**Instructions for using this template**

This is a template for your programme handbook.

The programme handbook is a high-level overview of the key details of the programme including content, learning outcomes and assessments.

Some text within the programme handbook is standardised across the university and should not be changed.

Text which you can customise is highlighted in yellow. It is recommended to use Calibri or Arial text in blue [Calibri (Body) 14]

The programme handbook can sign-post students to further sources of information – please use links rather than duplicating information which is available elsewhere.

Please give your programme handbook a title in the following format:

**‘Programme Handbook – Programme title’**

**Remove this instruction box and the yellow highlighting before publishing your handbook.**

## Academic Year 2023-24

****

## Welcome to the insert UG/PG BA/BSc/MA/MSc/BEng or other Full-time/Part-time/Distance learning name programme handbook 2023/24

This is your programme guidance site for [insert UG/PG BA/BSc/MA/MSc/BEng or other Full-time/Part-time/Distance Learning name] for the 2023-24 academic year, which gives you access to key information and resources that you will need for your studies.

You will be studying *at/in - insert location of delivery*

Please visit [DMU BaseCamp](http://www.dmu.ac.uk/basecamp) – an interactive guide for new and returning students to help support you throughout your studies with us.

For information on University regulations, please click on the links below:

* [General regulations and policies, including attendance policy](https://www.dmu.ac.uk/current-students/student-support/academic-support/regulations/index.aspx)
* [Academic regulations and information on assessment boards](https://www.dmu.ac.uk/about-dmu/quality-management-and-policy/academic-quality/academic-regulations-assessment-boards/academic-regs-assessment-board-homepage.aspx), this includes regulations on failed modules and reassessments (Section 2)
* [Assessment and feedback policy](https://www.dmu.ac.uk/about-dmu/quality-management-and-policy/academic-quality/learning-teaching-assessment/assessment-feedback-policy.aspx)

* [Student complaints](https://www.dmu.ac.uk/current-students/student-support/academic-support/student-complaints/complaints.aspx)
* [Academic integrity](https://www.dmu.ac.uk/current-students/student-support/academic-support/academic-integrity.aspx) (containing bad academic practice and academic offences)
* [Appeals](https://www.dmu.ac.uk/current-students/student-support/academic-support/appeals.aspx)
* [Deferrals](https://www.dmu.ac.uk/current-students/student-support/academic-support/deferrals.aspx)
* [Extensions](https://www.dmu.ac.uk/current-students/student-support/academic-support/extensions.aspx)
* [Leave of absence](https://www.dmu.ac.uk/current-students/student-support/academic-support/break-from-studies.aspx)
* [Higher Education Achievement Report (HEAR) report](https://www.dmu.ac.uk/dmu-students/your-dmu-experience/hear/higher-education-achievement-report-(hear).aspx), this is your official academic transcript and is an on-line document

You can also seek free, independent and non-judgemental advice on these processes from [De Montfort Students’ Union’s Advice team](https://www.demontfortsu.com/support/advice/).

# Academic support

We understand that circumstances may arise that make it difficult for you to meet an assignment deadline or attend an exam. To support you during these times, DMU offers a range of academic support options, including extensions, deferrals, and longer-term options such as a leave of absence, to help you continue to succeed in your studies.

More information on these options, as well as information on appeals, exams and more, can be found on the [Academic Support](https://www.dmu.ac.uk/current-students/student-support/academic-support/index.aspx) webpage.

Insert a link to programme specific regulations, if applicable

Sample text:

Your programme may be subject to Programme Specific Regulations – to see if your programme has any and what they are, please click on this link here

## Welcome and introduction to the programme

Insert a welcome from the programme leader and a short description of the programme.

From

My office location is:

My email address is:

My phone number is:

If you are unsure of where to go, your first point of contact should be:

The Faculty Student Advice Centre (the SAC)

Located on the [x] floor of the [x] Building

Add room location if applicable

Telephone: (0116) xxx xxxx

Email: enter your faculty SAC email address here

Add a photo of entrance to SAC/reception area

## Key Programme Information

Insert text here

DMU is committed to all programmes empowering students to [address issues of Sustainable Development](https://www.dmu.ac.uk/about-dmu/sustainability/teaching.aspx), such as social inequalities, health and wellbeing and environmental impacts, through course-specific teaching, learning and assessment approaches. For this programme, this is done through [*add 1-2 sentences of programme-specific comments here; staff guidance* [*available here*](https://demontfortuniversity.sharepoint.com/:w:/r/sites/DMUHome/staff_news/_layouts/15/Doc.aspx?sourcedoc=%7BC78610CF-0E42-4972-8062-984D08046C18%7D&file=Sustainability%20and%20DMU%20Taught%20Courses.docx&_DSL=1&action=default&mobileredirect=true)]

## Programme Structure

Insert programme structure information or table here

## Settling into your programme

If you are care experienced or estranged from family, settling into university can be quite challenging as there are lots of new things to learn and become familiar with. If you’re having difficulties with this, you can speak with the Transitions Team. They may be able to give you some advice about studying at a university, finances and housing or signpost you to one of the university’s specialist support teams. See the [Transitions team website](https://www.dmu.ac.uk/current-students/student-support/adjusting-to-student-life/transitions/index.aspx) for more information.

Insert any additional/programme specific information here

## Module information

Insert an outline of the modules here which could include module code and title, a brief description of the content, block/semester, assessments, teaching staff.

Sample text about the use of DMU Replay or MS Teams:

DMU has a policy of recording all academic staff led activity for replay and revision purposes to ensure continued compliance with the Equalities Act 2010. The main vehicle for providing such recordings is the DMU Replay service, but your Module Tutor may use other means of providing audio/visual materials to ensure compliance with the policy. These will be fully explained to you along with where to get help and support.

To review activities recorded via MS Teams, your module leader or tutor will upload the recording to the relevant DMU Replay folder and link to the LearningZone module shell. Further information can be found via this link <https://library.dmu.ac.uk/learningtechnologies>.

## Virtual Learning Environment

The virtual learning environment is where you can find additional information about the university, your programme and your modules of study.  You may even be required to submit assessments through the virtual learning environment.  De Montfort University’s virtual learning environment is called LearningZone and it can be accessed from anywhere by pointing your internet browser to: <https://learningzone.dmu.ac.uk/>and then logging in with your DMU user ID and password.

## De Montfort Students’ Union (DSU)

Your De Montfort Students’ Union (DSU) is led by five paid & full time DMU students [(You can find who they are here!).](https://www.demontfortsu.com/voice/officers/) Their role it is to collate and action feedback from those students currently studying to create change for YOU, through exciting projects, campaigns and discussions between DSU & DMU.

We want to ensure that you are involved in enhancing and developing your educational experience, therefore De Montfort Students’ Union facilitates a process to elect student representatives to capture feedback at course level. DSU also has other avenues such as Student Council and Societies to get involved and make change.

# Course Reps

Course representatives are in place for undergraduate and post graduate courses. Their role includes listening to students on their course and feeding back to programme leads on any issues or queries with regards to the course/modules. They are expected to attend some key University meetings such as Staff Student Consultative Committees/Student Voice Committees and Programme Management Boards/Subject Academic Committees. Meetings are co-ordinated by the programme team and are typically held three times per academic year. As a Course Rep you would also be invited to attend the regular meetings scheduled by the DSU Voice team. These meetings are designed to ensure DSU are engaging with the Course Reps to understand the general feeling and consensus of students on a faculty level and their course to feedback on the wider topics and support course reps on a 121 basis if any further action is needed.

# How to become a Course Rep

All Course Reps are elected and supported through DSU, and training is also held for elected Course Reps for them to explore and understand their role to get the best out of their role. It is structured so you always have an independent place to go for guidance. As a Course Rep, you will develop personally and professionally through bespoke training and guidance. Keep an eye out for information in October and March (for the following year)! To register interest, please email [voice@dmu.ac.uk](mailto:voice@dmu.ac.uk)

# Further information on student representation can be found at:

Voice ([demontfortsu.com](https://www.demontfortsu.com/))

DMU student representation webpage ([link](https://www.dmu.ac.uk/about-dmu/quality-management-and-policy/academic-quality/student-voice/student-representation.aspx))

# Student Council

Student council is the main forum where students can join and work with DSU regarding campaign, policies and support with prioritising what activities should be held by the Student Union.

This is organised to ensure the voice of students is heard as we are a democratic organisation.

If you are interested in student council for further information email [voice@dmu.ac.uk](mailto:voice@dmu.ac.uk)

# DSU Opportunities Team

We support over 90 student-led societies, link you with numerous volunteering opportunities, and help you find your people at university.

All of these opportunities give you a chance to be involved with something amazing while at DMU, and make memories that will last forever.

You can explore the Opportunities and how you can get involved [here](https://www.demontfortsu.com/activities/)

[DSUopportunities@dmu.ac.uk](mailto:DSUopportunities@dmu.ac.uk)

# DSU Advice and Wellbeing Team

The DSU Advice and Wellbeing team are a free and confidential and independent service for DMU Students.

They can help on a range of issues from Academic to Welfare queries.

You can find more about the advice team [here](https://www.demontfortsu.com/support/advice/getintouch/)

# Key contact

* [voice@dmu.ac.uk](mailto:voice@dmu.ac.uk)
* [dsuopportunities@dmu.ac.uk](mailto:dsuopportunities@dmu.ac.uk)
* [DSU Advice and Wellbeing contact form](https://www.demontfortsu.com/support/advice/getintouch/)

The programme/faculty Student Voice is chaired by:

## Placements and DMU Works (update/remove where relevant)

Faculty Placement Officer:

Faculty Placement Co-Ordinator/s:

Team location:

Opening hours:

Email contact:

Phone number:

Insert placements and DMU programme specific information here

### Useful contacts and information

Please note this information is updated annually, you should always contact your Programme Leader via email in the first instance.

Programme Leader

Insert brief role description

Name:

Phone:

Email:

Office:

Office hours:

Insert contact details for:

* Head of School
* Faculty Engagement Officer

Please contact your Student Advice Centre if you require details for any of the following contacts:

* Subject leader
* Subject Librarian
* Academic Practice Officer
* School administrators
* Timetabling

### Personal Tutors

You will have a designated personal tutor throughout your programme. From the moment you join the university, you are encouraged to build a relationship with your Personal Tutor who, along with specialist services (e.g. The Student Gateway, Library and Learning Services, Student Advice Centres) will support and guide you in your journey to fulfil your academic potential and to achieve your academic and personal development goals.

You can see who your Personal Tutor is by accessing MyDMU and looking at the Personal Information tile.



### Communicating with Staff

# Contacting tutors

The best way to contact a member of staff is via email, using your DMU student email address. Please note that you may not receive an immediate response. If you do not receive a response, attempt to contact the member of staff again. If you do not receive a response at this stage, please contact your Student Advice Centre or your Personal Tutor. If you wish to have a meeting with a member of the team, please contact them to see if this is possible.

Although electronic communication is generally more informal, please treat all your emails to your tutors as business emails. That is, employ a professional tone, present yourself courteously and adhere to Standard English. This is to give you practice in communicating in a professional environment, which you will all be required to do once you leave university and enter the world of work.

Sample text (please modify with programme-specific information):

When contacting tutors, please bear the following in mind:

* Please contact your faculty Student Advice Centre for any general queries relating to life at the university, support processes and other general issues you may have.
* Contact module tutors in the first instance about individual module matters including information regarding assessments associated with that module.
* Contact the Programme Leader about general matters relating to the programme of study (e.g. applications for changes in registration, module changes, and general enquiries).
* Contact Personal Tutors about any general concerns or difficulties you may be experiencing (though you may also discuss these matters with your module tutor or the Programme Leader).
* If you are absent from university and scheduled classes for any reason (e.g. illness/family commitments), you must notify your module tutor and at the earliest possible opportunity by email.
* Changes in term time and home addresses, telephone numbers or email addresses should be submitted via MyDMU or to the Student Advice Centre.
* Please do not interrupt staff who are on campus working in their offices unless it is a genuine emergency. Please email the member of staff to request an appointment. Similarly, where staff are working from home please do not ‘cold-call’ but email to book an appointment. This will ensure that the member of staff has set aside time to deal with your enquiry. During working hours academic staff have many tasks in which they may be engaged and it may not be possible to see / speak with you immediately.
* If your situation is a genuine emergency and you are on campus you should go to your Student Advice Centre, or Security in the Estates Building.

Telephone: 0116 2577642 (extension 7642), 24 hours a day, 7 days a week.

Email: [security@dmu.ac.uk](mailto:security@dmu.ac.uk)  
You can find more information about Security at DMU on their webpage here: <https://www.dmu.ac.uk/campus/security/index.aspx>

You can find information about student safety here: [Student safety on campus and in Leicester (dmu.ac.uk)](https://www.dmu.ac.uk/current-students/student-experience/student-safety.aspx)

### Attendance

It is important to attend all your timetabled sessions in order to benefit fully from your course. If you experience difficulty in attending classes for any reason then please discuss the matter with your **Personal Tutor in the first instance** so that they can help or advise you, or signpost you to suitable support. Poor attendance may result in low marks or even fails, as attendance and performance in assessments are often closely linked. DMU has an Attendance Monitoring policy (which can be found within the [DMU Student General Regulations](https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/index.aspx)) and we do record attendance throughout the academic year. Failure to attend scheduled teaching may result in discontinuation from the university.

**You are expected to attend all timetabled sessions.**

**On campus** sessions

Where you are physically attending the university, in order to register your attendance, it is important that **you sign the register in class or swipe your student card against the reader** (in rooms fitted with card readers). Please note that you will be recorded as absent if your attendance is not recorded at your timetabled activities.  You may only change tutorial or seminar group with the approval of the senior member of academic staff in the faculty and by completing the relevant form available from the **Student Advice Centre.** Please note that tutorial/seminar group changes are only for extenuating circumstances relating to disability/carers or childcare reasons and are subject to capacity and availability which are dependent upon timetabling.

**Online** sessions

At the start of the class, your tutor will distribute to you the link to the online attendance monitoring system.

**You need to be logged in to your DMU student email account. DO NOT USE YOUR PERSONAL EMAIL ACCOUNT.** Please note that if you try to log in to a synchronous online class through your personal email account, you will not be able to register your attendance correctly.

**It is important that this information is recorded accurately as the data will be used to ensure your compliance with DMU’s Attendance Monitoring Policy** (link to DMU Student General Regulations [here](https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/index.aspx))**.** Completing the on-line attendance monitoring should be quick and easy to do. If you experience any problems, please speak to your tutor in the first instance.

### Management of the programme

Your programme is managed academically by several Boards. These include Programme Management Boards or Subject Academic Committees and Progression & Award Boards. The Boards are comprised of members of academic staff (mainly the programme/subject and module leaders for a particular subject area), staff from central University departments (such as the Department of Academic Quality) External Examiners (usually experienced academics from other Universities) and Course reps (sit on Programme Management Boards (PMB) or Subject Academic Committees (SAC)).

Programme boards meet in two modes:

* As a **Programme Management Board** or **Subject Academic Committee** which meets to review the management of your programme, and consider issues raised by Student Representatives.
* As a **Progression & Award Board (PAB)** which meets to approve your marks; agree whether or not you can proceed into your next year; agree the final classification of your degree. Once the PAB has met, results are deemed to have been **ratified** (approved) by the University

Your programme leader reviews your programme on a regular basis. They assess what is working well and areas for enhancement. They take into account: student feedback, external examiner feedback, a wide range of metrics and data, university and sector good practice, external requirements set out by the Office for Students and professional, statutory and regulatory bodies (where applicable). This review assures the quality and standards of your programme which includes that the programme content is relevant, current and appropriately challenging. For more information, please contact your programme leader.

## **External Examiner**

Each programme has at least one External Examiner who is not part of DMU teaching staff but is an experienced academic in your field from another higher education institution. Their role is to assure academic standards on the programme and to ensure that students are receiving the best possible learning experience. The External Examiner acts as an independent and impartial adviser. They ensure that awards granted by the university are comparable in standard to those of other higher education institutions, that national subject threshold standards are complied with, and that the treatment of students is equitable and fair.

**The External Examiner for this Programme is:**

Name:

Substantive employer (if appropriate):

**Note**: The details provided relating to External Examiners is for information only. **You must not contact External Examiner(s) directly**, and particularly with respect to your individual performance in assessments. If you wish to make a complaint or an appeal regarding your assessment you should follow the University’s procedures for Academic Appeals, guidance is available in Chapters 8 and 9 of the Student Regulations which can be found via the link [here](https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/index.aspx).

## Assessment information

Add programme specific assessment information where applicable here (e.g., overall assessment map for the programme, timings of assessment boards and resit opportunities).

## DMU BaseCamp

Remember to visit [DMU BaseCamp](http://www.dmu.ac.uk/basecamp) – an interactive guide for new and returning students to help support you throughout your studies with us.

## Events outside the university’s control

Every effort will be made to deliver your programme and modules as outlined in this handbook repository. However, there may be situations outside of the university’s control which could lead to interruption in delivery or changes to the curriculum and/or delivery. These include, but are not limited to, political unrest, governmental actions, acts of terrorism, fire, flood, epidemic/pandemic, industrial action and departure of key members of university staff.

For further information on the circumstances in which your teaching and learning may be disrupted, please refer to the [DMU Student Contract](https://www.dmu.ac.uk/study/student-contract/index.aspx).