

# Master of Science in Supply Chain Management & Logistics

## Student Handbook



## Contents

### Contact details and campus information

<b>Welcome from the Executive Dean</b>	<b>1</b>	<b>Assessment</b>	<b>12</b>
		Assessment format	13
<b>Studying with Edinburgh Business School</b>	<b>2</b>	Amending an assessment entry	13
Heriot-Watt University	2	Withdrawing an assessment entry	13
Edinburgh Business School	2	Absence from an assessment	13
Online study	2	Getting your assessment results	13
Learning resources	2	Feedback on assessments	14
		Re-sitting assessments	14
<b>Information and communications</b>	<b>3</b>	Mitigating Circumstances	14
The student portal	4	Academic appeals	14
Contact details	4	Additional support	15
Important announcements and notifications	4	Marking procedures	15
Communications by email	4	Conduct	15
Online forums	4	Academic misconduct	15
Facebook	4	Academic misconduct penalties	16
		Final online assessment course	16
<b>Programme information</b>	<b>5</b>	<b>Graduation</b>	<b>17</b>
Programme introduction	6		
Programme structures and awards	6	<b>Support services and other relevant</b>	<b>18</b>
Sequence of study	6	Information services	19
Interim awards	7	Data Protection	19
Credit rating and requirements for awards	7	Equity and diversity	19
Grading scheme	8	Student feedback	19
Merit and distinction awards	8	Health and safety policy statement	19
<b>Course registration and formal enrolment</b>	<b>9</b>	<b>Links to further information and services</b>	<b>20</b>
Registering for a course	10		
Formal enrolment	10		
Student identification numbers	10		
Exemptions	10		
Suspension of studies, withdrawal, or transfer	11		
Maximum period of study	11		
Fees and charges	11		
Ordinance and regulations	11		
University policy and guidance	11		

# Edinburgh Business School

## Contact details and campus information

All correspondence should be addressed to:

### Edinburgh Business School

Edinburgh Business  
School Heriot-Watt  
University Edinburgh  
EH14 4AS United  
Kingdom

Email: [ebs.enquiries@hw.ac.uk](mailto:ebs.enquiries@hw.ac.uk) – We are available via email Monday through to Friday

Telephone: +44(0)131 451 3008/3921 – We are available via telephone on a Tuesday and Thursday only

Office hours: 0900-1700 Monday to Friday



# Welcome from the Executive Dean

**I am delighted to welcome you to Edinburgh Business School. You have, like thousands of students before you made an excellent choice in studying with us. Like those students, you are embarking on a learning journey that will transform your life and your career. It will enable you to make a meaningful difference to the organisations in which you work and indeed the wider community of which you are a part.**

We are unequivocal at Edinburgh Business School that our purpose is to give everyone the opportunity to realise their ambition, to develop as the leader they wish to become. We both prepare aspiring business leaders to enter competitive global job markets, and help experienced executives and managers across the world to transform and accelerate their careers.

We pride ourselves on the quality of our programmes and on the unrivalled flexibility of our study and assessment methods and we are committed to ensuring that our programmes can be integrated into your busy professional and personal lives.

As a student of Heriot-Watt University, you are an important member of our community. During your studies you will have many opportunities for experiencing new challenges, for acquiring professional skills, and for widening your personal horizons.

We are proud of the way in which our students and alumni develop professionally and personally throughout their learning experience, benefit from international recognition of our University's awards, and enjoy a global learning experience through our network of students, experienced tutors and faculty, and alumni.

We have put together this handbook which we hope you will find useful. It is your responsibility to read and understand its contents and to use it as a resource throughout your studies. The handbook is updated from time to time in response to feedback we receive from our students. Please feel free to ask questions about the handbook and provide suggestions for future editions.

We have a team of staff around the world who work to support and advise all our students throughout their studies. If you require assistance or advice at any time, please do not hesitate to get in touch.

We are delighted that you have joined us and wish you a happy and fulfilling time with us.

**Professor Angus Laing FRSA**

Executive Dean

Edinburgh Business School & School of Social Sciences

Heriot-Watt University



# Studying with Edinburgh Business School

## Heriot-Watt University

From a pioneering institute born out of the Scottish Enlightenment, today Heriot-Watt University is shaping the world as a global university and as a leader in transnational education. Echoing our founding principles of tailoring our curriculum to the needs of modern society, we are a powerful driver of the economy wherever we are in the world. In all of our communities we create a distinct university experience, a springboard for an international career.

The University has been at the forefront of learning for almost 200 years. Established as a school for engineers, the name commemorates two giants of Scottish business and engineering: George Heriot, Financier to King James VI; and James Watt, the pioneer of steam power and the father of the industrial revolution in the 19th century.

The world's first technical institute and one of the first universities in the UK to be awarded a Royal Charter, the University quickly established a reputation for world class teaching and leading-edge research.

From its location on the green edge of Scotland's capital city, to its modern campuses in Dubai and Malaysia, the University's programmes lead the way in areas as varied as energy, the environment and climate change, risk modelling, infrastructure and transport, and the interface between life and physical sciences.

## Edinburgh Business School

Edinburgh Business School has built its reputation over the past thirty years on a strong record of achievement by students, alumni and faculty. We are one of the largest schools at Heriot-Watt University and part of the wider School of Social Sciences. We have one of the largest and most global student populations in our online MSc and MSc programmes with students from over 160 countries studying online, on campus and via our network of approved learning partners. In addition to this we have students studying at undergraduate, postgraduate and doctoral levels across our campus locations.

Our uniquely flexible and student-centered approach has been key to our success. We're proud to offer a variety of learning experiences that empower a diverse community of individuals from all around the world; from C-suite executives

to family business owners, athletes to politicians. Our open, flexible way of working is all about using academic knowledge to evaluate and improve practice, encouraging everyone to raise the bar by doing more of what matters to them.

## Online Study

Over the past three years we have invested a significant amount of effort in reviewing our approach to online learning. The online programmes, which contain all the learning resources necessary to succeed, have been developed to make achievement possible for students who do not wish or are not able to attend campus.

## Learning Resources

All courses, including your Programme Hub Introduction course, are accessed via the EBS Student Portal. We have used the latest research in digital and management education, combined with feedback from our students and alumni, to produce a guided, interactive learning experience through our virtual learning environment. Our online learning environment enables you to participate in discussions and connect with students studying on the Edinburgh Business School MSc anywhere in the world.

All of the courses include:

- An introduction module to help you familiarise yourself with the course topics, your virtual learning environment, the assessment approach, and the tutors involved in the course.
- Extensive video content.
- Tests, practice essays and collaborative discussion forums where you can engage with your fellow students around the world.
- Practice materials, guidance, and past papers for preparing effectively for your assessment.
- Access to an underpinning e-textbook.
- Tools to help you track your progress.
- Full optimisation for smartphones.

# Information and Communications



## The Student Portal

You will have access to the Student Portal at:

[learning.online.hw.ac.uk](http://learning.online.hw.ac.uk)

The Student Portal is a password-protected website which enables you to:

- Manage your account: change your password or contact details
- Manage your programme: apply for certificates and diplomas for intermediate awards
- Manage your studies: view assessment timetables, view assessment results
- Access the courses you have enrolled on

You will receive details of how to access the Student Portal once you have enrolled on your chosen programme. The first time you log into the site you should use your student identification number (SID) as your username and your full registration number as your password. You will then be asked to set a new password of your choice.

## Contact Details

It is essential that the School is kept informed of any changes to your contact details, particularly email and home addresses. It is your responsibility to ensure that you keep us informed of your contact information via the **Portal**.

## Important Announcements and notifications

From time to time we like to keep you updated on any important programme and course relevant information through announcements which will appear at the top of the homepage as soon as you log into your **Student Portal**.

## Communication by Email

Communication is a very important aspect of our programmes. We will often communicate with you by email about a range of important matters including examinations, awards, and degree ceremonies. So that you do not miss out on (and as a consequence fail to act on) important information, it is essential that you read all emails that you receive from Edinburgh Business School. You should check your mail regularly and respond promptly when required to do so. For any general support email enquiries, we aim to acknowledge within one working day and respond within five working days.

## Online Forums

Course forums are available within the courses in your learning environment where you can post course queries and discussion items. Members of faculty and fellow students can then respond to postings.

You also have access to an admin forum where you can post and receive replies to queries about the administration of your studies.

## Facebook

You are welcome to join the Edinburgh Business School Facebook page where we post our news and other stories regarding our events and activities around the world that we think you will find interesting: [facebook.com/EdinburghBusinessSchool](https://facebook.com/EdinburghBusinessSchool).

There is a Facebook Students' Group at: [facebook.com/groups/edinburghbusinessschoolMSc/](https://facebook.com/groups/edinburghbusinessschoolMSc/) where you can connect with other Edinburgh Business School students and share thoughts and information.

Students are invited to join their peers in our local Facebook groups, where you can chat and exchange ideas with fellow students and alumni, in an informal and friendly environment.

# Programme Information





## The Master of Science in Supply Chain Management & Logistics

Students choose Heriot-Watt University's online MSc for its academic rigor, its intellectual challenge and its proven ability to greatly enhance student career prospects. They're also drawn by its sheer flexibility; no other MSc gives you as much freedom. Most of the courses can be studied in the order you wish, and you have eight years, from commencing your studies, within which to complete.

Our MSc covers key disciplines, including, Freight Transport and Warehouse Management, Global Purchasing and Supply, Operations Management, Research Philosophy and Practice, Strategies for Managing Supply Chains.

## Programme Structure & Awards

To be eligible for the award of the MSc you are required to successfully complete 7 mandatory courses and 1 optional course, totaling 180 credits.

7 Mandatory Courses	Credits
Global Purchasing & Supply H11GP	20
Green and Sustainable Logistics H11GS	20
Humanitarian Logistics H11HL (release date TBC)	20
Logistics and Supply Chain: Reflective Portfolio H11RP (release date TBC)	40
Logistics Operations: Freight Transport and Warehousing H11LO	20
Operations Management H11OM	20
Strategic for Managing Supply Chains H11GL	20
Select 1 Optional Course	Credits
Business Analytics H11BA	20
Delivering Successful Projects H11DP	20
Performance Management for Business H11PM	20

## Sequence of Study

It's important to study the courses in an order that supports both your learning and your working practices. That's why at Edinburgh Business School we allow students to register for courses in an order of their choosing. There are, however, some courses which you should study first and one which is taken when all other courses have been completed:

- 1 – Strategies for Managing Supply Chains
- 2 – Operations Management
- 3 – Logistics Operations: Freight Transport and Warehousing
- 4 to 7 – any order
- 8 - Logistics and Supply Chain: Reflective Portfolio

In the case of selecting the optional course, you may wish to focus on the courses pertinent to your work or, something that will benefit you in the future.

## Interim Awards

Our Masters programmes are structured to allow the greatest possible flexibility. You have the opportunity to receive interim qualifications en route to our MSc. These interim qualifications are the Postgraduate Certificate and the Postgraduate Diploma. The requirements for these interim awards are summarised in the table below.

Postgraduate Certificate	Postgraduate Diploma
Successful attainment of a minimum of 60 course credits	Successful attainment of a minimum of 120 course credits
A proportion of the credit must come from at least one mandatory course and a maximum of one exemption can count towards the award	A proportion of the credit must come from at least one mandatory course and a maximum of two exemptions can count towards the award
Meeting the requirements for the Postgraduate Certificate allows a student to formally enrol on the MSc programme without an undergraduate degree	

## Credit Rating and Requirements for Awards

### Scottish Credit and Qualifications Framework

The SCQF brings together all Scottish qualifications, including further education, vocational and secondary school qualifications, into a single, national framework. One of its main purposes is to help learners move easily from one qualification to another.

Qualifications in the framework are described in terms of levels and academic credits. There are 12 levels in the framework, and the academic credits are called SCQF points. All Heriot-Watt University's postgraduate qualifications comply with SCQF requirements.

The SCQF uses two measures to describe qualifications within the framework: the level of the outcomes of learning and the volume of outcomes, described in terms of the number of credits.

The majority of courses we offer have a credit rating of 20 SCQF credit points based on 200 notional hours of student effort. Once you have completed a course successfully you will be awarded credit.

This means that the postgraduate qualifications that Heriot-Watt University awards are credit-rated as follows:

- Postgraduate Certificate: 60 credits
- Postgraduate Diploma: 120 credits
- MSc: at least 180 credits

Levels reflect the demand and complexity of the learning in a course; the postgraduate courses we offer are rated at Level 11.

At least 50% of the credits for each postgraduate award available within a programme of study must be completed at the University in order to qualify for that award. Credits from an award already held can contribute to a higher award but cannot be used towards another award of equivalent or lower level in the same discipline.

## Grading Scheme

The grading system used for the MSc is shown below:

Percentage	Grade
$\geq 70$	Distinction
60-69	Merit
50-59	Pass
$\leq 49$	Fail
P	Compensatory Pass
T	Credit Transfer
IG	Invalid Grade
MC	Mitigating Circumstances

### Master's Degrees with Merit and Distinction

A master's degree with Distinction is awarded to students who have passed all courses at the first attempt and achieved a minimum average mark of 70% across the programme of study as a whole.

A master's degree with Merit is awarded to students who have passed all courses at the first attempt and achieved a minimum average mark of 60-69% across the programme of study as a whole.

# Course registration and formal enrolment





## Registering for a Course

Initial courses purchases are conducted via the course purchase pages on the Heriot-Watt website at: [hw.ac.uk](http://hw.ac.uk). Further courses can be purchased directly from your [Student Portal](#).

## Formal Enrolment

All students are required to formally enrol as a student of Heriot-Watt University. This should be done at the beginning of your studies.

A Student Registration Form should be downloaded from the [Student Portal](#) completed in full and returned with all the required supporting documentation to: [ebs.enquiries@hw.ac.uk](mailto:ebs.enquiries@hw.ac.uk).

Full details are provided in the guidance notes accompanying the Student Registration Form.

To be eligible to formally enrol, on the MSc programme one of the following must apply:

- You hold a first or second class honors degree of Heriot-Watt University or any other university or higher education institution recognised by Heriot-Watt University
- You meet the requirements for the Postgraduate Certificate which is applicable to your programme of study
- You hold another qualification deemed by the Senate of Heriot-Watt University to be acceptable.

Additionally, students whose native language is not English and who have not been educated at university level previously in the English language must provide evidence of their English language proficiency.

If you are not eligible to formally enrol at the beginning of your studies, your Student Registration Form will be held on file and we will enrol you automatically when you have met the requirements for the Postgraduate Certificate which is the first interim award en route to your master's degree.

## Student Identification and Registration Numbers

Upon commencement of the programme each student is allocated a Student Identification Number (SID) and a Registration Number. These numbers are unique to you and will remain with you for the duration of your studies. You should use your SID for all communication with Edinburgh Business School.

The numbers are also used as access codes when logging into the [Student Portal](#). Your SID is used as your username and your Registration Number is used as your temporary password. You will be asked to change your password when you log in for the first time. Your SID will continue to be your username. It is recommended that your password be at least six characters long and contain at least one character from each of the following categories: upper case letters, lower case letters, numbers and symbols. You can change your password at any time in the My Account section of the Student Portal. If you forget your SID or password you should follow the onscreen instructions on the [Student Portal](#) login page.

You will be issued with a soft copy ID card, bearing your photograph, Registration Number and personal data.

## Recognition of Prior Learning

Exemptions from specific courses may be granted to holders of recognised academic or professional qualifications. Exemptions will be considered where:

- The qualification has been awarded from an institution recognised by Heriot-Watt University.
- The qualification has been gained within the last five years.
- Where the qualification was gained more than five years ago, evidence of Continuing Professional Development (CPD) demonstrating that you have kept abreast of the latest developments and trends in the course you are seeking exemption from, should be submitted with this application.
- Applications will only be considered on the basis of previous master's level study. Undergraduate level study will not be considered.
- Professional Qualifications e.g. Chartered Accountant, may be considered if the qualification has been gained by the awarding institute's examination route and not through affiliation with another professional body or professional experience.
- The qualification you are basing your application on, has been assessed by a formal and final examination which accounts for at least 50% of the assessment methodology.

Students are required to apply formally for exemption and each application is individually assessed by the Exemptions Committee. To apply for an exemption, you should complete the exemption application form which is available on the Student Portal. The completed form, together with a copy of the relevant qualification/s (including award certificates, a full academic transcript and syllabus information) should be submitted. If the documentation is written in a language other than English, then versions translated into English must be provided.

Following consideration by the Exemptions Committee you will be notified in writing of a decision. If an exemption has been approved you will be required to pay the relevant validation fee.

If you apply for an exemption from a course that you have already purchased, and the application is approved, the course fee will not be refunded unless conditions set out in our Terms and Conditions apply.

Applications for exemption for a course cannot be made after academic credit has been awarded for the course or following a failed attempt at examinations for the course.

Guidelines on exemptions are available at: [hw.ac.uk/ebs/study/online/exemptions](http://hw.ac.uk/ebs/study/online/exemptions)

Enquiries regarding exemptions should be made to [ebs.exemptionenquiries@hw.ac.uk](mailto:ebs.exemptionenquiries@hw.ac.uk).

## Suspension of Studies, Withdrawal or Transfer

It is recognised that there may be circumstances under which a student may wish to take a break or withdraw permanently from their studies. There may also be instances in which a student wishes to explore the possibility of transferring from one mode of study to another (e.g. from online learning to on campus).

Students are strongly advised to discuss these matters with staff located at our campuses or our learning partners, as appropriate, who are able to offer advice and support.

These discussions can help students to consider all available options and perhaps identify a way in which it is possible to continue with their studies in the future. Should a student decide to withdraw permanently from their studies, advice can be given to ensure that this transition is completed as efficiently as possible.

In certain circumstances it may be necessary for a student to be compulsorily withdrawn from studies. The Regulations set out the conditions under which compulsory withdrawal might be required and the process for approval of such withdrawals.

Where a student decides to withdraw voluntarily on a permanent basis, he or she should inform Edinburgh Business School. Such students are asked to complete a University Withdrawal Form.

Please contact the Student Engagement Team at [ebs.enquiries@hw.ac.uk](mailto:ebs.enquiries@hw.ac.uk) if you are thinking of suspending, transferring or withdrawing from your studies.

## Maximum Period of Study

You will have eight years, from the purchase of your first course, within which to complete your studies.

## Fees and Charges

All fees and charges associated with our programmes and courses are payable in advance.

The course fee includes the first assessment attempt. A £160 fee is payable for additional assessment attempts in a course.

Information on student fees and charges is available at: [hw.ac.uk/ebs/study/online/fees](http://hw.ac.uk/ebs/study/online/fees)

Edinburgh Business School's Refund Policy is available at: [hw.ac.uk/ebs/assets/files/RefundPolicy](http://hw.ac.uk/ebs/assets/files/RefundPolicy)

## Ordinances and Regulations

Heriot-Watt University has a detailed set of rules which govern the operation and management of university business. These are referred to as Ordinances.

The Ordinances are supported by the University's Regulations which provide a regulatory framework for academic-related matters which staff and students must adhere to for all academic matters.

The Ordinances and Regulations can be accessed via: [hw.ac.uk/ordinances/](http://hw.ac.uk/ordinances/)

## University Policy and Guidance

The University publishes many policies and reference information on its website. Some of these may be relevant to the programmes offered by Edinburgh Business School and therefore may be of interest to students. Wherever practicable, University policy is designed to include all members of the University community, both within and out with the main campus environments.

Policies of specific interest and relevance can be accessed via: [hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm](http://hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm)

# Assessment



## Assessment Format

The assessment of each course is based entirely on your performance in a Final Online Assessment. Students have a 24-hour window within which to complete and upload their assessment.

The most up to date guidance and information on Final Online Assessment can be found on the [Student Portal](#) dashboard.

Students are automatically enrolled onto an assessment session that is 3 months (or more) after the date they purchased their course.

To complete a course successfully you must obtain at least 50% in the assessment. There is no choice given in the selection of questions to be answered. There is, however, a wide variety of type of questions to enable you to demonstrate your comprehension and knowledge in different ways.

By the end of each course, you should have acquired a set of knowledge and skills. It is useful to think of the educational outcomes of each course, independent of its content, as being a 'hierarchy', which runs as follows:

**Recognition and recall:** you are expected to have a wide knowledge of the ideas in the course.

**Applications:** you should be able to work out the answers to problems using the ideas in the course. Applications vary from being relatively simple, for example working out the chances of getting two heads from two throws of a coin to complex financial appraisals, for example, comparing the returns on different investments.

**Synthesis:** you should be able to bring ideas together to resolve, or discuss, complex issues.

**Evaluation:** the ability to compare different courses of action and arrive at reasoned conclusions is the highest-level skill.

These skills are tested by a mix of scenarios, case studies and essays in the assessment. The mix depends on the characteristics of the course.

To help you to prepare for the assessments, and where they are available, recent past papers, outline solutions and other supporting materials are made available on the [Student Portal](#).

## Registering for an Assessment

When you start studying a course you will automatically be registered for the next available assessment diet that is at least three months away from the date you begin studying the course.

## Assessment Sessions

There are three assessment sessions per academic year in December, April/May and July/August.

The full assessment timetable is available on the [Student Portal](#) under [View Assessment Timetables](#).

## Amending an Assessment Entry

If you wish to move your assessment to a future session, you may do so without incurring a financial penalty, if you do so before the appropriate deadline date. Simply click on **Amend** beside the relevant assessment in the list of upcoming assessments, found in the [Assessment Registration](#) section of the [Student Portal](#).

Deadline dates for amending assessments, without incurring any cost can be viewed within the [Registration Deadlines](#) section of the [Student Portal](#).

Once the deadline has passed, it is not possible to amend an entry in the Student Portal without incurring a fee. Any further requests for amendments must be submitted to [ebs.enquiries@hw.ac.uk](mailto:ebs.enquiries@hw.ac.uk).

## Withdrawing an Assessment Entry

If the deadline for amending an assessment entry has passed and you decide that you no longer wish to attempt it, you can withdraw your entry without rescheduling it for a future assessment session. Simply click on Withdraw Assessment beside the relevant entry in the list of upcoming assessments. To attempt the assessment at a future session you will need to register and pay the assessment fee.

## Absence from an Assessment

Absence from an assessment is not considered as an assessment attempt. However, your assessment fee will be forfeited. To attempt an assessment at a future session you will need to register for the assessment and pay the assessment fee.

If you are absent from an assessment owing to illness you must confirm this by sending a certified copy of a medical certificate by email to [ebs.enquiries@hw.ac.uk](mailto:ebs.enquiries@hw.ac.uk) within four weeks of the end of the assessment session. This must cover the day of the assessments. If the School accepts that you were unable to attempt the assessment because of illness, your assessment fee will be credited, and you will be registered for the assessment at a future assessment session of your choice.



## Getting your Assessment Results

Once assessment results have been presented to the Board of Examiners, they will be posted on the Student Portal, where you will also be able to access a mark breakdown that details your performance in each section of the assessment.

The date on which the results for assessments will be released will be publicised in advance. Results are usually released six to eight weeks after the end of the assessment session.

You will receive the following information in relation to your results:

- Notification of the mark awarded for each course which will be available in My Assessment Results in the Student Portal.
- For guidance, a breakdown of your performance in each section of the assessment, along with a copy of markers' suggested solutions, and general feedback, will be available in the Student Portal.

## Feedback on Assessments

Solutions and other guidance are included within each course and will provide you with an indication of the standard required to pass the course and help you to prepare for a possible resit assessment.

## Resitting Assessments

If you fail a course at the first attempt, you will be permitted one further assessment opportunity in that course. Any additional attempts permitted, are subject to the approval of the Head of the Primary Academic Unit.

Optional courses are capped at two assessment attempts.

You can apply to re-sit an assessment at a future session and pay the assessment fee.

Once a pass has been awarded it is not possible to re-sit an assessment to achieve a better mark.

## Mitigating Circumstances

If you believe that your performance in an assessment has been adversely affected by extenuating circumstances, you should notify Edinburgh Business School as soon as possible. In addition, you must submit a completed Mitigating Circumstances Application Form along with appropriate documentary evidence **within five working days** of an assessment taking place. The School will not be able to consider any mitigating circumstances without this information.

Evidence will be reviewed by the Chair of the Mitigating Circumstances Committee and the Committee will subsequently make a recommendation to the Board of Examiners. In determining what constitutes mitigating circumstances, the School abides by the University's *Mitigating Circumstances Policy*.

The *Mitigating Circumstances Policy* and Application Form are available at: [hw.ac.uk/uk/students/studies/examinations/mitigating-circumstances](http://hw.ac.uk/uk/students/studies/examinations/mitigating-circumstances)

If you are experiencing difficulties of any sort you are encouraged to discuss these with the Edinburgh Business School as soon as possible.

## Academic Appeals

An academic appeal is a formal request for the review of a decision affecting you that has been made on student progression, assessment, and academic awards. It should be noted that there are specific grounds under which an appeal can be submitted.

The *Student Academic Appeal Policy and Procedures* are available at: [hw.ac.uk/uk/students/studies/complaints/student-appeals](http://hw.ac.uk/uk/students/studies/complaints/student-appeals)

You should note that dissatisfaction with a mark or any other aspect of the properly exercised academic judgement is not valid grounds for appeal. Academic judgement is professional and scholarly knowledge and expertise which members of academic staff and Examiners draw upon in reaching an academic decision. Academic judgement therefore includes, but is not restricted to, decisions about the academic standards attained by students, marks and grades to be awarded for assessments, and degrees to be awarded, or not. Robust mechanisms exist within the University to ensure that marking standards are fair and appropriate.

When considering whether to make an appeal, you

should bear in mind that the mark awarded on appeal may be lower than the mark originally awarded, but the mark on appeal will be the final mark, irrespective of whether it is higher or lower than the original mark.

## Additional Support

There are procedures in place for making alternative examination and assessment arrangements should a student require this. Depending on specific needs, a range of alternative methods may be employed including providing extra time in examinations or a computer.

A student who has a disability, medical or mental health condition, or a specific learning difficulty that requires alternative examination arrangements should complete the relevant section of the Student Registration Form and ensure that it is submitted at the beginning of their studies, and well in advance of an assessment deadline. One of the University's Disability Advisors will liaise directly with a student who has made such a submission to confirm what documentation is required in order that consideration can be given to making alternative arrangements and/or providing equipment.

Further information and support can be sought by contacting [disability@hw.ac.uk](mailto:disability@hw.ac.uk).

Such students should make themselves known to the invigilator prior to the start of an examination so that the appropriate assistance may be given.

## Marking Procedures

Robust mechanisms exist in the University to ensure that marking standards are fair, consistent, and appropriate. Papers are marked by Internal Examiners. External Examiners review papers and mark a sample from across the full range of marks to be assured of the consistency and standard of internal marking.

## Conduct

The University's Student Discipline Policy and Procedures provide information on all types of misconduct (academic and non-academic misconduct) and are available at: <https://www.hw.ac.uk/uk/students/doc/discguidelines.pdf>.

## Academic Misconduct

The University takes any breach of academic conduct very seriously and cheating in any form will not be tolerated.

When you take your assessment, you are allowed to consult any notes you've made on the course, any course material, any practice case studies or

questions you have completed, any books or articles, any internet source, and anything else you find useful. While consultation of these sources is allowed, copying and pasting from such sources is strictly forbidden. The assessment script must be your own work, written in your own words.

You must undertake the assessment on your own and without collusion, i.e. without assistance from other people; without collaborating or discussing the assessment; without sharing answers with anyone else (this includes on social media). Even providing your own solutions or responses to others is considered academic misconduct.

We will use normal processes to monitor the similarity of individual submissions to other sources. If markers have reason to think that you have collaborated with other students, this will be treated as academic misconduct. The University's standard procedures for dealing with academic misconduct will apply in the case of this assessment.

By submitting your assessment, you confirm that this work is your own and is expressed in your own words. You confirm that any use made within it of the works of other authors in any form (e.g. ideas, text, equations, figures, tables, other forms of data) are properly acknowledged and referenced at the point of their use. If appropriate, you confirm that a list of the references employed is included. Remember that you are not expected to reference EBS course materials, **but you must not copy and paste from them.**

The Student Guide to Plagiarism is available at:

[hw.ac.uk/uk/students/studies/examinations/plagiarism](https://www.hw.ac.uk/uk/students/studies/examinations/plagiarism)

## Academic Misconduct Penalties

The consequences of misconduct found to have occurred are severe. Any student who is found guilty of academic misconduct will be penalised. The penalties include:

- Annulment of the assessment results for the assessment/s in which the incident of misconduct occurred.
- Suspension or expulsion from the University

Students should be aware that assessment conduct in their home country or at an institution in which they have previously studied may differ from the conduct required for Heriot-Watt University assessments. Therefore, it is essential that students familiarise themselves with the guidance issued by the University. Being unaware of, or not understanding the University's requirements for assessment misconduct, will not be accepted as a valid reason in the event of a breach of conduct being found to have occurred. If you are in doubt of any aspect of the guidance you should contact Edinburgh Business School to seek clarification.

## Final Online Assessment Course

All new students will automatically be given access to the Final Online Assessment Course, in their student portal. This course covers Final Online Assessments in general but also academic integrity, plagiarism and referencing. The course should be considered mandatory and be completed prior to attempting your first assessment.

Any legitimate concerns about student conduct can be reported to [conduct@hw.ac.uk](mailto:conduct@hw.ac.uk) anonymously.

# Graduation

When you have met the requirements for the award of the degree this will be confirmed by the relevant University Committee. Once this has happened, you will receive an email containing information about how to apply to receive your award. You are not considered to be a graduate until the award has been conferred.

Graduation ceremonies are held in Edinburgh, Dubai and Malaysia in **June/July** and **November/December**. It is also possible to graduate in absentia in **April or September**.

Eligible students have the option to graduate in person at the next available ceremony, or graduate in absentia.

Information on graduation, including fees and dates, is available at: [hw.ac.uk/uk/students/studies/graduation](http://hw.ac.uk/uk/students/studies/graduation)



# Student support and other relevant information



## Information Services

Information Services (IS) supports research, learning, teaching and administrative activities by providing library, information and learning technology services to our students and staff around the world.

In the Library there is a wide range of services, computer facilities and study materials available to assist you with your studies including:

- Textbooks contained within recommended reading lists
- Specialist academic information available over the internet
- Newspapers and journals
- An enquiry service to assist you in finding information for your studies
- Librarians who are experts in information resources and can guide you to the relevant sources of information
- Individual and group study areas
- PCs connected to the campus network
- Photocopying, scanning, and printing facilities.

Students may apply for access to online library facilities and a University email address if they are an active student (i.e. they have purchased a course within the previous twelve months and have registered for an assessment in that course).

Heriot-Watt University provides a secure Wi-Fi network available throughout its campuses.

## Data Protection

We will process data that you provide for us and which we collect about you in accordance with our privacy notice which is available at: [ebsglobal.net/terms-and-conditions/privacy-notice](https://ebsglobal.net/terms-and-conditions/privacy-notice).

## Equality and Diversity

Everyone at Heriot-Watt University has a responsibility for promoting equality and fostering good relationships between all members of the community, students, and staff. The University's Equality and Diversity team work to promote good practice in equal access and non-discrimination of students, ensuring that relevant legislation and best practice are interpreted and implemented as appropriate across the University.

## Student Feedback

There is a range of options open to students to communicate their views on programmes and courses to faculty, including questionnaires. The University considers feedback seriously and each course is reviewed using these types of evaluation.

The University undertakes to implement changes that are identified wherever beneficial and feasible.

## Health and Safety Policy Statement

This information relates to students whilst studying at or visiting the University: The principal aim of our policy is to encourage the development and the maintenance of a health and safety culture of the highest level amongst all employees and students within the University. This will be achieved through the provision and maintenance of a healthy and safe work environment for everyone and will apply to all locations for which the University has responsibility as well as to the equipment/facilities provided.

The University will provide such information, training and supervision as deemed necessary in support of the above.

We cannot be held responsible for unreasonable behaviour that puts people at risk. It is assumed that each person within the University is sufficiently responsible to act with a degree of competence in keeping with their prior experience and qualifications.

You can access the Health and Safety Policy Statement on the University website at: [hw.ac.uk/students/health-wellbeing.htm](https://hw.ac.uk/students/health-wellbeing.htm).

# Links to further information and services

There is a range of services aimed at helping you to get the most out of your time studying on programmes offered by Heriot-Watt University and to assist with, and remedy any problems experienced along the way.

Students study for Heriot-Watt University awards all over the world and Edinburgh Business School is committed to providing a range of support which will be available to any student who requires it. In doing so, Edinburgh Business School will attempt to ensure that all students receive high quality and relevant services that support their studies.

Further information about Edinburgh Business School, Heriot-Watt University and services available to students is available at the links below.

This includes information on accommodation, student support, careers advice, transport, clubs and activities.

<b>Edinburgh Business School</b>	<a href="http://hw.ac.uk/ebs/study/online">hw.ac.uk/ebs/study/online</a>
<b>Heriot-Watt University</b>	<a href="http://hw.ac.uk/">hw.ac.uk/</a>
<b>Heriot-Watt University Edinburgh Campus</b>	<a href="http://hw.ac.uk/campuses">hw.ac.uk/campuses</a>
<b>Heriot-Watt University Dubai Campus</b>	<a href="http://hw.ac.uk/dubai">hw.ac.uk/dubai</a>
<b>Heriot-Watt University Malaysia Campus</b>	<a href="http://hw.ac.uk/malaysia">hw.ac.uk/malaysia</a>
<b>Heriot-Watt University Student Union</b>	<a href="http://hw.ac.uk/uk/edinburgh/student-association">hw.ac.uk/uk/edinburgh/student-association</a>
<b>Student and Study Support</b> (including disability support, health and wellbeing)	<a href="http://hw.ac.uk/students/index">hw.ac.uk/students/index</a>
<b>Careers Advisory Service</b>	<a href="http://careers.hw.ac.uk/">careers.hw.ac.uk/</a>
<b>Alumni Office</b>	<a href="http://alumni.hw.ac.uk/">alumni.hw.ac.uk/</a>

## **Disclaimer of Liability**

Whilst every effort has been taken to ensure the accuracy of the information contained in this handbook, Edinburgh Business School wishes to emphasise that the programmes, facilities, and other arrangements for students described in this publication are regularly reviewed and subject to change from time to time. Any omission or error may be corrected by us without any liability.