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Teesside
University

Transnational Student Handbook

2011-12

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Welcome from the Vice-Chancellor

It is my great pleasure to welcome you to study one of Teesside University's programmes at one of our collaborative partners. We take great pride in enabling our programmes to be studied around the world and I welcome you to the Teesside student community.

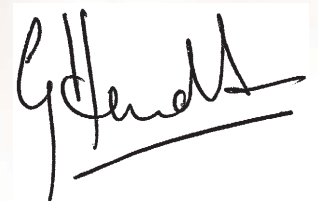
We organise graduations around the world and I hope that I, or one of my senior colleagues, will meet you when we come to your country to confer our degrees. This is your University and I extend an invitation to you to come and visit your University when you are in the UK.

We hope that you enjoy studying our programme and that you will find this *Handbook* contains all the information you need. Please ask for any additional information, or help, from staff of our collaborative partner in your own country.

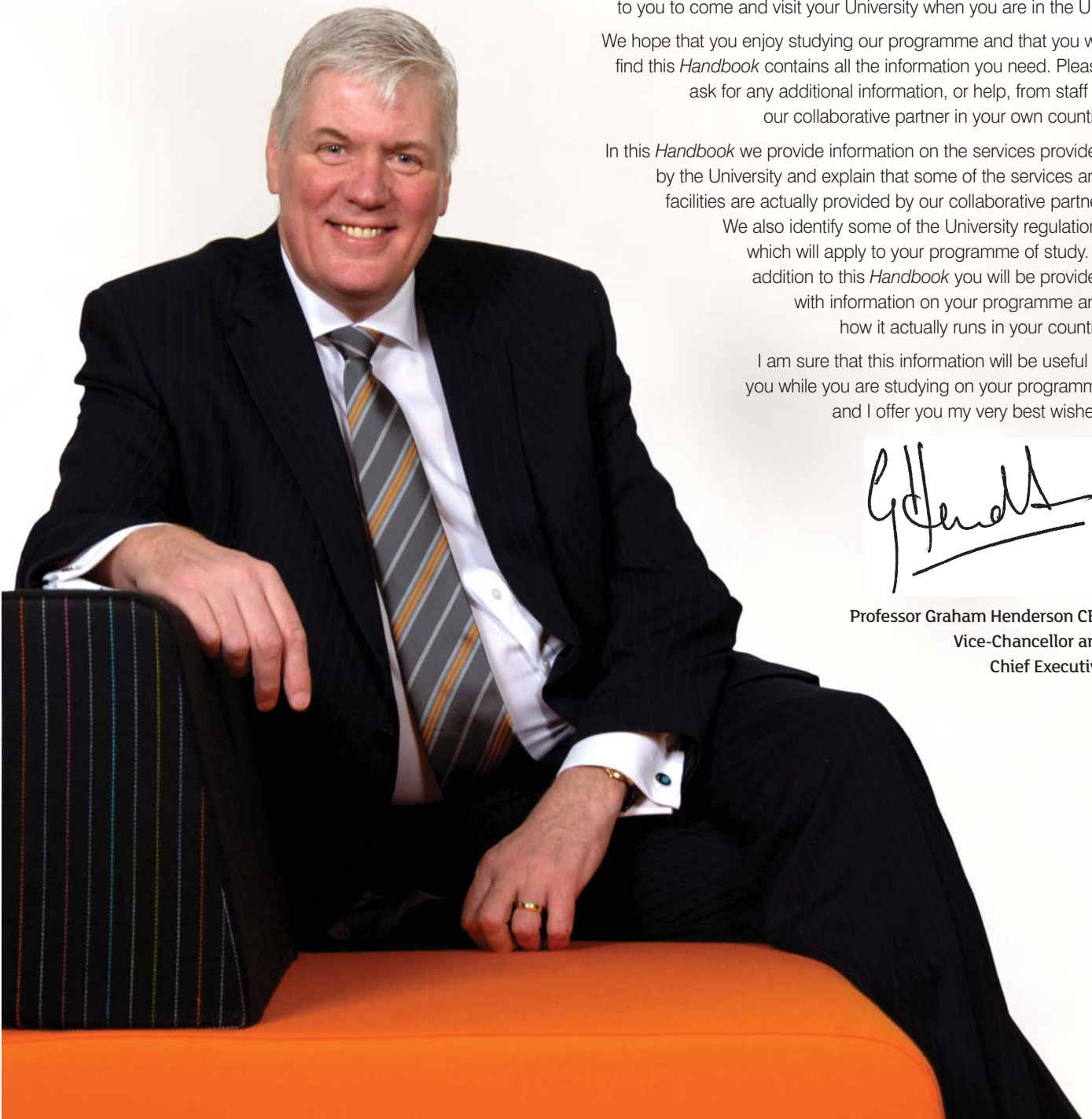
In this *Handbook* we provide information on the services provided by the University and explain that some of the services and facilities are actually provided by our collaborative partner.

We also identify some of the University regulations which will apply to your programme of study. In addition to this *Handbook* you will be provided with information on your programme and how it actually runs in your country.

I am sure that this information will be useful to you while you are studying on your programme and I offer you my very best wishes.

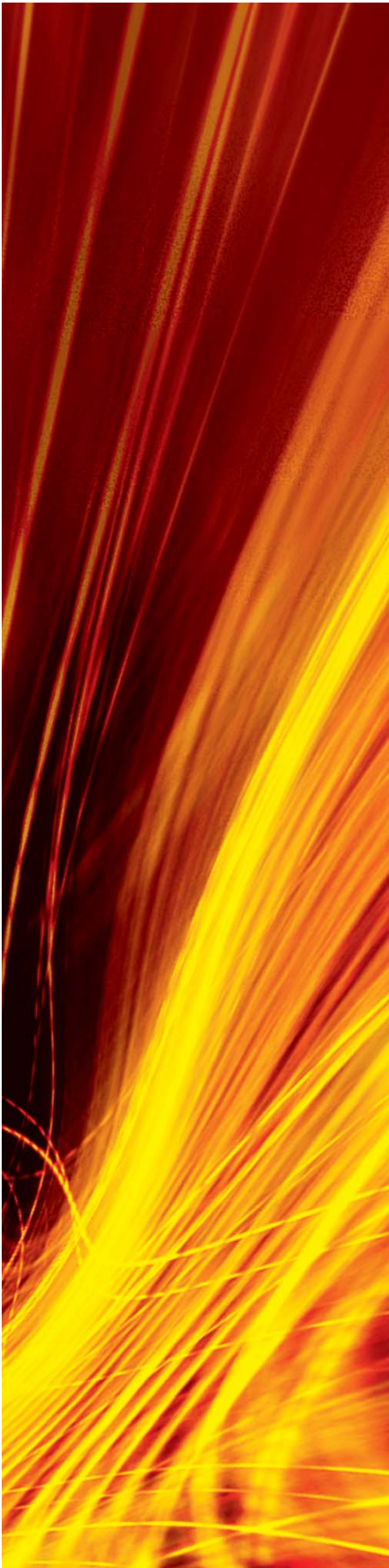


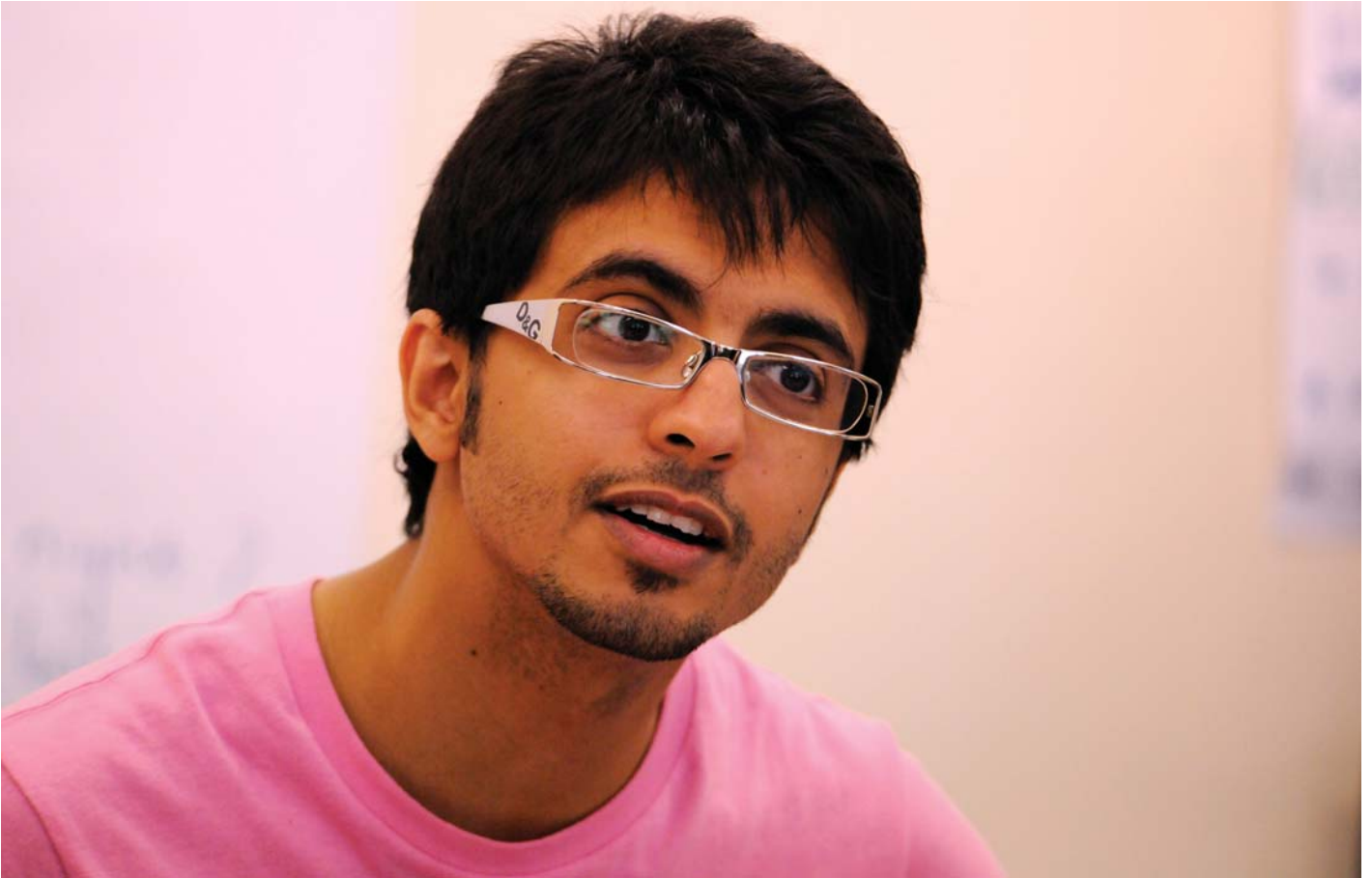
Professor Graham Henderson CBE
Vice-Chancellor and
Chief Executive



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Foreword

We want to provide you with the best possible experience in higher education studying a Teesside University programme with one of our collaborative partners. Throughout this document we will refer to the place where you are studying your programme as the 'partner'. We have developed this *Handbook* with the Students' Union. It documents the relationship between the University and our students. This *Handbook* contains most of the information which you will need.

This *Handbook* is one part of the essential information which you will receive during your time at the University. You should read these documents and keep them as reference tools while you are with the University.

This publication is available in alternative formats, on request, by contacting the Ombuds Office:

T: +44 (0) 1642 342322

E: ombuds@tees.ac.uk

You can find all University policies and procedures for students at: www.tees.ac.uk/policies.



Your General Rights and Responsibilities

1 Student Protocol

The University produces a *Student Protocol* in which it sets out the contractual relationship between you and the University. We give the *Protocol* to all students before registration and it is also available on our website. The *Protocol* includes sections on:

- the contractual relationship between you and the University
- the University's promise to you
- your obligations as a student
- notification of key regulations
- the duration of the *Protocol*.

If you have not got a copy of this document, please contact your partner office or Academic Registry. You can also access the *Protocol* at www.tees.ac.uk.

2 Summary of University Regulations, Policies and Procedures

The University has regulations and codes of practice which students and staff must observe. University regulations also identify processes that will be followed in order to ensure that individuals' rights are not impinged. You should read the University regulations, policies and procedures because you are expected to abide by them during your time at the University. In some instances your partner regulations, policies and procedures may initially apply. You must familiarise yourself with these. Copies can be obtained from your partner institution.

Due to the number of regulations, policies and procedures, a list of the University regulations is provided below.

- 1 Assessment Review Regulations
- 2 Mitigating Circumstances Regulations
- 3 Academic Misconduct Regulations
- 4 Student Complaints Procedure
- 5 Attendance Policy
- 6 Regulations for the Submission of Assignments
- 7 Assessment, Award and Progression Regulations*
- 8 ICT Acceptable Use Policy
- 9 Code of Practice for Accessing, Publishing and Communicating Electronically
- 10 Network Password Policy
- 11 Email Usage Policy
- 12 Network Connection Policy
- 13 Intellectual Property Policy (Students)
- 14 Copyright Guide
- 15 Data Protection Policy and Procedure.

*Your partner institution will make you aware of any variance from assessment and progression regulations which has been approved by the University Regulatory Frameworks Sub-Committee.

Other regulations are in place for use of specific facilities, for example Library & Information Services or computer facilities. For full copies of the regulations contact:

T: +44 (0)1642 342322
E: ombuds@tees.ac.uk
www.tees.ac.uk/policies

3 Communicating with You

The University will usually communicate with you through your University email account and/or through the e-learning environment <https://eat.tees.ac.uk> (formerly Blackboard). For more formal communications we may send you a letter. We also publish a great deal of information and news for students on our website.

In exceptional situations where urgent communication is required (such as late changes to timetabled classes or closure of the campus due to bad weather) we may use text or telephone to contact you. We may, exceptionally, also use telephone/text when attempts to contact you by other means have failed to produce a response. If you do not wish to receive these texts from the University then you can opt out when you enrol.

4 Your Student Email Account

When you start at the University we will supply you with an Outlook Live email account for life – you can continue to use it even after you have graduated. All email communication from the University will be sent to this email account. Outlook Live offers a variety of services including instant messaging services, customisable calendars and integration with multiple email accounts allowing you to organise your academic life.

Please go to the website http://www.tees.ac.uk/sections/stud/student_email.cfm and follow the three simple steps to set up your email account. This web page also has a detailed factsheet with instructions to help you get the most out of Outlook Live at Teesside as well as who to contact if you need any help.

Quick guide: <http://lis.tees.ac.uk/factsheets/qg25.pdf>
 FAQs: <http://lis.tees.ac.uk/factsheets/fs22.pdf>

The Academic Registry may send information about re-enrolment or your student record to your University email account. You will need your password to enable you to benefit from the University's IT facilities, access online assessment results, be informed of key events, make use of the Library facilities and access online learning facilities. You should check your University email account regularly. You will get a username and password during enrolment.

If you do not receive these you should contact your partner office immediately.

5 e-Vision

e-Vision enables you to manage and update your personal details online. It is important that we always have an up-to-date term-time address and e-Vision allows you to update this at the first available opportunity. You are now able to carry out the following activities online via e-Vision – registration, re-enrolment, assessment results and graduation.

6 Data Protection

In order to carry out its functions, provide its services and meet its obligations, the University gathers and processes personal information about its students, staff and other individuals. The personal information which the University holds about you is used for a range of purposes, including creating and maintaining student records, programme administration, equal opportunities monitoring, processing University fees and financial support, making statutory returns, and administering the University's services and facilities. In some circumstances our partner organisations in your home country may be involved in the collecting, processing and transferring of this information. All personal information is processed in accordance with the requirements and safeguards of the Data Protection Act 1998 and the University's registration with the Information Commissioner.

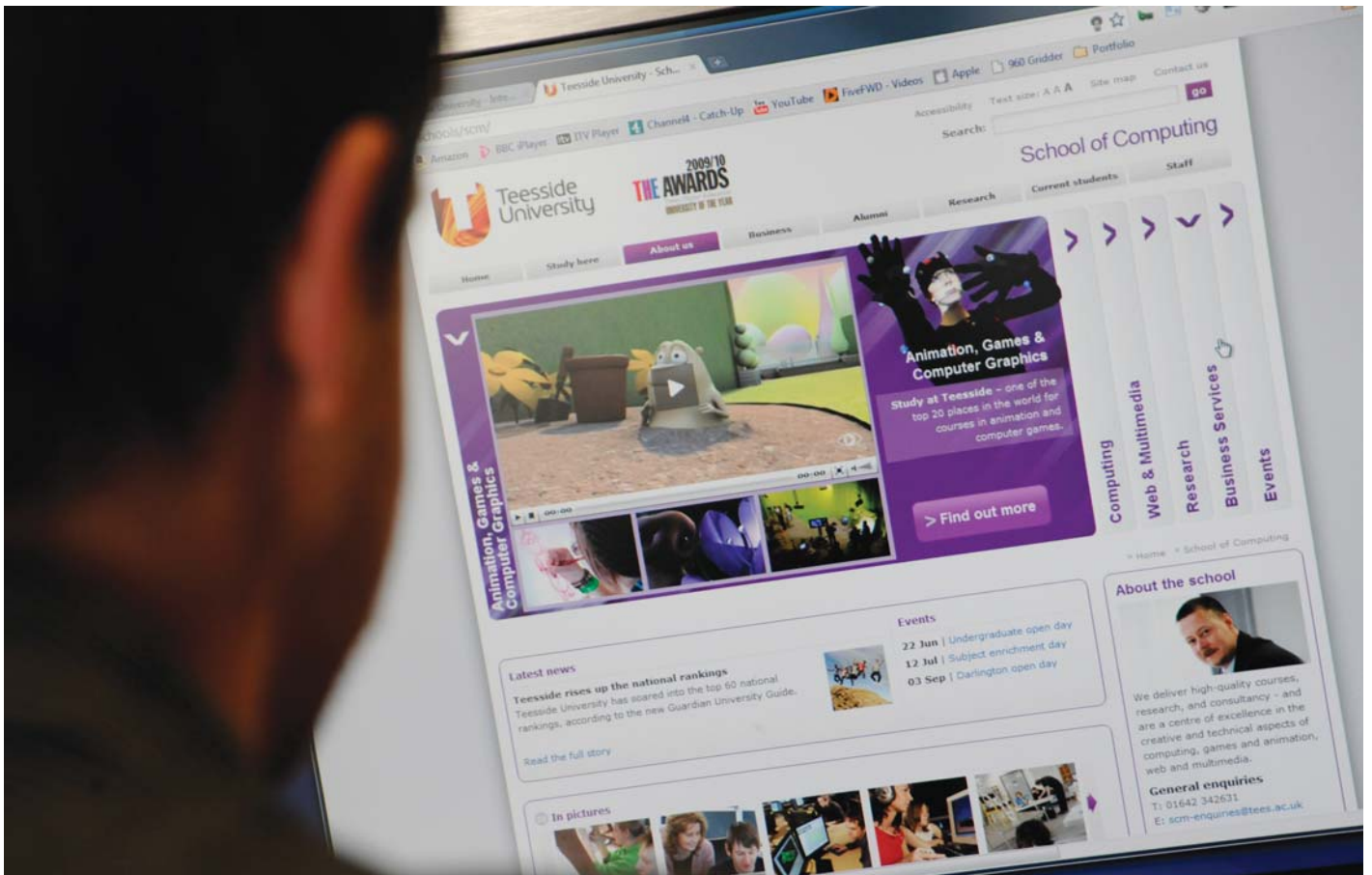
A Student Data Processing Statement is published on the University's website at www.tees.ac.uk/dpa, which gives more information about how the University processes its students' data.

7 Withdrawal or Suspension of Studies – Financial Implications

We want you to enjoy and succeed at your course and we will support you in achieving this. Sometimes, for personal and/or academic reasons, you may decide you no longer want to study the University's programme. If so, you must discuss your intentions with your partner institution. This is in your own interest. They will give you academic and financial advice before you make a decision about leaving.

If you are worrying about continuing your course, we want you to be able to talk through the difficulties which you are experiencing. We would like to explore with you what might make a difference and help you to carry on.

If you decide you do want to leave, our discussions will ensure that you have made an informed decision. Once you have made your decision you must notify us formally. You will need to fill in a withdrawal form, which you can get from the administration office at your partner institution. We will not know that you have withdrawn until we receive the completed form, and the precise date of your withdrawal can be significant for a variety of reasons. Withdrawal will be deemed to be effective from the date that this form is received. You must remember that withdrawal does not end all your obligations to us as a student (such as your liability to pay tuition fees).



Your Academic Rights and Responsibilities

8 Academic Information

This section includes information which you will find useful to assist you with your studies. More details are available from the Academic Regulations section of the website and the *Quality Handbook* www.tees.ac.uk/qualityhandbook/.

9 Important Information about your Assessments

You must attempt all assessments at the first opportunity.

You must do each assessment (essay, project, report, portfolio or examination) for every module. You should do this even if you don't think you can fully complete them.

You do not have an automatic right to resit or to repeat a year of study.

An Assessment Board (which meets at the end of the academic year to look at all your marks) will decide whether you can resit or repeat study. The Assessment Board will take into account whether you have attempted all assessments. It is much more likely to give you an opportunity to take resits or repeat study if you have attempted all assessments. It is less likely to give you this opportunity if there are some assessments which you did not attempt at the first opportunity.

If you are unclear about this information, or feel you are at risk of not being able to attempt any assessment, you should contact a member of academic staff (module teacher, programme leader or personal tutor) for further advice before the hand-in/examination date as there is a variety of ways in which support can be given.

10 Assignment Submission

The University endeavours to operate to the same broad principles as it does on campus in Teesside. The detailed processes for submitting your assessments will be clearly explained to you by our partner and University representative.

11 Mitigating Circumstances

What follows is a brief summary of the University's mitigating circumstances procedure and should be read in conjunction Mitigating Circumstances Regulations (Taught Components and Programmes) available at: www.tees.ac.uk/policies.

You are strongly recommended to read these regulations. They provide a detailed explanation of mitigating circumstances and the procedures to be followed if you feel that your performance in a summative assessment has been or may be affected.

Mitigating circumstances are defined by the University as circumstances outside of the control of the student that have significantly affected performance in any summative assessment.

The University's intention is, wherever possible, to support you in completing your programme of study. It recognises that there may be times when you, through unforeseeable and unpreventable circumstances, find that you are unable to perform in an examination (or other form of assessment) to the full extent of your abilities. If you are unable to submit, or attend an examination, this procedure is also applicable to you. In such circumstances the Mitigating Circumstances Regulations enable you to ask that your situation is taken into consideration. You are expected to have taken reasonable steps to ensure that you could not have prevented the circumstances from taking place. It is your responsibility to notify your partner institution of any mitigating circumstances, which you feel will affect, or may have affected, your performance in any summative assessment.

Any application you make has to be approved by the Mitigating Circumstances Board and if it does not meet the criteria then mitigation may not be granted.

An application for mitigating circumstances is only one of the support mechanisms available to you. There are other options for you to consider. You should discuss your situation with a tutor who will be able to provide guidance on the most appropriate course of action. Where you are unable to meet the deadline for an assessment then an extension may be the better option for you. In circumstances which are likely to affect your progress over a longer time period, you may be advised to suspend your studies until the circumstances no longer have an impact on your studies.

The following points will help you when submitting an application for mitigating circumstances.

Do

- Review the grounds for applying for mitigating circumstances (see Appendix 1 of the Mitigating Circumstances Regulations).
- Seek guidance from your module or personal tutor if you are experiencing difficulties in completing your work on time.
- Meet with your tutor prior to the submission/examination date.
- Discuss with a tutor whether an extension would be appropriate.
- Request an extension where you are unable to meet the deadline.
- Submit an application that covers all module assessments you are taking during the period of difficulty.
- Submit the application within two weeks of the submission/examination date.
- Complete all sections of the form.
- Include evidence to support your application.
- Make sure that you have received a receipt for your application when you submit it.

Don't

- Apply for mitigating circumstances for a resubmission – mitigating circumstances applications are not normally granted for resubmission opportunities.
- Apply for mitigating circumstances if you have been granted a long extension for the **same set of circumstances**.
- Apply for any formative assessment (pieces of assessment that do not count towards your overall module mark).
- Use evidence that is undated or solely from family members supporting your application. You have to provide independent evidence.

12 Academic Misconduct

What follows is only a brief summary of the University's academic misconduct procedure and should be read in conjunction with the Academic Misconduct Regulations (Taught Components and Programmes) available at:

www.tees.ac.uk/docs/index.cfm?folder=student%20regulations&name=Academic%20Regulations

You should read these regulations. They provide a detailed explanation of academic misconduct, the procedures which must be followed when an academic misconduct offence is suspected, and the possible penalties.

In order to avoid academic misconduct, the University is committed to continually educating its students on how to develop good academic practice and writing skills. The following support is available and it is recommended that you should take advantage of this:

- advice and guidance from The Link based in the Students' Union and/or Student Services
<http://www.utsu.org.uk/thelink/content/117945/advice/>
- Drop in Student Skills Centre (DISSC), where academic tutors provide writing and study skills support <http://dissc.tees.ac.uk/>
- facility for students and staff to use plagiarism e:detection software
- briefings on academic misconduct provided at student induction events and during relevant modules.

Academic misconduct is defined by the University as any activity or attempted activity which gives an unfair advantage to one or more students over their peers and is treated very seriously.

To ensure that students are treated fairly and equitably, academic misconduct is divided into the following three types:

Academic Negligence: This is regarded as the least serious offence and covers first-time minor offences. It includes plagiarism that is small in scale, not related to the work of other students, and which is considered to have resulted from ignorance or carelessness.

Academic Malpractice: This covers extensive paraphrasing of material with no acknowledgement of the source, systematic failure to reference, submitting work which has already been submitted for another assignment, and subsequent cases of academic negligence.

Academic Cheating: This is regarded as the most serious offence and covers plagiarism in dissertations, final-year projects, or taught doctorate modules, collusion with other students, theft, commissioning or purchasing work, falsification of results or data and all examination irregularities.

If suspected of academic misconduct, you will be required to attend an informal or formal meeting and, if subsequently found guilty, you will receive a penalty, the most serious of which can be exclusion from the University. The processes and penalties are described in Appendix 2 of the regulations. If you are found guilty of academic misconduct after the end of your course, any award that you have received may be withdrawn. This can be done after you have graduated.

The University has an Exceptional Cases Procedure, which can be used when it is suspected that a piece of work submitted by a student is not their own work. You could be interviewed to determine the authorship of work. You are therefore strongly advised to retain materials used in developing work.

The following tips may help you to avoid academic misconduct:

Do

- Read the regulations and understand the penalties that you can incur. For professional programmes, a single case of academic misconduct may result in you being discontinued from your course.
- Make sure that you know how to acknowledge other people's work or opinions correctly, and get feedback from your tutor on whether or not you are doing this correctly.
- Take care when making notes from books or articles. Always keep a record of whether your notes are a paraphrase of the source or a direct quotation, so that you don't inadvertently include quotes without proper acknowledgement. (This is a frequently cited reason students give when accused of academic misconduct.)
- Seek support from your module or personal tutor if you are experiencing difficulties in completing your work on time.

Don't

- Cut and paste (or reproduce) chunks of material from electronic sources or books/articles. (Even if you acknowledge the source, material not stated as being a direct quotation will make you vulnerable to an accusation of academic misconduct.)
- Lend your work to other students. (If it is then copied, you may be accused of academic misconduct.)
- Borrow work from current or previous students.
- Submit the same work for different assessments.
- Get someone else to do your work. (Essay-writing websites don't always keep their promises and have been known to inform universities of students who have purchased work.)

13 Receipt of Results

The way in which you will be notified of your results will vary depending on how your particular partner operates, but you should be informed by your partner as to how you will receive this information. The normal practice is that your results will be given to you by your partner.

14 External Examiners

The University appoints external examiners to ensure that standards are comparable with other universities and that students are assessed fairly. Each external examiner submits a report annually to the Vice-Chancellor.

External examiner reports are made available to student representatives. Any student wishing to see the external examiner reports relevant to their studies for the previous academic year should email QMEResponse@tees.ac.uk.



Your Services and Facilities

15 Library & Information Services

As a student of Teesside University you have access to a wide range of resources and support from Library and information services (L&IS) although, naturally, many of your needs for books, journals, electronic sources of information etc will be met by your partner institution.

Most of Teesside University support for your programme will be through electronic sources of information. Through our partnership, you can also access a large number of e-books and other online resources.

You will get advice from your tutors, and possibly your local library staff, on how to find and use information, but there is also a lot of help on information skills at the L&IS website at <http://lis.tees.ac.uk>.

16 IT and Computing Facilities

The University provides a wide range of IT-based facilities for students and staff.

In addition to computing hardware, there are also web-based learning facilities, such as our e-learning environment <https://eat.tees.ac.uk> (formerly Blackboard). This is available to students both on and off campus. It is straightforward to use, with instructions, interactive demonstrations and help available from the front page. This includes a wide range of useful information such as browser settings, how to guides and a link to a blog which provides up-to-date news.

17 Ombuds Office

The role of the University's Ombuds Office is to ensure you receive advice on matters relating to any issues of concern which you may experience during your time at the University.

The Ombuds Office will also endeavour to provide answers to questions you may have regarding University policies and procedures, and can provide you with full copies of the regulations on request.

T: +44 (0)1642 342322
E: ombuds@tees.ac.uk
www.tees.ac.uk/policies

18 Students' Union

The Students' Union is independent of the University, is run for students and is committed to enhancing the student experience.

As a student of Teesside University you are automatically a member of the Students' Union, unless you choose to opt out, and you have the right to support, representation and advice whenever you need it. The Students' Union is an equal opportunities organisation and works to ensure that all students have the opportunity to get involved and use its services.

The website, www.tees-su.org.uk, contains information about the Students' Union, the range of services offered and the Board of Trustees which oversees its running.

The Link is a free and confidential service that can help with academic, financial and welfare issues. As The Link is run by the Students' Union, not the University, it is able to offer support and representation on any disputes you may have with the University.

T: +44 (0) 1642 342247
E: advice@tees-su.org.uk

19 Student Representation

You will elect representatives whose role will be to participate in meetings with partner and University staff where issues about the programme can be discussed. Minutes are taken of these meetings and these are regularly reviewed by the University to ensure that your voice is heard.

20 Teesside University Alumni Association

Alumni means former pupils or students, and the Alumni Association was established because we value our graduates, are proud of their achievements and want to keep in touch with them after University. The Alumni Association currently has over 50,000 registered members across 100 countries, the earliest of whom dates back to the 1930s.

All successful graduates of the University are entitled to automatic free membership. We can help you keep in touch with friends and support you in organising reunions.

We also offer services including:

- full use of the website www.tees.ac.uk/alumni
- annual *Teesside Graduate* magazine
- regular e-newsletters
- the opportunity to support our University development activities
- access to TeesMe our exclusive online alumni community www.tees.ac.uk/teesme
- join us on Facebook at www.facebook.com/teessidealumni
- follow us on Twitter at www.twitter.com/teessidealumni
- or search for our group Teesside University Alumni on LinkedIn.

So please keep in touch following your graduation and let the alumni relations team know of any changes in your address, email contact details and your employer details. This way we can keep in touch with you and organise Alumni Association activities which will be of benefit to you.

E: alumni.office@tees.ac.uk



Disclaimer

The information contained in this *Handbook* is, as far as possible, accurate and up to date at the time of printing.

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This publication is available in alternative formats on request. Please contact the Ombuds Office on **01642 342322** or email **ombuds@tees.ac.uk**.

Teesside University

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