

Faculty of Science

Department of Computer Science

Integrated PhD in Accountable, Responsible and
Transparent AI (ART-AI) Taught MRes Year (Year 1)



UNIVERSITY OF
BATH



Programmes Handbook
2020-21

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ABOUT THIS HANDBOOK

This is the 2020-21 Handbook for students on the Integrated PhD in Accountable, Responsible and Transparent AI (ART-AI) Taught MRes Year (Year 1).

The contents of this Handbook are accurate at the time of publication [Nov 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 **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 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 your Director of Studies 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/>

Estranged students

<https://www.bath.ac.uk/publications/university-and-estranged-students/>

Refugees

<https://www.bath.ac.uk/publications/university-and-refugees/>

Students with caring responsibilities

<https://www.bath.ac.uk/publications/university-and-young-adult-carers/>

Pregnancy and maternity



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/>

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

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/>

Careers Service

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

Data Protection

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

Bullying, harassment and victimisation

<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>

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

SU Code of Practice and membership

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

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

DEPARTMENT WELCOME 2020/21

Welcome to the 2020 - 2021 academic session of the MRes in Accountable, Responsible and Transparent Artificial Intelligence (ART-AI) which is run by the Department of Computer Science but combines units from across three faculties (Science, Engineering and Design, and Humanities and Social Sciences) We hope that you will have an enjoyable and worthwhile time with us. Do not hesitate to contact me if you have any questions regarding your course, experience any problems or simply want to have a chat about your programme. I am looking forward to meeting you all in the months to come.

Please take some time to read through this handbook and familiarise yourself with its contents. In this handbook we highlight and summarise key information that most students on a taught programme need to know. It will often point to other information sources, which contain more detail for those who need it. Many of these sources will be provided on-line.

Please do not hesitate to come and talk to me, your supervisor/personal tutor or professional services if you experience any difficulties that have an impact on your studies or student experience.



Dr Marina De Vos

Director of Studies (MSc Computer Science, Data Science, Data Science and Statistics, Machine Learning and Autonomous Systems, MSc Human Computer Interaction, MSc Software Systems)

ABOUT THE ART-AI CDT 2020/21

The ART-AI CDT started in April 2019 and brings together researchers for computer science, engineering and social sciences to study artificial intelligence and its impact on society. We focus on how to make AI more transparent, how we can use it responsibly and how it can and should be used ethically in society and who should be accountable when things go differently than planned. We have a large pool of internationally recognised academic supervisors and a diverse range of academic and non-academic partners, both national and international.

Together with our highly qualified students we aim to have a lasting impact on the society we live in and the future one we are making.

The Centre is led by the Director Prof. Eamonn O'Neill. He is joined by Dr Marina De Vos as Director of Training and 6 theme leads: Dr Özgür Şimşek, Dr Emma Carmel, Dr Alan Hunter,

Prof Hugh Lauder, Dr Julian Padget, Prof Peter Wilson. The Centre has an Independent Advisory Board and Strategic Partnership Board to provide oversight and guidance.

KEY CONTACTS/STAFF LIST

A full list of staff in the Department of Computer Science is available on the web at:

<http://www.bath.ac.uk/comp-sci/contacts/>

Staff within the Department have a number of different roles, which are concerned with teaching, administration and research. The role-holders that you are most likely to come across in the course of your studies are as follows:

Director of Studies

The Director of Studies, Dr Marina De Vos, manages all aspects of the taught postgraduate programme and has general oversight of the Department's postgraduate teaching activities. This includes the development of the curriculum and its delivery, quality management and enhancement, the operation of the assessment processes and student support. She is the person to contact if you need a coursework extension, or need to submit individual mitigating circumstances.

Personal Tutor

Your first year supervisor will also be your personal tutor for this taught year. Personal Tutors act as an interface to the central support services should financial, medical or other personal problems arise. Personal Tutors are not permitted to act as counsellors for non-academic issues, and will identify the appropriate individuals or services for you to access in such circumstances. This does not prevent you from accessing these services directly, but it is important that you keep your Personal Tutor informed of your circumstances so that you can be advised of any academic relief that might be available to you to help you in dealing with your other circumstances.

Unit Lecturers

A Unit Lecturer is a person who has been identified as having the responsibility for the delivery of all aspects of a Unit. This person will normally deliver the main lectures within a Unit and will normally have prepared the course materials to be delivered within the Unit. If you have problems with the running of a unit you should normally approach the Unit Lecturer about it in the first instance.

Unit Tutors

Unit tutors are postgraduate research students or research staff who are allocated the responsibility of delivering a number of tutorials or laboratory classes within a Unit. They will normally deliver material provided by the Unit Lecturer, and will provide a point of more personalised academic instruction. If you need additional tutorial support for a unit, you should normally approach the Unit Tutor in the first instance - time will be set aside in most classes for such help.

Administrators

The PGT administrator, Matthew Albertyn, is responsible for coordinating postgraduate taught student support for ART-AI. (facscipgtadmin@bath.ac.uk)

Department Coordinator

The Department Coordinator, Claudia Emery, is responsible for all aspects of the Department Office administrative support and will be able to direct you to any help you require.

Centre Manager and Centre staff

ART-AI has a Centre Manager, Dr Brent Kiernan. He is responsible for all aspects of managing the centre and will be able to direct you to any help you require. Ms Zoe Graham is the Centre's coordinator. And administrator. Ms Christina Squire is the events coordinator. In time, they'll be joined by a research software engineer.

Chair of the Staff-Student Liaison Committee (SSLC)

The SSLC is a key location of staff-student contact for feedback and quality enhancement. The Chair of this committee has a key role in encouraging staff and student participation, in the representation of the concerns of SSLC to other committees, and in the communication of the work of SSLC to students and staff.

COMPUTING RESOURCES

ART-AI (Computing) Laboratory

Under normal circumstances, ART-AI students, have access to a computing laboratory. The ART-AI Lab is situated in room 1 West 2.53.

With the current pandemic and changing guidelines, we are working on mechanisms to make this room available in a safe manner. We will let students know when it becomes available and how it can be used/booked.

You will need your library card to gain access. The ART-AI Lab is only available to ART-AI students or affiliated students and staff of the Department.

Reporting Problems with the PCs in the ART-AI Lab

The PCs in the MSc lab are all connected to the Computing Services network, and are used in exactly the same way as the Computing Services PCs in the library. Thus, problems with software packages (such as Microsoft Office not working correctly) should be reported to the Computing Services Help Desk in the Library.

However, the actual PCs are owned by the Department of Computer Science, so any problems with the hardware (such as broken monitors or mice) or with PCs not starting up correctly (e.g. not able to display the Computing Services login window), should be reported to the Computer Science Computer Support Staff, who are in the Department Office (email support@cs.bath.ac.uk).

Your own PC

This is year is an exceptional year. Because of the pandemic, a lot of the learning will take place online. You may also want to bring a device to the in person sessions, if you are able to attend them.

For coursework, you will be able to log-in to machines on campus that provide the necessary compute power.

If you do not currently own a computer or laptop and want to purchase a new PC, the Computing Services Shop, which is located within the Library, is able to supply computers (and computer components) at prices that are often lower than you would pay for equivalent machines on the high-street.

The following sections provide you with further information on how you can use your computer to access the University facilities whilst you study at the University.

Network Links

If you are able to obtain a place within a University residence you will find that each room is equipped with a network point that you can plug your PC into. Details on how to configure your PC to use the Computing Services network and how to configure your e-mail software and web-browser to operate through the Computing Services network are all available from the intranet: <https://www.bath.ac.uk/professional-services/digital-data-technology-group-dd-t/>

Further help and advice is available to you from the Computing Services Helpdesk (also located within the library) should you run into difficulties:

<http://www.bath.ac.uk/bucs/help/helpdesk/contactus/>

Operating Systems

The academic staff within the Department of Computer Science make use of a variety of operating systems and software, depending on personal preference - Windows, MacOS and Linux. Computing Services lab computers run Windows 7. The university has a site-licence for a number of Windows software packages. More details on these can be found on: www.bath.ac.uk/bucs/tools/software/ The campus computer shop in the Library has favourable deals for software and hardware. For more details, see: www.bath.ac.uk/bucs/services/itpurchasing/

E-Mail

The university is using Microsoft exchange for its email and calendar services. This is supported through Outlook and Outlook Web App. It is possible to use the service on Mac and Linux as well. It is also possible to read mail and access your calendar on your smartphone.

For further details see: www.bath.ac.uk/bucs/email/

Productivity Software

The standard productivity software used within Bath University is Microsoft Office 365 (the standard versions are currently Office 2007 or Office XP). This is normally an expensive product, but the Computing Services Shop offers a special cut-price deal for full-time Bath University students. You should consult the Computing Services Shop for further details. You can also use Office 365 remotely through your web browser.

LibreOffice is free open source multi-platform productivity software suite offers file-compatible equivalents of Microsoft Word, Microsoft Excel, Microsoft Draw and Microsoft PowerPoint, with a very similar look-and-feel to these Microsoft products. They are available for download from: <http://www.libreoffice.org/>

ABOUT YOUR PROGRAMME

The academic year is divided into two 14-week semesters, with each semester consisting of 11 weeks of teaching followed by a 2- or 3-week assessment period. A unit is an assessable block of study which may be in the form of a lecture course or an approved project. A single unit (6 credits) should correspond to approximately 120 hours of study time.

This year your programme of study will be delivered through the Bath Blend. Each unit will provide independent learning materials and activities and organise Live Online Interactive sessions. The in-person teaching sessions will operate across units.

A large number of units will have coursework that requires self-directed study (programming assignments, essay writing, reading articles, papers, books, finding information for yourself on the web) You are expected to be able to schedule your time appropriately to undertake any coursework or problem sheets. We do not generally allocate time because, as a postgraduate student with experience of working for a first degree, you should be able to direct your own learning and work and learn without the supervision of a tutor. Failure to utilise your study time to gain the necessary knowledge, practice and experience will inevitably lead to poor performance when you come to attempt the assessed coursework for the Unit.

Unit lecturers and/or unit tutors sometimes book extra sessions for their units where they will be available to offer advice or help with problems. These sessions will be advertised in lectures, via Moodle or by email.

PROGRAMME AIMS AND LEARNING OUTCOMES

Programme Aims

Year 1

During their first year, students will study topics in Computer Science, Engineering, Social Sciences and their interplay. Depending on their background, skills and research interests, they will study one domain at an advanced level while covering the other two at a more introductory level through a variety of optional units. The interdisciplinary nature of this programme will be delivered through units taught to the entire cohort. Students will work in interdisciplinary groups on an AI challenge which will be co-created with external partners, giving them first hand experience of approaching AI problems from different angles and taking into account the consequences of decisions and actions in a complex problem space.

Students will be mentored and supervised to formulate their research questions in this interdisciplinary context and will plan a research project to answer the questions. They will be guided on how to be responsible in their research and how to engage the public, in order to ascertain and use public opinion for their research questions/solutions and to inform/educate the world on the impact of their research.

On successfully completing the MRes, a student will be well prepared to embark on a PhD research project. While the MRes Thesis Formulation Report can describe plans for the

PhD project, data and results presented in this report may not also be submitted as part of the PhD thesis. The MRes Thesis Formulation Report may be cited as a research output.

The MSc, PGDip and PGCert in ART-AI are exit awards for students who fail to satisfy the MRes requirements.

Years 2-4:

In their PhD work, students will create new knowledge in their specific research topic within the broad field of ART-AI, while taking into account the interdisciplinary nature of the field.

The criteria for the award of the degree of PhD include that the candidate has:

- i. pursued the programme of study as described
- ii. passed interim assessments through successful written and oral examinations and satisfactory completion of taught units
- iii. presented a thesis on the candidate's advanced study and research which satisfies the Board of Examiners as:
 1. making an original and significant contribution to knowledge;
 2. giving evidence of originality of mind and critical judgement in a particular subject;
 3. containing material worthy of peer-reviewed publication;
 4. being satisfactory in its literary and/or technical presentation and structure with a full bibliography and references;
 5. demonstrating an understanding of the context of the research: this must include, as appropriate to the subject of the thesis, the scientific, engineering, commercial and social contexts, and
 6. passed a viva voce examination conducted by the examiners on the broader aspects of the field of research in addition to the subject of the thesis, as described in Regulation 16.

PROGRESSION FROM MRES TO PHD

Having achieved at least an average of 60% in the taught course stage of the MRes, a student is required to obtain a mark of at least 60% for the Interdisciplinary Thesis Formulation Report in order to progress to the PhD stage. A student achieving a mark of 40% but less than 60% for the Interdisciplinary Thesis Formulation Report will be awarded the MRes degree, following NFAAR-PGT rules, but shall not progress to the PhD stage.

For a student making the progression to PhD, a supervisory team will be appointed and a PhD candidature form, describing the proposed research project, submitted. Students will start the PhD stage as probationary PhD candidates.

See <http://www.bath.ac.uk/regulations/> for full details of the regulations concerning PhD candidature, registration and examination.

During years 2 to 4, students will have the opportunity to attend generic skills training offered by the University. They will also participate in ART-AI events and attend workshops and specially designed CPD style courses organised by ART-AI to provide them with the specialist skills needed for their PhD in responsible innovation and public engagement. ART-AI will also provide training in employability skills, entrepreneurship and knowledge transfer.

LEARNING OUTCOMES

<p><i>Knowledge & understanding</i></p>	<ul style="list-style-type: none"> • Broad knowledge and understanding of subject matter at the interface of AI, Social and Policy Science, and Engineering (MRes/MSc/PGDip/PGCert) • A strong appreciation of how to bring knowledge and understanding together across the breadth of ART-AI and deliver creative research solutions. <p>Delivered through participation in courses that cover the basic skill set required and developed through the student-led workshops and summer schools, AI Challenge group work, AI Challenge Days, and sharing knowledge through the cohort via peer learning.</p> <p>Units are assessed through coursework, presentations, written and oral examinations as defined by the unit descriptions.</p> <p><u>PhD:</u></p> <ul style="list-style-type: none"> • Broad knowledge and a deep understanding of subject matter at the forefront of the discipline. • A comprehensive knowledge of techniques and methodologies used to develop artificial intelligence techniques, to study or regulate its impact on society or engineer devices that use it in a responsible, accountable and transparent manner. <p>Delivered through continued participation in AI Challenges and CPD style courses, as well as deep investigation of the research area through working closely with a supervisory team. Assessed through participation and commitment to research (e.g. talks at conferences, publishing research papers, participating in workshops). Assessed in units across the programme through practical coursework, report writing and presentations.</p>
<p><i>Intellectual skills</i></p>	<ul style="list-style-type: none"> • Ability to propose solutions to an applied problem. (MRes/MSc/PGDip/PGCert) • Ability to critique suggested solutions to an applied problem. (MRes/MSc/PGDip/PGCert) • Ability to assess solutions to a given problem. (MRes/MSc/PGDip) • Ability to review academic literature to identify theory and methods to tackle a stated problem.(MRes) • Ability to appraise AI methods and identify new research areas motivated by a practical application. (MRes) • Ability to pursue an applied project under supervision. (MSc) <p>Delivered through the AI Challenge unit, general ART-AI activities and, where applicable the summer thesis which is examined through research proposals, written reports and oral presentations.</p> <p><u>PhD:</u></p> <ul style="list-style-type: none"> • Ability to develop new theory and methodology, or to apply existing methods in novel, challenging settings.

	<ul style="list-style-type: none"> • Ability to work independently and with originality in problem solving, developing or adapting advanced methodologies and critically evaluating their effectiveness. • Ability to synthesise several approaches, manage complex arguments and resolve apparent contradictions in areas of knowledge. <p>Delivered through working closely with a supervisory team to deliver novel research ideas and assessed through continued monitoring of commitment and progress.</p>
<i>Professional practice skills</i>	<ul style="list-style-type: none"> • Computing. (MRes/MSc/PGDip/PGCert) • Quantitative Methods. (MRes/MSc/PGDip/PGCert) <p><u>PhD:</u></p> <ul style="list-style-type: none"> • Ability to apply subject specific skill in an interdisciplinary setting. • Leadership, management and effective teamwork. <p>Delivered through peer mentoring of other students on the programme, participating in Challenge Days, organising seminars and summer schools, working as part of a cohort, and exploring leading edge research questions with a supervisory team. Assessed through participation and commitment.</p>
<i>Transferrable key skills</i>	<ul style="list-style-type: none"> • Computing. (MRes/MSc/PGDip/PGCert) • Quantitative Methods. (MRes/MSc/PGDip/PGCert) <p><u>PhD:</u></p> <ul style="list-style-type: none"> • Ability to apply subject specific skill in an interdisciplinary setting. • Leadership, management and effective teamwork. <p>Delivered through peer mentoring of other students on the programme, participating in Challenge Days, organising seminars and summer schools, working as part of a cohort, and exploring leading edge research questions with a supervisory team. Assessed through participation and commitment.</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 **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.

This programme comprises units taught across three faculties, with each discipline having their own pedagogy. All staff on ART-AI units are aware of the interdisciplinary make-up of the cohort but students will be exposed to a variety of teaching methods and practices.

Transferable skills are developed through a number of different activities. Although they are not all explicitly taught, these skills are learnt throughout the programmes, which are structured and delivered in such a way as to promote the development of the above skills. For a variety of units you will have assignments that promote team work and team management skills. Some units may also use methods of peer marking.

Many of the units require written work to be carried out by the students, such as worked solutions to problems, technical essays, and laboratory and project reports, and regular feedback is given to students on their written work within these units, in order to develop their powers of expression as well as their technical understanding. Oral communication skills are developed primarily within problems classes, tutorials, laboratory and project units.

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 adherence to university's Code of Good Practice in Research Integrity all students doing their dissertation project should discuss ethical implications with their project supervisor.

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

Units with coursework will normally announce the schedule for coursework specification and submission during the first lecture of the semester. Submission deadlines are discussed with the director of studies to provide a spread off deadlines where possible. While every effort is made to spread the deadlines as much as possible, submission deadlines will naturally fall towards the end of the semester.

Where possible we try to avoid changing days but when needed deadlines can be moved. The unit leader will announce this during the lecture and post it on Moodle where applicable.

A significant proportion of coursework on the Masters will need to be submitted through Moodle, our e-learning platform.

For paper-based coursework submissions, the Department of Computer Science uses special Coursework Boxes for submission of coursework. The Coursework Boxes for all Computer Science students are located in 1 West level 2.

Close to the submission date of a particular coursework, one or more of the individual posting slots will be labelled with the unit number and name, and the date and time of the coursework's hand-in deadline. All coursework must be submitted by posting it in the appropriate slot in the Coursework Boxes by the deadline identified on the coursework specification, unless otherwise specified by your Unit Lecturer.

If you need to submit after the original deadline (late submission or because of a deadline extension), submit your work at the faculty office in 3W2.03.

When submitting paper-based coursework, all students are required to complete a copy of the Coursework Submission Form. Copies of this form can be obtained from the Department Office. The completed form must be bound securely into the coursework submission as the first page of the coursework. These forms are used to ensure that all coursework has the required details to correctly identify the coursework to the student(s) who submitted it, and to provide a record of which students submitted coursework in each Unit.

Note: Submitting work that is substantially similar to that of another student or that merely regurgitates the content of a textbook is highly likely to result in the accusation of cheating/plagiarism/collusion and may lead to severe penalties. No coursework will be accepted that is not submitted securely bound. The only binding which is acceptable are forms of binding that allow all the content of each page to be read without having to remove any pages from the binding. DO NOT use plastic pockets or plastic covers to hold

your coursework - where possible, a single staple should be used. Sections of coursework that are inappropriately bound may not be marked.

All paper-based submissions must be in printed or legible hand-written form - submission of part or all of the coursework on computer disk, CD-ROM, DVD or any other electronic or magnetic storage media is not acceptable unless specified as part of the coursework submission. Submission by e-mail is not acceptable unless specified as part of the coursework submission. If you are unable to be present within the Department to submit your coursework, you may submit the coursework by surface mail. Any coursework submitted in this manner must normally be posted in time to arrive by the deadline date, and should always be post-marked before the deadline for coursework submission. You are responsible for ensuring that any coursework submitted by mail is delivered safely and on time, by using a recorded delivery or courier service if appropriate. Late submissions, without a deadline extension approved by the director of studies, will incur a penalty. Within 5 working days of the deadline, the mark will be capped to 40. After 5 working days the mark will be capped to 0.

You are required to retain a copy of any coursework that you have submitted. Most coursework is retained for scrutiny by internal and external examiners as a part of the quality assurance processes of the Department. In the rare case where a student may claim that a coursework was submitted and our submission records indicate that this was the case but no coursework has been marked for that student, the student will be required to produce the second copy for marking. Failure to submit a second copy on request may result in the award of zero for that coursework. Any coursework submitted by post that is not received will be deemed to have not been submitted and will normally be awarded a mark of zero unless you can produce formal proof of postage and you are able to provide a copy of the coursework on request.

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.

Please note that:

- if you submit a piece of work after the submission date, and no extension has been granted, the maximum mark possible will be the pass mark
- if you submit work more than five working days after the submission date, you will normally receive a mark of 0 (zero), unless you have been granted an extension.
- It is not usually possible to mark coursework anonymously if it is submitted after the deadline.

It is important that you speak to your Director of Studies as soon as possible if you become concerned about your submission deadlines.

See also the section in this Handbook on Submission deadlines.

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.

Written coursework tasks will normally have a word range or limit. This is in order to give an indication of the depth and detail of work required, and to ensure that students' submitted work is comparable. You will be required to declare the word count for your work when submitting it for assessment.

If you do not observe the given word range or limit for the coursework task, for example if you exceed the word limit, then a penalty will be applied. The penalty that would apply should be stated in writing when the assignment task is distributed. 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 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 Personal Tutor. Individual feedback is normally provided either written on the submission, using a feedback sheet or via Moodle. While individual feedback is provided, some unit leaders will normally provide general feedback through Moodle or during a lecture. Students are encouraged to contact unit leaders if they would like further feedback or clarification. Feedback does not restrict itself to comments on formal assessment. Lab sessions, (informal) discussions with lecturers and tutors, meetings with your project supervisor also give you the opportunity to get valuable feedback on your progress. If you are unsure on how you are getting on with your unit/course, talk to your lecturer, tutors and/or personal tutor. Talk to us! Feedback does not need to be written down to be valuable.

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.**

If you know of a potential IMC that may affect your assessment before you begin an examination period or before a submission date, it is important that you speak to your Director of Studies as soon as possible. After speaking to your Director of Studies, if you do intend to submit a formal IMC claim for the assessment(s) you feel were affected, you will still need to complete the form and follow procedures.

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).

All our MSc programmes require a 50% Taught Stage Average (the weighted average across all taught units) in order to progress onto the dissertation stage of programme. Students not meeting this requirement will be transferred to the PG Dip. In compliance with NFA-PGT, all failed and non-condoned units need to be retrieved on a like-for-like basis.

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 Examiner(s) for your programme is (are):

Dr Sabine Hauert from the University of Bristol.

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 does not have any Designated Essential Units (DEUs).
- 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 at the end of this section. The Programme Progression Requirement to get from the taught phase to the Dissertation/Project phase is a minimum of 60%. With a taught stage average between 50% and 60% you will be transferred to the dissertation stage of the MSc variant.
- 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 (subject to your having met the requirements) or Postgraduate Certificate

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 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.