before the MSc can be awarded.

UNIT TIMETABLES

It is your responsibility to ensure that you are aware of the unit you are currently studying. A detailed timetable can be found on *SEM, SPY and Football Medicine Online*:

<https://moodle.bath.ac.uk/course/view.php?id=59159>

Individual timetables for each module can be found in the Unit Outlines available on their respective Moodle pages.

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

SUSPENSIONS OF STUDY

Students may have 2 periods of suspension of up to 12 months each during their registration on the course. This must be agreed by the Director of Studies or Programme Administrator. Due to the nature of the programme (units are only run once a year), you will usually be required to take a 12 month period of suspension so you can restart the programme where you suspended study. If you're struggling with your workload, please do get in touch as soon as possible so we can help adjust your study plan accordingly. Please note that your tuition fee may have increased when you return to study.

UNIT AND PROGRAMME CHANGES 2022/23

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

We continually look for ways to develop and improve our programmes, 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.

In addition, it is sometimes necessary to make changes due to unforeseen or unavoidable circumstances. The need to adapt to circumstances created by the global pandemic was a significant example of this.

This could also 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 (The University of Bath Strategy 2021 to 2026). 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.

SUBMISSION DEADLINES

You will be informed of the deadline to submit your assessment via the relevant Moodle page for the specific unit.

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. Please see Moodle for more information <https://moodle.bath.ac.uk/course/view.php?id=59159#section-2>

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 brief.

FEEDBACK ON ASSESSMENT

During your course, you will receive feedback on your assessed work. This feedback may take different forms, depending on the subject and 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 exam-type assessment, you may receive general feedback relevant to all who took the assessment rather than individual feedback. You can discuss feedback you receive on assessments alongside your performance and progress in your studies at meetings with your Unit Convenor, Director of Studies or Academic and Digital Lead. Students receive formal feedback after submission of each summative assessment. Feedback will be provided at the earliest opportunity and will focus on providing both complimentary and constructive feedback that can be utilised to feed-forward into your following assessments. Please note, the marking and moderation process does take numerous weeks to complete and the individual unit times lines will be communicated on the Moodle unit forums. Informal feedback and guidance is provided by tutors or professional development advisors on the submissions of milestones which contribute to the compilation of the portfolio submission for the SPY in Practice units. Students should contact the Unit Convenor in the first instance if they have concerns regarding feedback for an assignment. You are also encouraged to discuss your feedback on written assignments with your Professional Development Advisor or Director of Studies, if required.

To access your marks you will need to:

- 1) Log on to SAMIS using your University username and password
- 2) Click on view module marks
- 3) Select 'view all results' from the drop down menu
- 4) Click 'view results'

ACADEMIC INTEGRITY

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

All students will be unable to progress beyond the next progression point in their studies until they pass the University's Academic Integrity Test. The test has a pass mark of 85% but you can take the test as many times as you need to.

When you submit your 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 Ouriginal), which searches the web and databases of reference material and content submitted by other students, to identify duplicated text. 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.

Given the nature of the programme, personal data that is referred to within assignments must be in keeping with GRPR and ethical considerations. Please see the programme-

specific policy on data protection:

<https://moodle.bath.ac.uk/mod/resource/view.php?id=863201>

PENALTIES FOR ASSESSMENT OFFENCES

Academic misconduct can be described as ‘the use of unfair means in any examination or assessment procedure’. Any student who is found to have used unfair means and therefore committed an assessment offence will be penalised. Potential types of assessment offence include plagiarism, self-plagiarism, collusion or unauthorised collaboration, contract cheating (including impersonation), fabrication or falsification, or breaching of examination regulations. Penalties for assessment offences depend upon the severity of the offence but may include failure of the assessment, unit or part of a degree, with no provision for reassessment or retrieval of that failure. Severe cases of academic misconduct, for example, contract cheating could 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 assessment 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 that students should demonstrate in the assessment. 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, re-assessment, 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 (BoS) 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 Examiner for your programme is:

Dr Simon Lack
MSc Lead and Senior Lecturer
Queen Mary University London

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

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.

A1.

- 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.

A2.

- Your programme is divided into stages and follows the general principle that all stage assessment must be successfully completed before progression to the next stage is permitted. This means that, if you are required to undertake supplementary assessment, you will have to do so before you can progress further. You must also never break one of the persistent generic rules.

A3.

- Your programme has units that constitute the Taught Stage(s) Credits in a separate phase before the period in which you will do the Dissertation/Project type unit(s), as indicated in the table showing the structure of your programme. The Programme Progression Requirement to get from the taught phase to the Dissertation/Project phase is 50%.

A4.

- 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).

A5.

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 (all units on the SPY programme are 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.

A6.

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.

A7.

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.

CALCULATING YOUR DEGREE OUTCOME

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.

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.

To increase the security of your University account you will need to set up [Multi Factor Authentication \(MFA\)](#) so you can authenticate your identity and access your email.

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

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, and failure to do so may impact on your access to certain University facilities such as Moodle. Tuition fees for each academic year are payable at registration in full or in instalments.

Regulation 1.1 explains the requirement to register, regulation 1.5 explains that the University reserves the right to terminate the registration of continuing students who do not complete registration in accordance with Regulation 1.1. Regulations 2.4 and 2.10 explain the consequences of non-payment of tuition fees. Please refer to **Important Links and Information** in this Handbook.

ACADEMIC ENGAGEMENT MONITORING FOR STUDENT VISA HOLDERS

Guidance and requirements on academic engagement for students who are Student visa holders, including the University's **Academic Engagement Monitoring Policy for Student 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). Please also let us know if you update your email address.

You can make changes to the data that we hold about your identity including your name, gender, title, and the pronouns you use. Please refer to **Important Links and Information** in this Handbook.

If you develop or if there is a change to your disability, impairment, long-term health condition or specific learning difficulty, please get in touch with our Disability Service for advice on the support you may be entitled to.

If you are ill or are likely to be ill for more than three days, you must notify your Head of Department. Where you have a planned absence to undergo medical or surgical procedures that requires time off for more than three days, you can apply for a leave of absence from your Head of Department. Your department can arrange in advance for time off study and may be able to consider other options.

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 Support and Safeguarding 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 Student 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 Support and Safeguarding, 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.