

COLLABORATIVE PARTNER PROGRAMME HANDBOOK

[Academic Year]

Programme title	
Level	UG/PG
Award	BA/BSc/MA/MSc/BEng or other
Mode of study	Full-time/Part-time/or other
Location of delivery	
Programme leader	Name: Office location: Email address: Phone number: (in full, not just extension)

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How to use this handbook

This handbook provides you with an introduction to your programme and explains how the programme is managed and the regulations and policies that apply to it. It will also provide details of key staff contacts, including the programme teaching team and professional services staff. The handbook contains details of arrangements for your programme of study as well as more general information about being a De Montfort University student.

An online version of the Programme Handbook can be found on the VLE, which will contain the most up to date information.

The handbook should be read in conjunction with:

[General Regulations and Procedures Affecting Students](#)

[Academic Regulations for Undergraduate and Taught Postgraduate Students](#)

1: Welcome and Introduction

Include welcome messages from both the Partner and DMU. This is an opportunity to explain more about the programme, what the students might expect from their study and is designed to make the handbook a little friendlier.

Welcome message from DMU

Thank you for choosing to study on a De Montfort University validated programme. I would like to take this opportunity to welcome you and tell you something about what we hope to offer you during your time with us.

De Montfort University works with a range of partners to offer students an alternative route through Higher Education. We are very proud of our relationship with our partners and consider each individual student to be integral to the partner and the broader DMU community.

Our aim is to offer all students studying at a partner an equivalent experience as a student studying at DMU on our campus. If you choose to visit De Montfort University, you are entitled to have access to our renowned Queen Elizabeth II Diamond Jubilee Leisure Centre and the Kimberlin Library (you will need to bring your student ID card).

I wish you every success and happiness during your studies and welcome you as part of our vibrant, distinctive, international community!

With best wishes

Professor Katie Normington, Vice Chancellor, DMU

2: About the Programme

Insert general details of the programme, using the headers below if necessary. Information about UDL, and how it's utilised in the programme, can be included here.

2.1 Key Information

You should include:

- Overarching aim of programme
- What graduates can expect to be able to demonstrate
- Teaching and learning methodologies
- Outline of any PSRB requirements
- Details of any programme specific regulations
- Information and support about options for progression and further study on completion of the programme.
- Include reference to how learning technology is utilised on the programme e.g. UDL, DMU Replay (if applicable).

2.2 Programme Structure

Include information about the programme structure. This can be copied directly from the programme specification, or set out as a list, calendar, chart or diagram. The structure must contain all modules, with detail on credit value and whether they are core or optional.

2.3 Module Information

Include information about the modules: students must have access to module specifications for all modules. This may be achieved by including module specifications here or within module shells on the VLE. This information can be presented as a list.

- Include in this section as a minimum the module codes and their titles for students. This could be separated by year of enrolment/provided by cohort if running two (or more) different delivery types concurrently.
- If the above information already exists elsewhere, this does not need to be duplicated here; students can be directed to their module shell/handbook for further details.
- For any additional information, students should be directed to their module shell/handbook.

2.4 Settling into your Programme

Ensure students are aware of the support available to them as they transition into their programme and progress through their levels of study. Outline all support activities you provide, such as preparation days, social events or reading lists.

3: Communication

Include details of the programme leader and other staff that students may need to contact. The text below should be adapted as necessary.

3.1 Key Staff Contacts

Programme Leader Name:

Brief role description:

Phone:

Email:

Office:

The following staff can also be contacted:

- Link Tutor (or equivalent)
- Module Leaders
- Subject Librarian
- Academic Practice Officer
- School Administrators
- Personal Tutor (if known at time of writing)

The best way to contact members of staff is via email. If you wish to have a meeting with a member of the team, you can make use of their advice and feedback tutorial times (also sometimes called 'office hours').

3.2 Personal Tutoring

Provide details of personal tutoring arrangements or equivalent. Below is some sample text that can be used.

All students are provided with a personal tutor who can be contacted regarding any general academic matter or personal concerns.

You will have the opportunity to meet with your personal tutor during the first weeks of study, either individually or within a group, and begin to develop a positive relationship with them.

<http://www.dmu.ac.uk/study/undergraduate-study/student-support/academic-support/personal-tutor-scheme.aspx>

4: University Regulations and Policies

Insert details of the regulations and policies that govern the programme of study. These may include both DMU and partner regulations. The text below should be adapted as necessary.

4.1 Partner Regulations

The **[insert name of partner]** has specific regulations in place which are available on our website: **[insert webpage]**

4.2 DMU Regulations

As you are undertaking a DMU award, DMU's regulations will also apply to your study. When you register as a student you agree to follow these regulations. These regulations are divided into two areas; 'General Regulations' and 'Academic Regulations', available here:

[Student regulations and policies](#)

[General Regulations](#) explain how decisions are made in areas such as:

- Academic appeals
- Student discipline
- Examination regulations
- Health and safety policy

[Academic Regulations](#) set out the rules on assessment, progression and award standards.

These regulations enable DMU to ensure its academic standards are appropriate and that all students are treated consistently and equitably.

If you have any questions about these regulations, you should speak to your tutor in the first instance.

4.3 Attendance

You are expected to attend all timetabled sessions. Please note that you will be recorded as absent if your attendance is not recorded at your timetabled activities.

If you experience difficulty in attending classes for any reason then please discuss the matter with your **Personal Tutor or module tutors** so that we are able to help or advise you. Poor attendance may result in low marks or even fails, as attendance and performance in assessments are closely linked.

Attendance is referenced in the **[insert partner regulations]**.

Also see the DMU General Regulations affecting students. Further details are included within Chapter One: [DMU General Regulations: Chapter 1](#)

4.4 Complaints

Your first port of call for advice and support should be your local programme/module leader or senior member of the management team. It is our intention to deal with your concerns and queries as quickly and as efficiently as possible.

If you are unhappy about the advice you have received, or have encountered any difficulties in obtaining advice and guidance, you should put these in writing and forward this explanation to the relevant member of staff.

The relevant member of staff will consult with appropriate colleagues and respond to you **in 10 working days during term time** (a longer response period may be required outside term time to account for staff holidays).

Any complaint will remain confidential, unless it is felt that there is an issue of health and safety.

4.5 Academic appeals:

You have the right to appeal, on specified grounds only, for reconsideration of the decision of any assessment board.

More information can be found here:

<https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/academic-appeals.aspx>

General Regulations and Procedures Affecting Students – Chapter 6 ‘Students’ of appeal against Assessment Board decisions’: [DMU General Regulations: Chapter 6](#)

4.6 Student Charter

De Montfort University has developed a Student Charter setting out commitments from the University to students, from students to the University, and from the Students’ Union to students.

The charter will be updated on a yearly basis, and is a guide to your responsibilities at DMU, and will help explain what the university should do for you.

<http://www.dmu.ac.uk/dmu-students/student-resources/student-charter/student-charter.aspx>

4.7 Higher Education Achievement Report (HEAR)

When you graduate, as well as being issued with a degree certificate, you will be given access to your HEAR. This online document details your module results, alongside any extra achievements such as internships, volunteering or student representative roles. This essential document is a great resource to support you in any future job applications.

Visit the DMU web page for more information on the HEAR:

[http://www.dmu.ac.uk/dmu-students/your-dmu-experience/hear/higher-education-achievement-report-\(hear\).aspx](http://www.dmu.ac.uk/dmu-students/your-dmu-experience/hear/higher-education-achievement-report-(hear).aspx)

5: Management of the Programme

Include details of how the programme will be managed. This could be Programme Management Board or equivalent. Details of External Examiners should also be included here.

As a student, you will largely only see your programme from *your* perspective, but what follows is a very brief introduction to what goes into the management of your studies.

5.1 Programme Management Boards

Your programme is managed by a Board which is comprised of members of the academic staff team (mainly the programme/subject and module leaders for a particular subject area), staff from DMU, and External Examiners (usually experienced academics from other Universities).

Programme boards meet in two modes:

- **Programme Assessment Boards (PAB)** meet to approve your marks, agree whether or not you can proceed into your next year and agree the final classification of your degree. Once the PAB has met, results are deemed to have been **ratified** (approved) by the University.
- **Programme Management Boards (PMB)** meet to review the management of your programme, and consider issues raised by Student Representatives.

5.2 External Examiners

Each programme has at least one External Examiner who is not part of DMU teaching staff but 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:

<p style="text-align: center;">[Insert details of the External Examiner]</p> <p>Name:</p> <p>Substantive employer (if appropriate):</p>
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Note: The details provided relating to External Examiners are for information only. You must not contact External Examiners directly, nor with respect to your individual performance in assessments.

6: IT Resources

6.1 Student email

Partner email

[Include details of the student email system at partner.]

DMU email

DMU provides an email account to all students throughout their time at university. It is a free service that employs a web interface so it can be used from any computer or mobile device with a web browser and internet connection.

Your student email is in the format: **Pnumber@my365.dmu.ac.uk**
e.g. P1234567@my365.dmu.ac.uk

This email service is the official electronic communication system between the university and students. Therefore, students should regularly sign in to their accounts to check for messages.

Note that **all emails from the University will always be sent to your DMU student email address** (not your personal/private email address). It is your responsibility to check your email regularly and respond to emails from the University. Further information about the email system and the protocols for the appropriate use of email can be found on the DMU website.

6.2 MyDMU

MyDMU is your personalised student information portal and mobile app designed to support you while you study. It provides you with the latest university information and access to your online course materials.

Access MyDMU using your web browser: <https://my.dmu.ac.uk>

Login using your DMU username and password

6.3 Virtual Learning Environment (VLE)

Provide details of the VLEs that will be used. This could be DMU's VLE, the partner VLE, or a combination of both.

Partner VLE

[Insert name of VLE] will provide you with access to the local Virtual Learning Environment. Your lecturer will upload all relevant material concerning the module to this platform and you will have access to **[Insert name of VLE]** through the internet.

DMU VLE

LearningZone is DMU's new Virtual Learning Environment (VLE) that is being rolled out from September 2023. It is used to support learning and teaching activities and provides access to your programme online learning materials.

Each module has its own shell and through these you will be able to access module learning content for your programme, including lecture recordings using DMU Replay, and participate in discussion forums relating to your module. You will also be able to access your module resource list (or reading list) which highlights key reading materials and resources. You will also be able to view your assignments and find guidance for submitting assignments online using Turnitin, a software which checks your work for originality.

There are online guides available in LearningZone under the 'Student Support' tab.

LearningZone access and login

Go to <http://learningzone.dmu.ac.uk> OR Select the LearningZone tile in MyDMU

Login using your DMU username and password

7: Library Services

Include information about how students can access library services at both the partner and DMU.

7.1 Introduction to Partner Library Services

Include information about the resources and materials that students can access at the partner institution.

7.2 Introduction to DMU Library and Learning Services

The information below about DMU can be amended to suit the nature of the partnership. For example, if the students are geographically remote from DMU and unlikely ever to use our physical services, you could omit the sections on physical access; hours of service, and borrowing items.

The DMU Library at Leicester supports the learning, teaching and research activities of DMU providing high quality resources, learning spaces and learning and academic skills development.

See the dedicated library webpage for partner students that outlines how you can access online information and support: <https://library.dmu.ac.uk/partnerportal>

Resources

Your home institution will provide you with the key resources that you will need for your assignments, such as books, journal articles and other material. However, you will also have access to the physical library at DMU and online books and journals where our licences allow for access.

Accessing online material

Your **single sign-on** username and password allows access to library and university functions, including: DMU student email account; LearningZone VLE (if applicable); computing services; and e-books, e-journals and databases where our licences permit usage. Your username is your university ID card 'P' number. You will initially login with a default password. We recommend for security reasons that you change this password for future access.

Databases and ebook collections that DMU can provide can be accessed from the relevant partner students libguide: <https://library.dmu.ac.uk/partnerportal>

****The following section is for UK/local partners only and should be removed as appropriate****

Physical access

DMU partner students who visit DMU campus will need their University ID card to gain entry to Library facilities, to borrow resources and to use the photocopying, printing and copying services.

The main library at DMU is the Kimberlin Library with over 1,100 study seats (including PC and Mac computing facilities). Refreshments are available from the Library café.

Details of opening hours are available on the libraries tab of the partner library webpage-

Borrowing items from the Library

Items may be borrowed for the following loan periods:

- **Normal Loan** – two weeks. Books are automatically renewed for further periods, up to 99 times in total. However, all books are subject to recall, if requested by another user, and must be returned. Fines are charged on overdue recalled items.]

See the libraries tab of the partner student library webpage for more information.

Learning and Academic Skills online guides

DMU provides a number of online guides and tutorials that can help you with academic skills, such as Critical Thinking, Academic Writing, Referencing, Maths and Statistics. These can be accessed from the Support and Guidance tab of our Partner Students Webpage. Here, you'll also find links to online workshops that you can join or watch a recording.

Contact us

If you need help with accessing information from DMU Leicester, contact us via justask@dmu.ac.uk.

8: Assessment

Include details of the procedures for submitting work (including Turnitin if applicable) and how marking will operate in this section. Below is some sample text that should be adapted.

8.1 How to submit assessments

Turnitin

Turnitin ([available via the VLE](#)) is a text-matching tool used for plagiarism detection to which you will be introduced during your academic study. It is a web-based plagiarism detection tool widely used in UK universities and schools/ colleges. It searches the current and archived internet documents, papers submitted by other students, and identifies any similarities between texts. Refer to [Chapter 4, Section 3 of the General Regulations and Procedures Affecting Students](#) for more information on plagiarism. The aim of using this software is to deter plagiarism, rather than to detect it and punish you.

8.2 Assessment criteria and mark descriptors

When marking your work, your tutors use a set of assessment criteria against which each piece of work is assessed. Assessment criteria are usually stated with the assessment brief and are directly related to the learning outcomes for the module.

In assigning a mark to your work, tutors use mark descriptors which are the university's framework for assessment. The final mark awarded to a piece of work will be informed by how it corresponds to these mark descriptors.

Mark descriptors for both undergraduate and postgraduate study can be found in the DMU Assessment and Feedback Policy: [Assessment and Feedback Policy](#)

8.3 Assessment feedback

We are committed to ensuring that all students receive appropriate feedback on their assessed work. Feedback can help you improve your future performance. When you receive assignment feedback from your tutor, you will find a summary assessment of your work, which you should read together with the annotations made on the assignment itself.

These comments are intended to help you recognise your own strengths as well as identify any weaknesses. Please take these comments seriously and act upon any suggestions. You should also make an appointment to see the module tutor if you are unclear about written comments made on your work, or if you have any concerns about your progress on a module.

You can expect to receive your mark and feedback within **15 working days** of the submission deadline. Where possible, tutors will endeavour to return the work sooner.

You can view the University's full Assessment and Feedback Policy here: [DMU Assessment and Feedback Policy](#)

8.4 Deadline extensions, deferrals and leave of absence

Sometimes students are unable to meet assessment deadlines due to unforeseen circumstances, or have significant personal or medical issues which mean that they would benefit from some time away from their studies. New students may also experience initial difficulties settling in to university life.

The university offers several options for students in such situations. You should request further information from the partner institution in the first instance. Chapter 5 of the [Student Regulations](#) explains more.

Decisions on students' options should be taken in discussion with the relevant academic staff and requests for deferrals or interruptions will require supporting evidence.

8.5 Failed modules and reassessment opportunities

If you fail a module you may not meet the progression or award requirements for your level. If this is the case and you have sufficient reassessment opportunity, you may be required to retrieve the failure in order to progress or obtain an award. This is known as a **reassessment**.

Reassessment advice will be sent to you following the release of results. You should seek advice regarding failed modules and reassessment opportunities from the partner institution in the first instance.

For more information on reassessment, see Section 2 of the [Academic Regulations](#).

8.6 Academic Integrity and Misconduct

All students are expected to uphold DMU's principles of integrity, honesty and trust in their academic work. The work that you submit for assessment must be entirely your own and you must always acknowledge the use of any other sources in referencing conventions, as set out by the University. We also require that you comply with the University's assessment regulations, including those relating to conduct in examination or test conditions.

The policy is published online: [Academic Integrity and Misconduct Policy](#) and describes the definitions of academic misconduct that are broadly categorised into the areas listed below:

- Poor Academic Practice
- Plagiarism
- Contract Cheating and the use of Artificial Intelligence (AI) Generated Content

- Collusion
- Cheating in Examination or Test Conditions
- Acquiring and submitting work that is not produced by you
- Fabrication and/or falsification of information
- Re-using previously assessed material

Some of these definitions may not be the same as those you experienced at school, college or in countries other than the UK. It is therefore critical that you read the definitions set out in the [Policy](#) and ask a member of staff if you have any doubts or questions about their meaning. If you are studying in a partner institution located in a country other than the UK, these definitions still apply to you.

Where a member of staff suspects that there is academic misconduct in your assessment, they will gather initial evidence and will inform the module leader. The module leader may seek advice from an Academic Practice Officer where it is unclear if a potential case of academic misconduct has taken place, and may refer the matter to them for a decision.

The [Policy](#) outlines the sources of advice and support available to avoid academic misconduct.

8.7 Referencing

As you research and write your assignments, you will rely on information, ideas and facts of others to support, evidence and illustrate your work. In so doing you must acknowledge these sources by using a system of referencing within your work. Otherwise, you will face the risk of a charge of plagiarism (which is defined by the university as the significant use by a student of other people's work and the submission of it as though it were his or her own).

Referencing can seem complicated at first but, with practice and adherence to the designated referencing style, it is a good habit which can be achieved fairly quickly. There is support to help you to reference effectively.

This programme uses Harvard (Cite Them Right) as the referencing style [or include relevant style if not Harvard]

Support and guidance about good academic practice can be found within the **referencing tab** from the relevant partner student libguide: <https://library.dmu.ac.uk/partnerportal>, including a link to **Cite Them Right** (a resource providing examples of referencing different types of material). You can also use **RefWorks**, a tool that enables you to store your references in one place and automatically create a reference list or bibliography at the end of your document.

10: The Student Voice

Include an explanation of student representation systems and details of relevant student satisfaction surveys. The text below should be adapted according to the partner and programme. Delete the surveys that do not apply to your programmes.

10.1 Student Representation

The student representation system aims to ensure that all students have the opportunity to provide feedback on their educational experience and is one of the many ways in which the university engages with its students. The role of student representatives is to gather feedback from peers and report this to academic staff through formal and informal meetings.

The student representation system in place is as follows:

[Insert details of the student representation system.]

Further information on student representation is available from De Montfort Students' Union at: <https://www.demontfortsu.com/> or via the Department of Academic Quality at: <http://www.dmu.ac.uk/about-dmu/quality-management-and-policy/dag/student-voice/student-representation.aspx>

10.2 Student surveys

A variety of mechanisms are used to gather student feedback, including questionnaires and surveys. These are conducted both internally within De Montfort University (DMU), and externally across the higher education sector.

Surveys may include:

- Module and programme level feedback
- National Student Survey (NSS) <https://www.thestudentsurvey.com/>
- Postgraduate Taught Experience Survey <https://www.advance-he.ac.uk/reports-publications-and-resources/postgraduate-taught-experience-survey-ptes>
- DMU Students' Union feedback <https://www.demontfortsu.com/>

11: Student Support

Include details of the student support services and resources that are available to students at both the partner institution and DMU. This will need contextualising according to the individual partnership but can include the following services:

- Careers (online support is available at DMU -see the section below)
- Disability advice and support
- Counselling
- Mental Health
- Student Finance
- Housing
- Gym and leisure facilities

Please check eligibility before signposting students to DMU services and resources.

Careers and employability support

The Careers & Employability team offers online Careers resources in the DMU Skills Hub – <https://dmu.careercentre.me/Members> Students should log on with their normal DMU username and password.

Education for Sustainable Development/Sustainable Development Goals

De Montfort University is committed to making a big difference to the Sustainable Development agenda, by using the United Nations' 17 Sustainable Development Goals (SDGs) as a focus for our teaching, research and other activities.

That means working to reduce poverty, promoting gender equality, caring for ecosystems, helping create economic prosperity for all, and much more. A major part of the work is embedding sustainability education across the university in taught courses for the benefit of students, staff and our wider community.

Our aim is to put sustainability at the heart of everything that DMU does, inspiring students to 'be the change', both at DMU and in their future careers. Find out more at: <https://esdg.our.dmu.ac.uk/>

12: Frequently Asked Questions (FAQs)

The list below contains sample questions and answers and should be adapted according to individual partner circumstances.

What should I do if I am ill or absent from university?

If you are unable to attend a workshop/seminar/lecture for any reason (such as illness), you must notify the relevant Module Tutor/Leader, preferably by email and in advance. On your return, it is recommended that you check your module VLE sites and see your module tutors to discuss any work that you have missed

How do I notify the University of any changes in my personal details (e.g. term-time address)?

You need to let the academic staff know of any changes in your personal/contact details during the year.

What should I do if I can't log into myDMU, student email or other University online systems?

If you have any problems accessing your DMU account, please contact IT support:

itmsservicedesk@dmu.ac.uk

<https://www.dmu.ac.uk/about-dmu/professional-services/information-technology-and-media-services/service-desk.aspx>

What should I do if I need advice about personal issues?

Your first port of call if you are experiencing personal issues that are having an impact on your studies is your Personal Tutor. However, your Personal Tutor is not a trained counsellor, and they may point you in the direction of more specific support.

What should I do if I want to change programmes?

Should you wish to change your programme then you should discuss the matter with the Programme Leader(s), who will advise you of the possibilities.

You cannot change on to any new subject/programme without the appropriate written permission. All changes to subject/programme must be made as soon as possible after the start of the year of study, and within the first two weeks of the commencement of the year of study

What should I do if I am thinking of interrupting my studies?

If you are prevented from continuing your studies for ill-health or another legitimate cause, you must apply for a leave of absence. You will be expected to provide a written explanation of the circumstances, accompanied by evidence to support your request; leave of absence will not be considered without third-party evidence to support it. Requests must be received before the final submission deadline for work on your programme.

What should I do if I am thinking of withdrawing from my studies?

Sometimes students decide that they wish to leave their programme at the University completely. If you are considering withdrawing or transferring, please see your Programme

Leader to discuss the matter. If you do decide to withdraw, you must inform the University in writing. You will be asked to state your last day of attendance; this date will be confirmed with your Programme/Module Leader. You should also seek advice on the financial implications of withdrawal from study.

It is most important that you do not leave without telling us and that you inform us of your last date of attendance. If you do leave without officially telling us, then your last day of attendance will be the end of the academic year and you will therefore be liable for the full University fees for the whole academic year.