Faculty of Social Sciences

Postgraduate Certificate Management Studies
(Part-time)

COURSE GUIDE 2015/6
About this guide
This Course Guide has been designed to help you plan your course. You are encouraged to read this Guide through now. It will be a considerable advantage to you to be familiar from the outset with the various aspects of your studies that are described. It may be that the relevance of some of the sections will not be immediately obvious. Keep it somewhere accessible, so that you can refer to it as needed.

Obviously even in a document like this we have not covered every query and problem that you might have about the course. The Course Guide should be read in conjunction with the Undergraduate Student Guide / Postgraduate Student Guide; the Student Charter; the University’s Policies and Regulations and the University Assessment Handbook documents should provide you with all the basic information that we think you will need for your period of study here.

If you find that there is something you need to know, please contact your Academic Faculty Office or local Student Centre on the details included below.

Please enter the contact details for your Personal Tutor for your future reference:

<table>
<thead>
<tr>
<th>The name of your Personal Tutor will be given to you at the beginning of your course and can be checked via e:Vision</th>
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</thead>
<tbody>
<tr>
<td>Your local Academic Faculty Office is:</td>
</tr>
<tr>
<td>Faculty of Social Sciences</td>
</tr>
<tr>
<td>The Wolverhampton Business School</td>
</tr>
<tr>
<td>MN Building, City Campus North</td>
</tr>
<tr>
<td>Wolverhampton</td>
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<tr>
<td>WV1 1AD</td>
</tr>
<tr>
<td>Tel: 01902 321081</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Your Student Centre (Here to Help) is:</th>
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</thead>
<tbody>
<tr>
<td>Student Centre North</td>
</tr>
<tr>
<td>MX Building</td>
</tr>
<tr>
<td>Tel: 01902 321150</td>
</tr>
</tbody>
</table>

Please note that in order to develop and improve the Course, it may be necessary on occasions to amend or revise the details given in this Course Guide. We are pleased to hear your views and welcome suggestions for ways of improving the operation of the Course.
Welcome
On behalf of the Course Management Team I should like to extend to you a very warm welcome and wish you every success in your studies at the University of Wolverhampton.

The University experience and academic success is all about the effort you put into learning and making the most of the wide range of opportunities available to you. We welcome students who are eager to think for themselves, to take control of their own learning and who are ready to get involved in developing the skills required in a highly competitive job market.

You will need to demonstrate good time management skills, independent learning, flexibility and discipline in order to achieve a study-work-life balance. We believe it is important that you are encouraged to make your own contribution to the effective operation and development of your chosen course. We are, therefore, keen to hear your views and would welcome any suggestions that you may have about ways of improving any aspect of your course and/or the student experience here at the University.

William Mott,
Postgraduate Certificate Management Studies (Part-time), Course Leader
Telephone: (01902) 323653
Email: W.J.Mott@wlv.ac.uk

### Course Management and Staff Involved with the Course

<table>
<thead>
<tr>
<th>Role/Responsible</th>
<th>Name</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Leader</td>
<td>William Mott</td>
<td>01902 323653</td>
<td><a href="mailto:W.J.Mott@wlv.ac.uk">W.J.Mott@wlv.ac.uk</a></td>
</tr>
<tr>
<td>Student Advisor</td>
<td>Lubna Choudhury</td>
<td>01902 323758</td>
<td><a href="mailto:L.Choudhury@wlv.ac.uk">L.Choudhury@wlv.ac.uk</a></td>
</tr>
<tr>
<td>Student Centre Support</td>
<td>Aimee Morton</td>
<td>01902 321554</td>
<td><a href="mailto:aimee.morton@wlv.ac.uk">aimee.morton@wlv.ac.uk</a></td>
</tr>
<tr>
<td>Faculty Enabling Tutor</td>
<td>Dr Shaukat Ali</td>
<td>01902 323940</td>
<td><a href="mailto:Shaukat.ali@wlv.ac.uk">Shaukat.ali@wlv.ac.uk</a></td>
</tr>
<tr>
<td>Placement Officer</td>
<td>Satvinder Sehmbey</td>
<td>01902 325803</td>
<td><a href="mailto:Sat.Sehmbey@wlv.ac.uk">Sat.Sehmbey@wlv.ac.uk</a></td>
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<td></td>
<td>01902 325634</td>
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</tr>
<tr>
<td>7MK002 Module Leader</td>
<td>William Mott</td>
<td>01902 323653</td>
<td><a href="mailto:W.J.Mott@wlv.ac.uk">W.J.Mott@wlv.ac.uk</a></td>
</tr>
<tr>
<td>7IB002 Module Leader</td>
<td>Dr. Gurmak Singh</td>
<td>01902 323965</td>
<td><a href="mailto:g.singh@wlv.ac.uk">g.singh@wlv.ac.uk</a></td>
</tr>
<tr>
<td>7HR006 Module Leader</td>
<td>Jenni Jones</td>
<td>01902 323763</td>
<td><a href="mailto:jenni.jones@wlv.ac.uk">jenni.jones@wlv.ac.uk</a></td>
</tr>
<tr>
<td>7HR011 Module Leader</td>
<td>Dr. Paschal Anosike</td>
<td>01902 321770</td>
<td><a href="mailto:P.Anosike@wlv.ac.uk">P.Anosike@wlv.ac.uk</a></td>
</tr>
<tr>
<td>7AC002 Module Leader</td>
<td>Mark Price</td>
<td>01902 323661</td>
<td><a href="mailto:M.Price@wlv.ac.uk">M.Price@wlv.ac.uk</a></td>
</tr>
<tr>
<td>7BE002 Module Leader</td>
<td>Dr. Shaukat Ali</td>
<td>01902 323940</td>
<td><a href="mailto:shaukat.Ali@wlv.ac.uk">shaukat.Ali@wlv.ac.uk</a></td>
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Student Voice

The Student Voice is a partnership between the University and the Students' Union, put in place to make sure students' opinions/feedback are heard at every level of university governance, from course level to the University’s governing body.

The main positions within the Student Voice are Course Reps, who are volunteer students on every course. They have meetings with lecturers on a regular basis, highlighting both positive and negative feedback to Heads of Department or lecturers within their course. Faculty Reps are elected during the Spring Elections and have meetings with Senior Management within their Faculty. They are an essential link between Course Reps, the Students’ Union and management within each Faculty. To find your Faculty Rep: Faculty Representatives

If you ever wanted to get involved with the student voice, or need more information please contact the Engagement Team in the Students’ Union – Student Voice

For independent advice and guidance on all matters related to being a student eg. academic, finance, and housing issues, contact the Students’ Union’s Advice and Support Centre by telephone or e-mail Advice and Support.

Responding to Student Feedback “You said/We did”

Concerns were raised about evening facilities for PT students. We arranged for more and later support for PT students, and we expect the new Business School will enhance student support even further.

Student Charter

The University’s Student Charter has been developed primarily by the Students’ Union and informed by student views. The Charter is not a contract, nor is it intended to be legally binding; it is a set of shared expectations which establishes the values and standards we are seeking to promote across all of our learning community. The Charter seeks to apply to all students on all courses and reflect our normal expectations of your experience at University. On occasions different types of study and interactions will mean necessary variations from time to time. However, what is important to us is that, whatever you are studying, your experience is a great one.

Engagement

The University recognises that you have made a significant investment in both time and money in choosing to study for a degree. The University is committed to helping you fulfil your potential. Your engagement with the study materials, and participation in the sessions, activities and assessment tasks are very important in ensuring that you are able to do so.

Your engagement will help you to:

• Understand the subject area you are studying;
• Acquire and develop the skills and knowledge needed to ensure success;
• Prepare for assessment tasks;
• Learn from and with your fellow students;
• Receive feedback from your tutors on your progress;
• Fully participate in sessions, forums, seminars and other activities;
• Develop your communication skills.

If you are unable to participate in any of the activities or sessions please let your tutor know that you are unable to do so. He/she will then be able to give you advice on what was dealt with during the session or activity, and what you need to do to catch up. Please do remember how important engagement and participation is to your success. You may be required to sign an attendance register at lectures so that we may monitor engagement. You are encouraged to engage with the University’s Virtual Learning Environment (VLE) and Student Management System, further details of how to access these can be found here.
Contact time with teaching and associated staff is available to help shape and guide your studies. The term 'contact hours' refers to the amount of time that you spend learning in contact with teaching or associated staff, when studying your chosen course. The number of contact hours on a course is influenced by the subject, as well as how and where you are studying. Academic staff should make it clear how many hours contact time you should receive, and what these hours are at the beginning of the course/module.

The Wolverhampton Graduate
The experience of studying at University is about much more than just gaining knowledge and understanding of a subject(s), it is also about developing additional skills and capabilities that you can take with you into a wide range of different settings. Sometimes it can be difficult to explain to others what you have done and achieved. The following Graduate Attributes will help you think about the knowledge and skills you have gained and how these can be presented to prospective employers and/or other interested parties. This is not an exhaustive list and you will need to reflect on what you can personally demonstrate that is appropriate for different settings and contexts such as job interviews. You will also have formed your own opinion about what going to university means to you and how you think you have developed.

While at university you will have the opportunity to:
1. acquire, generate, interrogate and apply knowledge from a wide range of sources,
2. develop research skills to enable analysis, synthesis, understanding and evaluation of data and information.
3. demonstrate self-discipline and organizational skills by meeting deadlines, and taking responsibility for your own development and learning
4. present ideas clearly in an informed and persuasive manner to a variety of audiences.
5. be innovative, creative and enterprising work collaboratively, whilst acknowledging, respecting and engaging with the views of others in a constructive and empathetic manner
6. draw on professional advice and feedback to reflect on and improve your own learning and professional practice;
7. prepare for the world of work through engagement with real life situations, briefs and problems
8. engage with new ideas and ways of working as an active member of the communities in which you study, live and work.

About the Course
This Guide outlines the modules which are available, teaching and learning activities and assessment tasks. If there is anything you need to discuss further, please contact William Mott, Postgraduate Certificate Management Studies (Part-time), Course leader.

The educational aims of the course are:
The Postgraduate Certificate in Management Studies offers you the opportunity to gain an understanding of contemporary business and practical day to day management issues facing organisations both nationally and internationally.

This course is designed to develop your knowledge of key business functions and their relationship with the wider strategic and international environment.

The course learning outcomes are:

1. Critically analyse the use of some of the key functional areas such as marketing, HR, finance, accounting and operations management in support of wider organisational activity.
2. Critically evaluate the relationship between the organisation and its environment

3. Critically analyse contemporary issues, challenges and problems relating to business and management that impact on business and management at functional, strategic and sector levels.

These will be achieved through the following learning activities:
A variety of interactive learning activities will support the achievement of the course learning outcomes. Learning will involve both classroom engagement and out of classroom activities including the use of blended learning environments. Flexible and interactive e-learning opportunities will be a feature of learning. Personal reflection and collaborative learning will be vital components of this course.

Students will encounter a number of learning activities during a variety of formal lectures, seminars and tutorials. The course will make use of techniques such as case studies, problem solving activities, discussions (both structured and unstructured), action learning sets, evaluation of online and documentary resources and guest speaker inputs.

Students will be expected, and directed, to read from a range of sources, including academic journals. Students will work autonomously as well as interactively within group exercises.

Both formative and summative assessment tasks will enhance opportunities for learning.

Where appropriate visiting speakers, external visits and real-time (as opposed to text book) case based activities will add a practical dimension to the learning process. Recognising the rich potential learning from the workplace, opportunities to work with organisations will be maximised.

The course is accredited, endorsed or approved (depending on the professional body requirements) Not Applicable

Contact Hours
At University, the term 'contact hours' is used very broadly to refer to the amount of time that you spend learning in contact with teaching or associated staff, when studying for a particular course. This time provides you with support in developing your subject knowledge and skills, and provides opportunities to develop and reflect on your own, independent learning.

Contact time on this course will be based on your interaction with staff in some or all of the following situations: lectures, seminars, tutorials, demonstrations, practical classes and workshops, project supervisions, fieldwork, external visits, one-to-one sessions and discussions, interaction by email and other electronic or virtual media and situations where feedback is given on assessed work.

During your study this interaction takes place with academic (teaching and research) staff, teaching assistants, technical and specialist support staff, employers and others.

Alongside contact time, private and independent study is therefore very significant. This is the time that you spend learning without direct supervision from, or contact with, a member of staff. Your independent study time will include background reading, preparation for seminars or tutorials, follow-up work, wider practice, the completion of assignments, revision and others.

External Examiners
Claire Blanchard, Head of Marketing Tourism & Events Management, University of Chester.
External Examiners play a key role in helping the University to ensure that our standards are comparable with other institutions in the sector and are consistent over the years and that our assessment processes and regulations treat all students fairly and equitably. It is not part of their remit to communicate with individual students (it is to be noted that students are given access to External Examiner reports in their entirety via the Modules and Programmes page on e-vision in line with the HEFCE Publication 06/45 and some students may have the opportunity to meet with externals if they visit placement areas or attend for planned meetings or assessment). Students are therefore reminded that they must not make direct contact with External Examiners in respect of their assessed work or performance. Any student issues should be relayed either directly to the Module or Course Leader.

**Academic Regulations**

This course follows the University’s academic regulations. A full version of these regulations can be found on the University web page for Policies and Regulations. These regulations govern your course and will be binding on you. It is, therefore, important that you read and become familiar with them. If you have any questions regarding the regulations you should raise your query by logging an e:Vision Helpdesk call.

**Exam Regulations**

The University also have regulations that specifically cover examinations. Exam Regulations

The maximum period over which an award may be studied is detailed in the regulations appropriate to your course. Typically these are:

**Postgraduate and Masters Awards**

<table>
<thead>
<tr>
<th>Part Time Students</th>
<th>Normal</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masters Degree</td>
<td>2 years</td>
<td>4 years</td>
</tr>
<tr>
<td>Postgraduate Diploma</td>
<td>2 year</td>
<td>3 years</td>
</tr>
<tr>
<td>Postgraduate Certificate</td>
<td>1 year</td>
<td>2 years</td>
</tr>
</tbody>
</table>

The above maximum registration periods do not include time away from study approved under the Leave of Absence procedure.

Please be aware that to be eligible to continue on your course you must pass at least one module in your first year of study.

**Course Information**

**Reference points**

### Blended Learning Activities

<table>
<thead>
<tr>
<th>Students are entitled to: Note that the access to Blended learning will depend upon the modules studied as part of the course.</th>
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</thead>
<tbody>
<tr>
<td>1. have access where possible to an electronic copy of all lecturer-produced course documents e.g. module guides, assessment briefs, presentations, hand-outs, and reading lists</td>
<td>All supporting materials will normally be available via WOLF, once the student has subscribed. 7AC002, 7BE002, 7HR006, 7HR011, 7IB002, 7MK002.</td>
</tr>
<tr>
<td>2. formative assessment opportunities on line with appropriate meaningful electronic assessment feedback;</td>
<td>True blended learning does not rely on IT infrastructure but is based in taxonomies of learning. Therefore, formative assessments will be conducted throughout the course of study. Some will be online, some will be class based. 7BE002, 7IB002, 7MK002.</td>
</tr>
<tr>
<td>3. have opportunities to collaborate online with others in their learning cohort;</td>
<td>Group discussion forums will be utilised to provide a debate platform for specific subject matter. 7BE002, 7HR011, 7MK002, 7IB002.</td>
</tr>
<tr>
<td>4. submit all appropriate assessments online;</td>
<td>Where appropriate at postgraduate level, there will be a facility for assessments to be submitted online. 7BE002, 7HR011, 7IB002.</td>
</tr>
<tr>
<td>5. opportunities to engage in interactive learning during all face to face sessions.</td>
<td>Where appropriate, interactive learning will be built into the programme, however it must be noted that some sessions will not lend itself to interactive ‘e’ learning due to the nature of the subject and the learning and developmental outcomes to be achieved. 7AC002, 7HR006, 7HR011, 7MK002.</td>
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### Assessment Methods

Students will experience a range of assessment methods to demonstrate achievement of the learning outcomes (both formative and summative). Variety and innovation in assessment across modules is a positive feature of this course. An assessment tariff will apply to ensure some degree of consistency in assessment loading between equally weighted modules. All assessment tasks will be commensurate with study at postgraduate level.

Underpinning the assessment policy within this course are a number of principles, including clarity (about what the assessment task involves), transparency (how grades are arrived at) validity (grades awarded are fair and appropriate), equity of treatment, performance measurement and reliability. Assessment should provide a learning opportunity for the student, through the task set, and promote improvement in performance in the future through the feedback provided.

Assessment will include both individual and group exercises. Emphasis will be placed upon a synthesis of academic best practice contextualised within work place realities. Students will be required to produce critiques of theory and research, case study analyses, personal reflection and development portfolios, skills audits and action plans. Across the course there will be a use of in
class tests, verbal presentations, and written submissions including reports, essays, projects, and plans.

Formative assessment and feedback opportunities will be provided through presentations, role plays, tutorials, coaching and mentoring sessions, as well as feedback on written work.

**Support for Learning**

In providing flexible and interactive e-learning opportunities to meet student needs, e-learning components will be designed to form an integral feature of the learning, teaching and support. WOLF provides a platform for doing this and will be the primary focus of the online supported learning dimension of the module. In addition to making use of the online databases and other software resources available through LIS and ITS, students will be encouraged to consider the potential benefits of using Pebble Pad as a practical aid to research activity and career planning.

A Personal Tutor is allocated to every student. Personal Tutors maintain regular communication (virtual and/or face-to-face) with each of their designated tutees. Follow up meetings are arranged with students who are not making satisfactory progress or who are at risk of withdrawal. Personal Tutors assist students in their personal and academic development, planning and progression as well as offering students advice and guidance to help them liaise with other staff and support facilities in their school and the University, including study skills support.

The Course Leader will monitor the academic and experiential quality of the Course through Award Boards, focus groups and other channels. The Course Leader also supports and directs students proactively on the Course, both collectively and individually, and responds to inquiries and requests from students with regard to the academic programme of study.

The Special Needs Tutor (SNT) liaises with the Student Enabling Centre (SEC) regarding provision for specific disabled students & disseminates information from the SEC on the needs of specific disabled students. The SNT also monitors requests for, and provision of, specific examination and assessment arrangements, publicise SNT ‘surgery’ arrangements and make available time to meet with individual disabled students to enable them to discuss their own school-specific disability issues where necessary. The SNT takes a pro-active role in monitoring the welfare and academic progress of disabled students within the school.

**Any Distinctive Features of the course**

The course has high quality blended learning support and has access to excellent learning facilities. Students will be able to use prior experience and certificated learning to gain credits against the programme. It also provides a good foundation for further study on a range of business and management courses, such as Diploma in Management Studies, MBA, and MA Management

**Personal Tutor**

When you join the University you will be given a [Personal Tutor]. This information can be found in your e-vision homepage. Your personal tutor is someone who can offer you guidance and advice, this could be about your course, and any other aspects that affect your study. In order for personal tutoring to be a beneficial and meaningful relationship for you, you need to communicate with your personal tutor.

**Academic Misconduct**

We take pride in the academic integrity of our staff and students but when academic misconduct is suspected the University will take action. The University considers seriously all acts of academic misconduct, which by definition are dishonest and in direct opposition to the values of a learning community. If not challenged, academic misconduct will ultimately devalue our academic standards and undermines the honest efforts on the part of our staff and students.

Academic misconduct includes plagiarism, collusion and cheating and may be deliberate or unintentional. Whatever form it takes, it will be thoroughly investigated and penalties will be applied if proven.
Support for Students
The University and the Students’ Union believe that many incidents of academic misconduct can be avoided by increasing students’ knowledge and skill.

A variety of support mechanisms are in place to help students succeed and avoid academic misconduct:

- Visit the Learning Centre or our study skills support website at www.wlv.ac.uk/skills
- Download the Students’ Union guide to Avoiding Academic Misconduct (“Write Right”) - available from the Student’s Union website
- Book a Skype appointment with study skills adviser or join the online chat service ASSIST - through the Learning Centre “Skills for Learning” website.
- Contact your personal tutor or module leader.

Remember – there is help available if you need it.

Defining Academic Misconduct
Cheating
Cheating is defined as any attempt to gain unfair advantage in an assessment by dishonest means, and includes, for example, all breaches of examination room rules, impersonating another student, falsifying data, and obtaining an examination paper in advance of its authorised release. Cheating attracts the University’s most severe penalties.

Other common examples of cheating would include –
- Being in possession of “revision notes” during an examination
- The purchase or commission of assignments from others
- Theft of other students’ work
- Prohibited communication during an examination

Plagiarism
Plagiarism is the act of taking someone else’s work and passing it off as your own. This includes incorporating either unattributed direct quotation(s) or substantial paraphrasing from the work of another/others. It is important to cite all sources whose work has been drawn on and reference them fully in accordance with the referencing standard used in each academic Faculty.

The most common forms of plagiarism are –
- Cut or copied and pasted materials from websites
- Copying the work of another student (past or present) including essays available through “essay bank” websites – or other data.
- Copying material from a text book or journal

When you’re using other people’s work or ideas it is important to engage with their work critically. You can quote, paraphrase, summarise or critically review – but you must always provide appropriate references.

Collusion
Collusion is when two or more people combine to produce a piece of work for assessment that is passed off as the work of one student alone. The work may be so alike in content, wording and structure that the similarity goes beyond what might have been coincidence. For example – where one student has copied the work of another, or where a joint effort has taken place in producing what should have been an individual effort.

Collusion should not be confused with the normal situation in which students learn from one another, sharing ideas and group work to complete assignments (where this is specifically authorised).
Plagiarism Detection
In concert with the skills and experiences of academic staff the University will utilise electronic tools such as Turnitin to detect plagiarism. Turnitin is the software currently subscribed to by the University.

At Undergraduate level the University will require that all final year projects and dissertations are submitted to Turnitin for analysis. At postgraduate level the University will require that all dissertations (or similar) are submitted to Turnitin for analysis.

Students are required, where appropriate, to make a declaration as the authenticity and originality of any submitted piece of work. This declaration also authorises the University to request and require students to provide an electronic version of any submitted assessment for checking work via Turnitin where plagiarism is suspected.

Penalties
Where an offence is admitted, or a panel decides that cheating, plagiarism or collusion has occurred, a penalty will be imposed. There is a cumulative range of penalties which will be applied to any continuous period of registration for study with the University. The severity of the penalty will vary according to the nature of the offence and the number of previous offences. Penalties range from failure of the assignment under investigation to exclusion from the University.

Full details about the University's policy on Academic Misconduct, regulations and procedures, investigation of academic misconduct or to make an appeal or a complaint are available on the conductandappeals website.

Anonymous Marking
Anonymous marking is the process undertaken to avoid the possibility of bias through the assessment and marking process. To this end, wherever possible, the identity of students should not be apparent to markers and work should only be identified by student number. Where the method of assessment does not allow anonymous marking, (e.g. dissertations, presentations, oral examinations, practical examinations), alternative methods of marking to mitigate the possible effect of bias will be explained to you.

When submitting assessments in hard copy, you are asked to use your personalised bar-coded coversheet and ensure that you record only your student number in the header or footer of your piece of work.
Course Structure

**Part-time:** normally modules worth no more than 80 credits each academic year.

**October Start:**

<table>
<thead>
<tr>
<th>Semester 1</th>
<th>Semester 2</th>
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<tbody>
<tr>
<td>O 20 7MK002 Marketing Management</td>
<td>O 20 7HR011 Managing Human Resources</td>
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<tr>
<td>O 20 7IB002 Operations Management</td>
<td>O 20 7AC001 Accounting and Financial Management</td>
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<tr>
<td>O 20 7HR006 Leading Transformation and Change</td>
<td>O 20 7BE002 Strategic Management</td>
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**January Start:**

<table>
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<tr>
<th>Semester 2</th>
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<tr>
<td>O 20 7HR011 Managing Human Resources</td>
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<tr>
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University Academic Calendar

Timetables
Timetabling information is available to you through the following:

1) Using the teaching timetable where you can search for and view all modules online at www.wlv.ac.uk/timetable.
2) Once you have completed your module registration, a more personalised timetable showing only those modules which you are studying will be available for you to view through your e:Vision page.
3) For more general information about timetabling and teaching rooms use the Central Timetabling Unit webpages at www.wlv.ac.uk/ctu.
Where to get help with your course

Wolverhampton Online Learning Framework (WOLF)

At various times during your study at UWBS you will need to access further information in relation to Module/Course Guides, Guidance and Support, Timetable details, etc., this information along with access to your Email, E:portfolio and e:Vision (for exam results) is available quickly and easily. Further information is available via: www.wlv.ac.uk/wolf. Then for course specific information log onto:

http://wolf.wlv.ac.uk/wbs/71944/

MBA, Diploma & Certificate in Management Studies

University Email Account

Please check your university email account on a daily basis. This is the standard communication channel used to update you. Both the Course Leader and UWBS Student Administration staff use this facility regularly to notify you of any changes. It is student’s responsibility to either read their university email account on a daily basis, or arrange to forward correspondence to their alternative email address.

e:Vision

The University is constantly improving its online facilities and uses the web and e:Vision as its principle means of communication to students. e:Vision is also the way in which you update your records online. You will be able to carry out the following using e:Vision:

• Register and amend your module selections
• View your module results
• Enrol online
• Update your personal record with your current contact details
• Payment of fees by credit card or direct debit
• It is important that students check their e:Vision accounts regularly. If there is any information we are holding about you that is incorrect, please notify the Registry immediately.
• Students should also check their e:Vision accounts regularly for messages.
Student Support

If you encounter any issues (personal or academic) the following diagram directs you to the appropriate department or staff member.

**Administration queries:**
- enrolment
- extensions
- extenuating circumstances
- Leave of Absence
- Course transfer, etc
- eVision helpdesk or your Student Centre

**Academic and Course related queries**
- Personal Tutor
- Course Leader
- Head of Department
  (by email)

**Module related queries**
- Module guide (on WOLF)
- Module Leader
  or Tutor

**Support for Study Skills**
- W: [www.wlv.ac.uk/skills](http://www.wlv.ac.uk/skills)
- E: skills@wlv.ac.uk
- T: 01902 32(2385)

**IT Problems**
- W: [www.wlv.ac.uk/ITServices](http://www.wlv.ac.uk/ITServices)
- T: 01902 32(2000)

**Who to Contact for help when you are studying on campus**

**Financial advice**
- W: [www.wlv.ac.uk/moneymatters](http://www.wlv.ac.uk/moneymatters)
- E: money@wlv.ac.uk
- T: 01902 32(1070)

**Careers & Employment Centre**
- W: [www.wlv.ac.uk/careers](http://www.wlv.ac.uk/careers)
- E: careers@wlv.ac.uk
- T: 01902 32(1414)

**Special Needs (Students with disabilities)**
- Special Needs Tutor
- or
- Student Enabling Centre
- W: [www.wlv.ac.uk/sec](http://www.wlv.ac.uk/sec)
- E: sec@wlv.ac.uk
- T: 01902 32(1074)

**Personal Issues**
- Personal Tutor (see eVision for details)
- University Counselling Service
  - W: [www.wlv.ac.uk/counselling](http://www.wlv.ac.uk/counselling)
  - E: counselling@wlv.ac.uk
  - T: 01902 32(2572)

**General queries**
- eVision helpdesk
  or your
- Student Centre

**Independent academic, financial, international and housing advice**
- Students’ Union Advice and Support Centre
  - W: [www.wolvesunion.org/advice](http://www.wolvesunion.org/advice)
  - E: advice@wolvesunion@wlv.ac.uk
  - T: 01902 32(2038)
Extensions, Extenuating Circumstances and Leave of Absence

The University wants all students to do their best. You are expected to take responsibility for your own learning and we know students perform best if they participate in all activities associated with their modules.

Very occasionally something may happen suddenly which is beyond your control and this will prevent you from attending an examination (or other test) or completing an assessment by the due date. Common reasons for needing additional help are poor health or a death in the family – although other reasons may apply.

Extensions - for some assessments there may be the option to apply for a short term (maximum 7 days) extension if you are experiencing difficulties in completing your work on time. You should apply for the extension via your e:Vision account on or before your assessment date and provide supporting evidence to your Student Centre. On receipt of the evidence your claim will be assessed and you will be notified by e-mail if your extension has been approved and your revised submission date. Further details can be found here.

Extenuating Circumstances – claims for extenuating circumstances are also submitted via your e: Vision account on or before your assessment date and again evidence to support your claim must be provided to your Student Centre. Claims for Extenuating Circumstances tend to be for more serious matters and if your claim is accepted then it enables you to take the assessment at the next available opportunity without penalty. If you have any queries regarding either of these processes then please log a call on the e:Vision helpdesk.

Leave of Absence - in more extreme cases of potential prolonged absence you might consider a temporary leave of absence. Students may temporarily suspend their studies a semester at a time (and up to a maximum of four semesters). You can apply for a Leave of Absence via e:Vision but we would strongly recommend that you get advice from your Personal Tutor, your Student Centre or the Students’ Union, particularly regarding the financial implications, before taking this step.

Health and Wellbeing whilst using your computer

As a student you will be using a computer for the majority of your study. The guidelines below are to promote good health and wellbeing in relation to your computer use.

Set-up and space

Ensure you have a comfortable working area where you can have adequate space for your keyboard, mouse, monitor or laptop/mobile device and that you are in a comfortable seated position. Try to prevent eye strain by ensuring you have good lighting, adjusting your monitor to prevent glare and by cleaning your monitor regularly. If you are using a laptop for any extended length of time try to use an external mouse to prevent continued use of a laptop mouse pad which can cause strain injuries.

Taking a break

You should take regular breaks away from the screen. One to two minutes away every thirty minutes can be most effective, with regular longer breaks every couple of hours. Physically moving away from the screen and working area will also allow for important stretching and increasing circulation as well as reducing eye strain from looking at the screen.
Progression for Further Study
The certificate in Management Studies will enhance your career prospects in a number of managerial and operational roles across a wide range of international business sectors. The Certificate in Management Studies may provide the basis for further study in a range of professional subject areas such as accounting, marketing and human resources as well as further academic study such as a DMS or MBA.

Alumni
We're proud of your success. Be proud of your connection with us.

Once you complete your studies you will continue to be part of the University of Wolverhampton academic community as one of our ever growing alumni community. The WLV Alumni Association is a university-wide association bringing together Wolverhampton graduates.

For further information on Graduation and Alumni please visit our Alumni website.