



**School of Computing and Information Technology
and School of Art and Design**

University of Wolverhampton



Heart Of Worcestershire College

COURSE GUIDE

**Foundation Degree in Interactive Media and Computer
Games Development**

**Associate Course Leader (Heart of Worcestershire College):
Simon Gibbs**

Course Leader (Wolverhampton University): Paul Hale

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1. Introduction

Welcome to the University of Wolverhampton

On behalf of the staff of the School of Computing and Information Technology (SCIT), welcome to the University of Wolverhampton.

SCIT runs a range of named awards at HND, Foundation Degree, Honours Degree and Masters level where Computing or Mathematics form a major part of the study. This Course Guide contains general information for SCIT Foundation degree students and information relevant to your specific award and College in the later sections. It should answer many questions about how your award is operated. Please keep it for future reference. In addition further information is available in the Undergraduate Student Guide and on the University Web Site. Further information for students is available on the University web site <http://www.wlv.ac.uk/> and the School of Art and Design website <http://www.wlv.ac.uk/Default.aspx?page=6963>. In particular information is available on evision https://smsweb.wlv.ac.uk/si/sits.urd/run/siw_lgn.

We hope that studying this Foundation Degree meets your expectations and wish you success in your studies.

Professor Robert Moreton

Welcome to the Heart of Worcestershire College

I am delighted to welcome you to the Heart of Worcestershire College and I have no doubt that you will enjoy your time here. We have excellent staff and have invested significantly in our facilities to ensure that you are afforded every opportunity to achieve your potential and succeed. We have a purpose built Higher and Professional Education Centre at Osprey House in Redditch and also in St Wulstan's in Worcester. Additionally we run several courses at our other campuses. We realise that this can be a daunting time for new students so we ensure that our staff have experience in dealing with your academic and pastoral queries and provide a wide range of services to support you.

The Heart of Worcestershire College provides a wide range of Further and Higher Education courses and is based in Redditch, Bromsgrove and Worcester. We offer an extensive range of courses to our local communities and employers. Our track record is strong and we achieve excellent results with many of our learners progressing further with their studies or gaining employment.

I wish you every success and sincerely hope that you will find your time at the Heart of Worcestershire College a rewarding and enriching experience.

Stuart Laverick
Principal

2. Staff with responsibility for the Foundation Degree (Science) in Interactive Media and Computer Games Development

At the University (School of Computing and Information Technology)

Dean of School: Professor Robert Moreton
Course Leader: Helen Ashdown
Deputy Course Leader: Peter Wilson

At Heart of Worcestershire College

Principal: Stuart Laverick
Associate Award Leader: Simon Gibbs

Tutors

| | |
|--------------|----------------|
| Scott Jordan | TBC |
| Simon Gibbs | BA(Hons), PGCE |
| Kanwal Rauf | BSc(Hons), BEd |

Other Support:

- All students will be allocated a Personal Tutor who will provide academic counselling.
- Counsellors (based in Heart of Worcestershire College Student Services)
- LRC Mentors and facilitators to support research skills.
- Learning Support Tutor and Assistants to support students with additional needs.
- Heart of Worcestershire College Staff are available by appointment between 8:30am – 5pm.

3. Modules, Courses, and Programmes of Study – in the University’s Modular Framework

What is a module?

All our courses are made up of units called modules which contribute towards degrees or diplomas, known as an ‘award’. The Foundation Degree requires a student to pass 240 credits, 120 credits at level 4 and 120 credits at level 5.

What is a Course?

A course is a definition of the modules that must be passed for your specific award.

What is a programme of study?

A programme of study is a record of the modules you have registered for. You will receive a transcript on a regular basis showing your programme and graded results and will have access to this information on-line through e-vision: https://smsweb.wlv.ac.uk/si/sits.urd/run/siw_lgn

4. Course Description

The Foundation Degree (Science) in Interactive Media and Computer Games Development is provided jointly by the University of Wolverhampton (School of Computing & IT and School of Art & Design) and Heart of Worcestershire College. A particular feature is that it involves a substantial amount of learning in the workplace. The staff at Heart of Worcestershire College work with local employers in developing the course and to ensure that all students have suitable opportunities for work-based learning. For some students their current employment may provide a good environment for the work-based learning aspects, and college staff will work with employers to identify the opportunities needed. The College also has contacts with local employers through which they obtain placements for students to enable them to complete the work-based activities required for the course.

4.1 Aims and Outcomes of the Award

The Foundation Degree aims to provide you with a broad understanding and knowledge of game and interactive media design along with a range of technical and methodological skills necessary to analyse, design and implement the development of this media.

The course allows you to experience real life working practices by examining and working for companies on actual projects to develop an understanding of the range of skills and technical requirements needed for working in industry. The twelve modules are designed to show a progressive development of techniques and skills so that you will be able to understand and use these practices and skills intuitively by the end of the course.

On completion of the Course, the student is expected to be able to:

1. Demonstrate a broad understanding of “real life” working practices in the production of Games and Interactive Media products.
2. Demonstrate a range of technical and methodological skills, including design, implementation/integration and evaluation, for the construction of Interactive Media and Games products
3. Demonstrate a range of personal and professional skills relevant to working within the Games and Interactive Media industry to include both project management and reflective practice.
4. Demonstrate the ability to communicate, and work effectively and professionally, within the games/interactive media industry and related fields including marketing.
5. Understand the underpinning principles and practices of Interactive Media and Games production
6. Creatively apply relevant principles and techniques to the design of Games and Interactive Media products.

4.2 Course Definition

| | | | |
|---------------------|---|--------------------|----------|
| Course Title | Foundation Degree (Science) in Interactive Media and Computer Games Development Heart of Worcestershire College | Course Code | FS/IMCGD |
|---------------------|---|--------------------|----------|

Level 4

| Core Modules | | | |
|--------------|-------------|--|---------|
| Semester | Module code | Module Title | Credits |
| 1 | 4CP001 | Introduction to 3D Art & Programming for games | 20 |
| 1 | 4DM002 | Introduction to Web Development | 20 |
| 1 | 4DM001 | Video Editing & Post Production Techniques | 20 |
| 2 | 4CP002 | Work Based Learning Project (WBL) | 20 |
| 2 | 4DM003 | Publishing on the Web | 20 |
| 2 | 4CP003 | Games Development & Architectures | 20 |

Level 5

| Core Modules | | | |
|--------------|-------------|---|---------|
| Semester | Module code | Module Title | Credits |
| 1 | 5DM001 | Interface Design (WBL) | 20 |
| 1 | 5CP002 | Sound Development for Games & Interactive Media | 20 |
| 1 | 5CP003 | Marketing Interactive Media & Games Products | 20 |
| 2 | 5CP001 | Games & IE Development | 20 |
| 2 | 5DM002 | Interactive Media in Practice (WBL) | 20 |
| 2 | 5DM003 | 3D Character Design & Scenarios | 20 |

4.3 Programme for Full Time students starting in 2014

Year 1

| | | | |
|---|--------|--|----|
| 1 | 4CP001 | Introduction to 3D Art & Programming for games | 20 |
| 1 | 4DM002 | Introduction to Web Development | 20 |
| 1 | 4DM001 | Video Editing & Post Production Techniques | 20 |
| 2 | 4CP002 | Work Based Learning Project (WBL) | 20 |
| 2 | 4DM003 | Publishing on the Web | 20 |
| 2 | 4CP003 | Games Development & Architectures | 20 |

Year 2

| | | | |
|---|--------|---|----|
| 1 | 5DM001 | Interface Design (WBL) | 20 |
| 1 | 5CP002 | Sound Development for Games & Interactive Media | 20 |
| 1 | 5CP003 | Marketing Interactive Media & Games Products | 20 |
| 2 | 5CP001 | Games & IE Development | 20 |
| 2 | 5DM002 | Interactive Media in Practice (WBL) | 20 |
| 2 | 5DM003 | 3D Character Design & Scenarios | 20 |

4.4 Programme for Part-Time students starting in 2014

Year 1 Part-Time Study

| | | | |
|---|--------|--|----|
| 1 | 4DM001 | Video Editing & Post Pro' Techniques | 20 |
| 1 | 4DM002 | Introduction to Web Development | 20 |
| 2 | 4CP001 | Introduction to 3D Art & Programming for Games | 20 |
| 2 | 4CP002 | Work Based Learning Project (WBL) | 20 |

Year 2 Part-Time Study

| | | | |
|---|--------|-------------------------------------|----|
| 1 | 4DM003 | Publishing on the Web | 20 |
| 1 | 4CP003 | Games Development & Architectures | 20 |
| 2 | 5DM001 | Interface Design (WBL) | 20 |
| 2 | 5DM002 | Interactive Media in Practice (WBL) | 20 |

Year 3 Part-Time Study

| | | | |
|---|--------|---|----|
| 1 | 5CP003 | Marketing Interactive Media & Games | 20 |
| 1 | 5CP002 | Sound Development for Games & Interactive Media | 20 |
| 2 | 5DM003 | 3D Character Design & Scenarios | 20 |
| 2 | 5DM001 | Games & IE Development | 20 |

4.5 Course Advice

You will study 12 modules in order to obtain the Foundation Degree all of which are Core modules.

4.6 Entry Qualifications

Students will be admitted onto the course upon satisfactory completion of the following requirements, which include:

A mature person who has worked in IT, media, computing or the games industry who is assessed as being able to study at this level.

OR

Minimum UCAS points score of 120 to include:

‘A’ level (A2 / Advanced GCE) in a computing subject.

OR

‘A’ level (A2 / Advanced GCE) in another subject plus ‘AS’ in a computing subject or interest in interactive media and games.

OR

BTEC National Diploma in an IT, computing, games or interactive media area.

OR

AVCE (Double award) ICT at ‘DD’ or single award plus other ‘A’ level qualifications.

AND

Maths & English GCSE Grade C or above or Key Skills Communications and Application of Number at Level Two or equivalent levels of attainment given the nature of the award.

OR

Employees with Modern Apprenticeship at Level 3.

OR

Access to H.E. Certificate.

OR

Equivalent Level 3 qualifications, e.g. NVQ Level 3 using IT.

5. Course Management

The course is run jointly by the School of Computing & Information Technology & the School of Art & Design and the partner college, Heart of Worcestershire College. The following section outlines the roles of key staff in the operation of the course and the facilities and resources available to students, both at Heart of Worcestershire College and at the University.

| | |
|---|--|
| Course Leader – at the University, has overall responsibility for the course. | TBC |
| Module Leaders - at the University have overall responsibility for the modules | Dr Faramarz Amiri (SCAD) f.amiri@wlv.ac.uk Dr Thomas Hartley (SCIT) t.hartley2@wlv.ac.uk Paul Hale (SCAD) p.hale@wlv.ac.uk Adrian Priest (SCIT) a.priest@wlv.ac.uk |
| Associate Course Leader – Heart of Worcestershire College | Simon Gibbs |
| Personal Tutors – HEART OF WORCESTERSHIRE COLLEGE | Simon Gibbs sgibbs@ne-worcs.ac.uk ext 2560 |
| Staff at Heart of Worcestershire College involved with the course | Simon Gibbs Scott Jordan, sjordan@ne-worcs.ac.uk Kanwal Rauf, krauf@ne-worcs.ac.uk |
| Administration at Heart of Worcestershire College | Carol Graham cgraham@ne-worcs.ac.uk ext 2751 |

Role of Students in Enhancing the Quality of the Course

Feedback from students

Obtaining feedback from students on the course is vital in order that the course can continue to develop. Feedback is obtained in a number of ways both informally and more formally. The information obtained is utilised to continue to enhance the quality of the course and where possible to administer the course to best suit student needs.

The Course Committee

A Course Committee is held twice a year at Heart of Worcestershire College. This committee is chaired by an Associate Dean from the University of Wolverhampton and has a membership of all staff who teach on the course, and one or more student representatives. The Course Committee is a vehicle for all associated with the course to discuss matters of policy as well as to raise matters of concern in respect of the day to day running of the course. The collective views of students can be expressed through this committee. As a full committee member, the student representative contributes to the present running of the course and to its future developments.

Student/Staff Liaison Committee

Elected representatives from the course meet with the Course Tutor at Heart of Worcestershire College and the Course Leader from Wolverhampton University to discuss the day to day running. The purpose of these meetings is to bring any matters of concern to senior members of the College or SCIT's management team. This is an informal forum for any concerns to be dealt with efficiently.

The views from both committees are incorporated into the annual monitoring report prepared by the Associate Course Leader. This document reviews the course and actions that are taken.

The committees described above will meet during the study sessions once per semester so as to ensure that all students who wish to attend are able to do so. Your input for these committees is extremely valuable to the continued progress of the course and Heart of Worcestershire College and the School thank you in anticipation of your participation

Heart of Worcestershire College Learner Focus Forum and feedback

Students will be able to provide feedback at the Learner Focus Group. This allows Heart of Worcestershire College students to highlight cross college issue that effect student life. The LFG meets three times a year and gives students the opportunity to discuss pertinent college issues. Student representatives will also have the opportunity to raise matters with members of the teaching team formally at Heart of Worcestershire College course team meetings and informally.

Course Tutor (Associate Course Leader)

The Course Tutor, Simon Gibbs (Heart of Worcestershire College) sgibbs@ne-worcs.ac.uk is responsible for securing the selection of student representatives; including ensuring staff and students are informed of timetabling, rooming and disseminating relevant materials, for example, the Course Guide to students. He is responsible for the day-to-day administration and the overall development of the course, including reviewing the results of the course, monitoring and evaluating the course, considering student feedback and organising teaching arrangements. The Course Tutor deals with requests for extensions due to extenuating circumstances.

Module Leaders

Module Leaders are responsible for syllabus content, teaching strategies, the setting and marking of assignments and examinations. Academic matters relating to modules should in the first instance be directed to your module tutor or Associate Course leader (at the College). If appropriate, the matter will be referred to the Module Leader at the University.

Course Administration

The Course Tutor will be assisted by the School Administration Officer at Heart of Worcestershire College. The School Administration Officer may need to contact students in an emergency, for example in the case of time-table changes. The School Administration Officer will be an additional contact point in addition to module leaders, personal tutors and the Course Tutor.

Availability of Staff

Tutors at Heart of Worcestershire College will be found in the Games & Interactive Media Suite or media area at the Bromsgrove campus. Offices of the staff of the School of Computing and Information Technology and School of Art and Design are to be found on the City Campus, University of Wolverhampton. If you wish to talk to a member of staff, it is often easiest to make an appointment by e-mail. Alternatively, you can see a member of staff after a teaching session. If you do have a difficulty in contacting a member of staff please follow the protocol suggested in the email policy below.

Email Communication with Staff

You will be allocated an email address when you enrol. You can use this email address or any others you are authorised to use. You may in return communicate with members of the course team via their email address which will be stated on each module guide or through the facilities provided on Heart of Worcestershire College's intranet and extranet ie Moodle.. Your first point of contact will of course be your course tutor who will advise of any changes to contact details.

There is an agreed protocol for the use of email. Please note the following important points.

1. You can normally expect a response to a query from staff within 5 working days. However, staff may have other commitments including being on business, which takes them outside of the College and the University. You are advised to contact Simon Gibbs (Heart of Worcestershire College) who will raise the matter with the appropriate member of staff who fails to respond to your request. You are expected to observe an ethical and professional approach to the use of email and therefore you are expected to observe the normal requirements of courtesy and professionalism that is expected of all students in their dealings with staff and fellow students.
2. Any inappropriate use of email to staff or fellow students, for example by sending illegal, discriminatory, defamatory, obscene, abusive or threatening material will be treated as a disciplinary matter by the College/University.
3. In addition, originating or distributing any virus, worm or any chain mail or junk mail is prohibited.
4. Students should note that information concerning grades for their assessments would not normally be given by email. Results for assessment will be returned to you by your tutor.
5. Because, on occasions it may be necessary for another member of staff to access a colleague's email, the College/University cannot guarantee privacy in respect of email messages sent to staff. Students are advised that any confidential matters are discussed using other means of communication.
6. In using the College/ University computer facilities for email, students must not attempt to disable, defeat or circumvent any security facilities.

6. Personal Tutors and Pastoral Care

Personal Tutors

You will be allocated to a Personal Tutor who will be a member of staff teaching on the course. Your Personal Tutor is responsible for your personal and academic welfare. You should consult your Personal Tutor in the first instance if you have any concerns about your studies.

Personal Tutors are available to advise students about:

- The College / University's Regulations
- Rights of retrieval and extensions
- Taking a leave of absence, withdrawing from the course, making an internal or external transfer – i.e. changing to another course in the College/University or moving to another College/University to complete your studies.

It is very important that contact is maintained with your personal tutor. You will meet with your personal tutor at the start of the course and he/ she will provide you with a Progress file. These files will be the ones currently in use by the College and will be used as a record of contact made with your tutor and it is also used to provide you with a record of progress while you are on the course. The progress files are designed to assist you to enhance your skills and help you with personal development plan (PDP).

Counselling

A Counselling Service is available at Heart of Worcestershire College which enables you to have an opportunity to talk about and work through any problems you may have with a trained counsellor. The counsellor is completely impartial, and won't give you advice or tell you what to do, but will work with you to help you come to terms with your feelings, understand yourself and your reactions to things better, and maybe work out ways of dealing with things more effectively in the future.

Appointments for Counselling Service

If you'd like to make an appointment to see a counsellor, you can visit the Advice Centres on either campus. **If you're not comfortable with that, you can phone the counselling service directly on 01527 572541. Leave a message if you get the answer phone, and somebody will phone you back as soon as possible. Alternatively, your tutor should be able to help you contact the counselling service, or you can come into the student lounges on both campuses and ask staff there. If you want to cancel an appointment it would be helpful if you could let somebody know that you're not coming and then we**

can free the space for somebody else, and rearrange a time for you if you still need it.

University Counselling Services

The University has an extensive range of Students Support Services. A summary of these can be found on the SCIT web site, with access to more detailed information. In addition full information on the University's counselling systems to support undergraduate students is to be found in the 'Undergraduate Counselling Guide' accessible via the internet as part of WOLF (www.wlv.ac.uk).

The Two Way Contract

The tutors at Heart of Worcestershire College and at the University will endeavour to give all students the support and advice they need to complete their studies successfully. You should feel free to contact staff (personally, or by telephone or email) to seek advice on academic or personal difficulties that may be affecting your studies. It is also important that you meet your responsibilities to achieve the goals required to pass the course.

Although the course has a student centred approach to study, attendance for teaching sessions is vital in the achievement of the course outcomes. If you miss a teaching session you will have missed vital areas from the module syllabus. The teaching methods employed by staff require you to participate in seminars or workshops as part of the learning contract. Thorough preparation by you is essential to the successful learning outcomes and part of the self-discipline needed to succeed. It is also important to plan for the completion of assignments and to meet the deadlines set.

A professional approach to study is expected which extends to more practical responsibilities such as enrolment, informing the Course Tutor at Heart of Worcestershire College of any change in circumstances and being informed of significant dates using information contained within this guide or posted on notice boards or provided through the college intranet notice boards.

You will need access to a PC with Internet connection to undertake this course. This maybe used for working at home, work, college or the University.

We recommend that if you wish to work from home your computer should have as a minimum a Pentium Dual Core processor or equivalent with at least 4GB of internal memory (RAM) and at minimum a 450GB hard drive. CD & DVD writers are also needed. The computer should also have the latest versions of Internet Explorer/Firefox, Adobe Photoshop, Adobe Dreamweaver, Adobe Flash, Adobe Premiere, Adobe Indesign, 3DS Max Unreal Development Kit (UDK) software. You will also need an external hard drive.

The Foundation Degree has been designed to enable you to combine your studies with working in a professional environment. The key objective is to prepare you for successful completion of the course by developing the necessary knowledge and skills and enabling you to successfully combine study and work experience. You will be supported with a personal tutor at Heart of Worcestershire College and, as well as the normal range of study materials, you will have the use of University's VLE (Virtual Learning Environment accessed by the internet) called WOLF and Heart of Worcestershire College's Intranet and Moodle.

Careers Guidance

Heart of Worcestershire College has a Student Advice & Guidance & Support team (SAGS) who are the first point of contact if you need help or advice about any aspect of college life, course information or careers advice. They are located in the receptions of both Bromsgrove and Redditch campuses in the Advice Centres, or can be contacted via the Student Lounge on either campus, or phoning 01527 570020.

The SAGS team provide a range of services and facilities to ensure that you are supported while you are a student at Heart of Worcestershire College, and to help if you need advice about the college or our courses before you start. As well as advice on college courses they also provide careers information via the college Careers Adviser and Connexions P.A. including:

- Specialised career software
- Group work sessions and websites
- CV writing
- Letters and applications.

The College Careers advice can be contacted through the SAGS team or on 01527 572740

Appointments

University of Wolverhampton careers contact **Peter Smart at the Student Gateway - email careers@wlv.ac.uk**.

7. Accommodation and Resources

Teaching Accommodation

Lectures and workshops are normally held at Heart of Worcestershire College Bromsgrove Campus. However please note part of the Induction may include time on the University of Wolverhampton, City Campus, Wolverhampton (please see website <http://www.wlv.ac.uk/> for map details).

Learning Resources at Heart of Worcestershire College

The College provides general computing facilities throughout our Bromsgrove Campus.

All of your lessons will normally be in purpose built classrooms within the Computing/Technology department. The main workshop/classroom will be situated in the Games & Interactive Media Suite which contains 45 PCs, smart-boards, video equipment, central printing facilities and up to date current software and hardware.

As a Foundation Degree student you will have access to E-mail and Internet facilities within the College and University.

The college Learning Resource Centre is a modern three-floor building, lower floor – computers and quiet study area, first floor - lending & reference books, videos & audio resources, the upper floor has around 10 PCs with fast internet access and an intranet which supplies computer based resources with a variety of online journals that can be accessed through Athens. The LRC is also home to the student support staff on the upper floor.

Resources available in the College library include the following:

Print Resources

- Standard loan books.
- Short loan books
- Reference books
- Journals
- Newspapers

Multi-media

- Internet access
- CD ROMs

The Heart of Worcestershire College Learning Centre holds the required reading books and journals needed for the Foundation Degree as well as access to various electronic databases - OPAC (Online Public Access Catalogue) Athens Access Management and Ejournals

The Opening Times at Heart of Worcestershire College's Learning Resource Centre, Bromsgrove Campus.

Opening Times – Term Time

| | |
|------------------|-----------------|
| Monday -Thursday | 8.30am – 5.00pm |
| Friday | 8.30am – 4.30pm |

Borrowing Rights (Including: Books, CDs, Videos and back copies of journals)

- 8 normal loan items (14 days)
- 1 day loan item

Tel: 01527 572555 (Bromsgrove Campus)

The Harrison Learning Centre at City Campus Wolverhampton University.

Opening Times – Term Time

| | |
|-------------------|------------------|
| Monday -Thursday | 8.45am to 9.45pm |
| Friday | 8.45am –6.45pm |
| Saturday - Sunday | 1.30pm – 5.30pm |

For more information about the University's Learning Centres, please refer to www.wlv.ac.uk/lib

You will be able to utilise the materials in the Learning Centre to assist you with your studies. There is also a facility to renew books online. Many of the journals housed at the Learning Centre are available in electronic form and can therefore be accessed remotely.

Learning Skills

Learning Skills Centres are based on both Bromsgrove and Redditch campuses and provide a wide range of services for students – from skills workshops, to individual support sessions.

The learning advisors provide support for a range of needs including:

- Dyslexia
- Hearing or visual impairment
- Reading, writing or numeracy difficulties
- Mobility difficulties
- Medical conditions
- Mental health
- General learning difficulties
- English if it is not your first language

They will:

- Offer a confidential initial assessment or interview to identify your support needs
- Discuss and complete an action plan for your learning support
- Provide additional tutorial help
- Lend you specialist equipment if required
- Arrange for specialist assessment if needed
- Lease with course tutors/staff
- Review support on a regular basis
- Provide advice and training to your course tutor and lectures so that they know how best to support you in class

Opening Times – Term Time

| | |
|------------------|-----------------|
| Monday -Thursday | 8.30am –5.00pm |
| Friday | 8.30am – 4.30pm |

Tel: Sue Davies TBC 01527 572666 (Bromsgrove Campus)

Extensive support is available at the University of Wolverhampton. Visit the University's home page, (<http://www.wlv.ac.uk>); select the current student option followed by Advice and Support.

The Students' Union at Heart of Worcestershire College

As a student of Heart of Worcestershire College you will be eligible to join the Student's Union. The Student Union contact is (01527 572953) who can be found in the student lounge on the Bromsgrove campus.

The Students' Union at Wolverhampton University

The Students' Union at Wolverhampton is located adjacent to the Learning Centre. There are various sporting facilities and it offers financial and welfare advice. For further details, see the Students' Union web page. There is also the usual range of events found in any Students' Union. For campus and teaching block locations see University of Wolverhampton homepage under 'Maps'.

e.g. <http://www.wlv.ac.uk/pers/map2.htm> for the city campus.

It is expected that you will soon become acquainted with the layout of the College and the University, and all the facilities available in Bromsgrove and Wolverhampton City Centre. If you have any queries, please feel free to ask the teaching staff at Heart of Worcestershire College or the University.

8. Key Facts about the Course and Regulations.

The modules will be delivered at Heart of Worcestershire College by Heart of Worcestershire College lecturers. Lecturers from the University may contribute to classes during the year and the development and assessment of the modules taught at Heart of Worcestershire College.

All assignment briefs and exams scripts are reviewed by the Module Team, (this is known as moderation) which is a joint exercise by the University and Heart of Worcestershire College. The Module Results and Progression/Award Boards will be held at Wolverhampton University, where grades will be presented for final confirmation. The Progression/Award Board also makes decisions about progression and the award of the Foundation Degree. Students will receive their results from the Wolverhampton University Student Office.

Heart of Worcestershire College will provide Teaching and Pastoral Support.

Regulations

In order to achieve the Foundation Degree qualification, you must be registered for the programme. You will be required to study and pass 120 credits (6 modules – 6x20 credits) at Level One and 120 credits (6 modules – 6x20 credits) at Level Two. It will normally take 2 years full time or 3 years part-time. The award must be made within two years of the normal completion date.

The Qualification of Foundation Degree may be awarded with Pass, Merit or Distinction.

A Foundation degree with:

- Distinction will be awarded if you achieve at least 80 of your 240 credits at A at level 5
- Merit will be awarded if you achieve at least 80 of your 240 credits at B or above at level 5
- Pass will be awarded if you achieve 240 credits.

The interim award of Certificate in Higher Education will be made to you, if you achieve 120 credits on this programme and do not continue to the Foundation Degree Award.

Progression in the course

Full-time students must pass a minimum of 120 credits to progress to the second year of full-time study. Students who do not achieve this may be allowed to retrieve failed modules by part-time study.

Where a minimum of 100 credits has been achieved at either level One or Level Two, the University compensation rule will apply if E or E4 (compensatable fail) has been awarded in the remaining module.

A marginal failure in a module will be compensated by a reassessment board, enabling students to exercise their right to resit. The recipient of a Pass by Compensation (#E / #E4) will not have the right to resit assessment in that module. Students will gain the credit for the module but the #E / #E4 will not be changed and will be shown on their transcript. Where marginal failure is compensated students will gain credit for the module but the grade will not be changed. The Compensation rule will not apply to the 5DM002 Interactive Media in Practice and 5DM003 3D Character Design and Scenarios, which must be passed.

Part-time students will study four modules a year. Students may vary their rate of study but cannot study more than 80 credits a year as a part-time student.

Progression to the University

The Foundation Degree Awarded will enable the successful student to progress onto a final top up year at a university of their choice to complete a full Hons Degree. However there may be entry requirements such as successful completion of the Foundation Degree at Merit or Distinction level to qualify for a place.

On completion of the Foundation Degree it is possible for you to transfer your credits towards other Awards offered by the University.

Programme Delivery

All modules within the programme will be delivered at Heart of Worcestershire College, though some modules may have activities that take place elsewhere for instance three modules involve work-based learning placements. Students in employment will have elements of work experience taken in one or more organisations other than their normal employment.

At the beginning of your course you may attend at the University for an Induction session which, as well as involving some preparatory tuition, will act as an orientation session with an introduction to all the facilities and resources available and where they are situated. You will also receive an induction into Heart of Worcestershire College, where the module delivery will be clearly explained and the module guide issued to you.

It is very important that you attend all the timetabled study sessions and submit all the assessments that are required for successful completion of the programme of study.

9. Learning and Teaching Techniques and Work Based Learning

There is a range of teaching and learning techniques used in respect of the modules contributing to this award. These may include: -

- Lectures
- Tutorials and workshops.
- Guest Speakers
- Guided independent study
- Student presentations
- Group discussion
- Case study analysis
- Guided independent study. This will include interactive teaching materials to support each module, which will be placed on the College's intranet/extranet, which in turn will be supported by tutor by telephone and email.
- Industrial visits

More detailed information is to be found in the module guide for each module that will be given to each student at the start of teaching.

The Skills Underpinning the Course

The course aim is to supply you with the knowledge, skills and understanding to be able to use the techniques that you will learn within a working professional environment.

The modules will also enable you to develop self-confidence with the techniques of planning study, develop strategies for research and the ability to reflect upon the relevance of acquired knowledge and its relationship with learning gained in the workplace through work placements with an employer.

Together these skills enable you to take responsibility for the learning process in a way that enhances your personal understanding of how knowledge can be applied in an accurate and appropriate way inside or outside the work place.

Further details of course content can be found in the module guides.

10. Assessment Methods and Regime

Assessment will include a diverse range of methods, appropriate to meeting the Learning Outcomes. This means that the type of assessment tasks you will be given for a particular module have been chosen so that they help you obtain the skills and knowledge that you will need at work. The assessments have also been chosen so that you develop your academic skills throughout the course with the modules in year 2 requiring more advanced analysis, research, tests/exams and project work than the modules in year 1. Some important points about assessments are:

- The nature and/or the assessment tasks are clearly articulated at the start of the module;
- You are informed of the criteria against which work will be judged and the distribution/weighting of marks/grades against the marking criteria;
- Assessment takes into account the workload demands made on you.

Examples of methods of assessment include:

- Design of computer based solutions e.g. computer games
- Classroom based group tasks.
- Computer aided assessments
- Problem solving tasks
- Examinations
- Reflective learning logs
- Report writing
- Presentations

Some assessments are based on work experience obtained either from your employment or placement. Individual module guides will provide you with more detailed information.

Submission of your work

Assessment Grid showing planned deadlines

| Level 4 | | | | | | | | | | | | | | | | | |
|----------------|---|----|---------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|
| Semester 1 | | | Credits | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 4CP001 | Introduction to 3D Art & Programming for Games | 20 | | | | | | | | * | | | | | | | * |
| 4DM002 | Introduction to Web Development | 20 | | | | | | * | | | | | | | | | * |
| 4DM001 | Video Editing & Post production | 20 | | | | | | * | | | | | | | | | * |
| Semester 2 | | | Credits | | | | | | | | | | | | | | |
| 4CP002 | Work Based Learning Live Project (WBL) | 20 | | | | | | | * | | | | | | | | * |
| 4DM003 | Publishing on the Web | 20 | | | | | | * | | | | | | | | | * |
| 4CP003 | Games Development & Architectures | 20 | | | | | | | * | | | | | | | | * |
| Level 5 | | | | | | | | | | | | | | | | | |
| Semester 1 | | | Credits | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 5DM001 | Interface Design | 20 | | | | | | * | | | | | | | | | * |
| 5CP002 | Sound Development for Games & Interactive Media | 20 | | | | | | | * | | | | | | | | * |
| 5CP003 | Marketing Interactive Media & Games products | 20 | | | | | | | | | | * | | | | | * |
| Semester 2 | | | Credits | | | | | | | | | | | | | | |
| 5CP001 | Games & IE Development | 20 | | | | | | | | * | | | | | | | * |
| 5DM002 | Interactive Media in Practice (WBL) | 20 | | | | | | | * | | | | | | | | * |
| 5DM003 | 3D Character Design & Scenarios (WBL) | 20 | | | | | | | | * | | | | | | | * |

You will be provided with an assessment timetable at the commencement of each academic year. You will be given a minimum of four weeks' notice of the details of each assignment. This will include:

- Submission date of the assignment as per assessment timetable.
- Title of the assignment.
- Name of the tutor(s) marking the assignment.
- Maximum wordage where appropriate
- Guidelines to include indicative reading for the assignment.
- Weighting of the grades where appropriate.

You will be expected to word process all assignments where appropriate and submit all final work via Moodle. You must hand in all assignment work on or before the due submission date.

Failure to hand in an assignment without an extension by the submission date will result in the assignment not being marked and NS being awarded.

Feedback on your work

You will receive feedback on your assessment in a number of ways. Feedback on assessment will normally be given both during the workshops associated with this programme or in some cases, electronically by email. This will be in the form of a feedback sheet that will be either handed directly to you or may in your absence be posted on Moodle.

This work will be returned to you after being marked and moderated internally and you will receive a provisional mark. This will be subject to confirmation by the external examiner at the Subject and Award Boards held at the University. You will normally receive feedback within two weeks of the Award Boards.

Teaching Plan

In all teaching sessions for each semester you will receive formal classes covering all of the modules that you are studying. There will be a mixture of lecture, workshop, and tutorial sessions as well as opportunities to meet with staff and fellow students to discuss any concerns that you may have with your studies.

Module Evaluation Questionnaires

During the course of your studies you will be asked to complete a number of questionnaires designed to evaluate your experience as a student on the modules you are studying. These will be administered on a random basis over the course of your studies. Answering these questionnaires does not require you to disclose your identity. Heart of Worcestershire College and the University take the results very seriously and you will receive feedback on any action taken in response to student comments.

HEART OF WORCESTERSHIRE COLLEGE CALENDAR 2014/2015

| DATE | | WEEK | |
|--------------|----------------|------|---|
| September 14 | 01 – 05 | 1 | Wednesday 3th INDUCTION HEART OF WORCESTERSHIRE COLLEGE |
| | 8 – 12 | 2 | Tuesday 9th INDUCTION at WOLVERHAPTON UNIVERSITY |
| | 15 – 19 | 3 | Meetings FD 1 18/9 FD 2 19/9 |
| | 22 – 26 | 4 | SEMESTER One - Session 1 |
| October 14 | 29 - 03 | 5 | - Session 2 |
| | 06 – 10 | 6 | - Session 3 |
| | 13 – 17 | 7 | - Session 4 |
| | 20 – 24 | 8 | - Session 5 |
| | 27 – 31 | 9 | Student Half-Term Holiday |
| November 14 | 03 – 7 | 10 | - Session 6 |
| | 10 – 14 | 11 | - Session 7 |
| | 17 – 21 | 12 | - Session 8 |
| | 24 – 28 | 13 | - Session 9 |
| December 14 | 01 – 05 | 14 | - Session 10 |
| | 8 – 12 | 15 | - Session 11 |
| | 15 – 19 | 16 | Staff Training Day 18/12 - Session 12 |
| | 22 – 26 | 17 | Student Xmas Holiday |
| January 15 | 29 – 02 | 18 | Student Xmas Holiday |
| | 05 – 9 | 19 | - Session 13 |
| | 12 – 16 | 20 | - Session 14 Assessment week |
| | 19 – 23 | 21 | SEMESTER Two - Session 1 |
| | 26 – 30 | 22 | - Session 2 |
| February 15 | 2 – 06 | 23 | - Session 3 |
| | 9 – 13 | 24 | Staff Training Day 13/2 - Session 4 |
| | 16 – 20 | 25 | Student Half-Term Holiday |
| | 23 – 27 | 26 | - Session 5 |
| March 15 | 2 – 06 | 27 | - Session 6 |
| | 9 – 13 | 28 | - Session 7 |
| | 16 – 20 | 29 | - Session 8 |
| | 23 – 27 | 30 | - Session 9 |
| April 15 | 30 – 03 | 31 | Student Easter Holiday |
| | 06 – 10 | 32 | Student Easter Holiday |
| | 13 – 17 | 33 | - Session 10 |
| | 20 – 24 | 34 | - Session 11 |
| May 15 | 27 – 01 | 35 | - Session 12 |
| | 04– 08 | 36 | 4th May – Bank Holiday - Session 13 |
| | 11 – 15 | 37 | - Session 14 Assessment week |
| | 18 – 22 | 38 | Feedback week |
| | 25 – 29 | 39 | Student Half-Term Holiday |
| June 15 | 01 – 05 | 40 | Assessment Boards |
| | 08 – 12 | 41 | Assessment Boards |
| | 15 – 19 | 42 | Publication of results |
| | 22 – 26 | 43 | |
| July 15 | 29 – 03 | 44 | |
| | 06 – 10 | 45 | Resit week |
| | 13 – 17 | 46 | |
| | 20 – 24 | 47 | Resit Boards |
| | 27 – 31 | 48 | Publication of results |
| August 15 | 03 – 7 | 49 | |
| | 10 – 14 | 50 | |
| | 17 – 21 | 51 | |
| | 24 - 28 | 52 | |

11. Module Details

4CP001 Introduction to 3D Art & Programming for Games

This module is designed to enable students to develop essential skills relating to the creation and design of 3D buildings and static objects for inclusion into game levels or interactive media environments.

The student will examine industry standard software, such as 3DS Max and Adobe Photoshop or an equivalent, and create 3D content as well as learning about object oriented programming, i.e. declaring classes, creating objects and determining events and methods to cause the interactions between the objects using various scripting languages.

This module has links with:

- Games Development & Architectures
- Work Based learning Live Project
- 3D Character Design & Scenarios
- Interactive Media in Practice
- Games & Immersive Environment Development

4DM002 Introduction to Web Development

This module is designed to allow students to use and evaluate current industry standard tools, techniques and software with a view to producing web based solutions for a range of uses. They will examine the use of Cascading Style Sheets (CSS) as a means of making flexible web sites.

This will involve developing skills in the planning, design, implementation and evaluation of a web based solution to a given topic and increase the student's ability to communicate and interact using web based tools.

This module has links with:

- Publishing for the Web
- Interface Design
- Marketing Interactive Media & Games Products

4DM001 Video Editing & Post Production Techniques

This module is designed to enable students to develop essential skills relating to the creation and editing of animated or live “cut scenes” or introductory scenes within the environment of a game or piece of interactive media.

This will involve a detailed study of video editing techniques and practises using industry standard software such as Adobe Premiere or an equivalent and the creation of post production effects using software such as Adobe After Effects as well as detailed research into the established principles of video editing & storyboarding and the use of cut scenes within games.

This module has links with:

- Games & Immersive Environment Development
- Marketing Interactive Media & Games Products
- Work Based learning Live Project
- Interactive Media in Practice (WBL)

4CP002 Work Based Learning Project (WBL)

A work based learning module that will allow the learner, in conjunction with External Consultants, to undertake a live project from initial client proposal through to finished presentation within the confines and working conditions of a “real life” working brief.

The learner will work with the consultants on all aspects of the proposal and will use industry standard software to develop the work from photomontage through to 3D visualisation.

The learner will experience how work is demonstrated and presented to a client and gain an understanding and evaluation of working to deadlines and established practises used within the work environment.

This module has links with:

- Introducing 3D Art & Programming for Games
- Video Editing & Post production Techniques

4DM003 Publishing on the Web

This module aims to allow students to use and evaluate current industry standard tools and technologies with a view to publishing their own material on the web. They will make a further in depth examination on the use of CSS as a means of making flexible web sites and look at the advantages and disadvantages of different and new types of publishing and reach informed conclusions as to how these technologies can best be used to fulfil user needs.

This module is designed to expand on knowledge gained from the Introduction to Web Development module and has links with:

- Introduction to Web Development
- Interface Design
- Marketing Interactive Media & Games Products

4CP003 Games Development & Architectures

This module will help learners to develop essential skills relating to the principles and techniques used in the construction of computer games or Immersive Environment (IE) The learner will learn how to construct a computer game using professional 3D software, to appreciate the principles involved in constructing a game and to understand the software and hardware systems required to support this process.

To achieve this, learners will examine the technical aspects of game level design, theories associated with what makes a compelling game and the technical requirements of related software & hardware used in the construction of game levels as well as the principles of AI and game physics.

This module has links with:

- Introducing 3D Art & Programming for Games
- Work Based learning Live Project
- 3D Character Design & Scenarios
- Interactive Media in Practice
- Games & Immersive Environment Development

5DM001 Interface Design (WBL)

Allow learners the opportunity to explore research and develop technologies and techniques used in the creation of interactive interfaces.

The learner will examine the theory behind interface design, taking into account human characteristics as well as technological considerations and then design and create their own interface based on their findings and their own personal interests.

This module has links with:

- Introduction to Web Development
- Publishing for the Web
- Sound Development for Interactive Media & Games

5DM003 3D Character Design & Scenarios

Allow learners to develop the skills needed to create android apps for use on mobile media such as phones and tablets.

This will include studying and evaluating the established practises used by industry in creating and publishing apps.

This module is related to Marketing Interactive Media & Games Products in which the student must develop ideas for at least 2 apps and then pitch them to a panel that will then decided which is to be created. Learners will also be required to create at least one 3d character to be used with the app.

This module has links with:

- Introducing 3D Art & Programming for Games
- Games & Immersive Environment Development
- Marketing Interactive Media & Games Products

5DM002 Interactive Media in Practice (WBL)

Allow the learner, in conjunction with an external client e.g. West Midland Police, to examine how interactive media can be used in a practical “real life” way in the development and presentation of evidence for use in a courtroom.

The learner will examine the process from the analysis of evidence as still images, video & sound files to the development of interactive mock up 2D and 3D presentations based on this evidence, using industry standard software (such as Adobe Flash, 3DS Max, UDK)

The learner will also examine the constraints placed on the display of evidence in this way by law and develop an understanding of how interactive evidence is used within a courtroom.

The learner will also experience first hand how this process is put into practise.

This is a work based learning module developed with the help of West Midlands Police.

This module has links with:

- Introducing 3D Art & Programming for Games
- Games Development & Architectures
- 3D Character Design & Scenarios
- Video Editing & Post Production Techniques
- Games & Immersive Environment Development

5CP001 Games & Immersive Environment Development

This module allows learners to develop a fully working 3D game in a genre of their own choosing. The module will develop ideas and concepts examined in a previous unit (Game Development & Architectures) and explore game genres, level & object design, physics engines and scripting to provide game AI.

The module is designed to be practical, hands on approach to acquiring the necessary skills needed for the design and development of games as well as an understanding of game design principles.

The module will put into practise many of the concepts developed during the course to produce a fully working intermediate standard product.

This module has links with:

- Introducing 3D Art & Programming for Games
- Games Development & Architectures
- 3D Character Design & Scenarios

5CP002 Sound Development for Games & Interactive Media

Enables learners to develop essential skills relating to the creation and design of sound elements for inclusion in games and interactive media.

The module will examine the use of ambient sound, background music, sound effects, dialogue and narrative within a game or interactive media environment. The learner will examine and evaluate current techniques and practises in the use of sound via research and the development of their own unique music and sounds using industry standard software such as Adobe Soundbridge or Adobe Audition or an equivalent, which will then be applied to a relevant product.

The learner will examine how sound is used to create atmosphere, tension and dynamics as well as narrative flow within the context of a game or interactive media environment.

This module has links with:

- Interface Design
- Game & Immersive Environment Development

5CP003 Marketing Interactive Media & Games Products

Enable learners to develop an understanding of the role of marketing with regards to the management of product, pricing, distribution and promotion of a unique game or interactive media product or an app.

The module will enable the learner to create a whole marketing strategy based on principles used in industry to promote and market a game or interactive media product that they have created. The module is designed to relate to the 3D Character Design & Scenarios module enabling the learner to develop ideas and marketing strategies for the design of an android app and then pitch the idea to a panel in a “Dragons Den” type scenario. The panel will then decide which design is taken forward.

Learners will examine market trends (viral, internet) and buyer behaviour and formulate decisions as to the best approach to use.

This module has links with:

- 3D Character Design & Scenarios
- Publishing on the Web

12. Extensions to Coursework Deadlines and Extenuating Circumstances

1a. If you need to seek an extension to the published deadline for a piece of coursework you must see the course tutor at least one week before the submission deadline. The Heart of Worcestershire College course tutor will discuss with you the implications of your request and may request to see you if necessary and assess its validity against University criteria. To support your request you should provide evidence.

1b. If the course tutor supports your request you will complete and submit a University form SCIT EX01, available from the Course Tutor, together with supporting evidence, e.g. a medical note. Normally extensions are for no more than 5 working days. The course tutor may need to discuss a new deadline with the Associate Module Leader or another member of staff.

EXTENUATING CIRCUMSTANCES

2a. Sometimes extenuating circumstances such as illness or other serious personal difficulties which affect your ability to undertake or complete assessed work cannot be resolved by obtaining an extension (as in the previous section). In this situation you must notify the University on the appropriate University form AU34 (POG34) available from your Heart of Worcestershire College course Tutor. These forms are also available from the University's Campus Student Office or online from e-vision. In addition you will be provided with copies of this form at the start of the course. You should see the Heart of Worcestershire College course tutor or your personal tutor immediately to notify them of your extenuating circumstances or difficulties unless it is impossible for you to attend the College. Students may also complete and submit these forms by email but supporting evidence normally needs to be sent by letter or handed in at the Student Office. The forms must be submitted as soon as the extenuating circumstance arises.

2b. What evidence will I need?

You will be expected to provide independent evidence e.g. a doctor's note or letter from a counsellor **and** supportive evidence e.g. a personal statement from you or some one close to you to back up your claim. You must show how the circumstances impacted on you at the time of the assessment and any period leading up to the assessment where you could reasonably be expected to study.

You should provide original copies of independent evidence and submit to the student office, where they will be photocopied and verified as true copies.

13. Statement on Academic Misconduct

The College/University regards matters of academic conduct of fundamental importance. You will be issued with the College and University by laws at Induction. In addition it is important that you take time to read the following since any academic misconduct cases will also be administered in accordance with University regulations and penalties imposed jeopardise your chances of success on the course.

SERIOUS ACADEMIC MISCONDUCT

Plagiarism

Plagiarism is incorporating unattributed direct quotation or paraphrasing from someone else's work into your own. In effect, stealing another's work and passing it off as your own.

During your time at the College/University, you will be given advice by your tutors and within module guides and Course guides on how to use other people's work (published or unpublished) to support your own arguments and analysis, in essays, seminar papers and dissertations.

If you steal words and ideas either from a published author or from a fellow student without proper acknowledgments, then you are guilty of intellectual theft. You could find yourself facing an investigating panel and, if you are found guilty, you will be penalised.

So make sure that you understand what constitutes plagiarism. Take care to cite your sources properly.

Cheating

Cheating is interpreted widely as any attempt by a student to gain unfair advantage in an assessment by dishonest means. Cheating includes:

- Communicating or trying to communicate in any way, with another candidate in an examination;
- Introducing unauthorized material into an examination (e.g. books, crib notes, etc);
- Obtaining an examination paper in advance of its authorised release;
- Stealing another student's essay and passing it off as your own.

Collusion

Collusion is a situation in which two or more students have collaborated to produce a piece of work to be submitted (in whole or in part) for assessment and this is presented as the work of one student alone.

Collusion which is intended to deceive markers that the work submitted has been independently produced by one student is a form of cheating and, once identified, will be dealt with by the University as a serious offence. Such collusion, which is intended to give the students concerned an unfair advantage over other students, will thus attract a serious penalty.

Penalties

Where an offence is admitted or an independent panel decides that cheating, plagiarism or collusion has occurred, a penalty will be imposed. The severity of the penalty will vary according to the nature of the offence and will range from failure of the assignment under investigation to exclusion from the College/University.

APPEALS

1. Purpose

The purpose of the appeals procedure is to enable a student who believes that he or she has a case under the regulations to query a published decision of an Award Board (including a decision which requires the student's withdrawal from the Award on academic grounds) to request a review of that decision.

2. Feedback on Grades

A student wanting additional feedback on an individual module grade or assessment decision should discuss this with his/her module tutor or Course Tutor as appropriate.

3. Procedure to deal with student request for a re-mark of coursework, an examination paper or question.

If a student is concerned that an assessment grade is lower than expected, s/he may request that the work in question is marked by a second examiner if this has not already been done. This entitlement is distinct from the appeals procedure. There is no formal appeal against the academic judgment of examiners i.e. in relation to marks or grades awarded.

4. How to Appeal

A student considering a formal appeal under the procedure is advised to discuss the matter with the Course Tutor at Heart of Worcestershire College. Alternatively a student may contact the Chair of the Course Assessment Board to discuss the situation. If the student then decides to appeal he or she should write to the University's Appeals Officer or Award Manager as soon as possible, and no later than three months after the publication of the challenged decision, stating the grounds for appeal and enclosing any relevant documentary evidence.

5. Grounds for Appeal

There is no ground of appeal against the academic judgement of an Assessment Board.

The ONLY grounds for appeal are one or other of the following:

- a) Material error or irregularity in the assessment process, or incorrect application of assessment regulations, either of which is material to the assessment decision being queried by the student,

Or

- b) Personal circumstances not known to the Assessment Board at the time their decision was made. For example:

Illness, bereavement or other extenuating circumstances. In such a case the student would need to demonstrate very strong reasons why he/she was unable to disclose the problem at the time the assessment took place rather than after the Board had met.

The full appeals procedure can be found in section 7 of the University Academic Regulations for Students, available from Campus Learning Centres and from Heart of Worcestershire College.

Complaints – Heart of Worcestershire College

Heart of Worcestershire College aims to provide a high quality and supportive education and training service to all who use it. We are ready to respond positively to any complaints we may receive from students, employers and members of the local community.

Complaints can be made via suggestion boxes located at campus receptions or via the college web site.

Statement from the Heart of Worcestershire College web site regarding policy on complaints -

“All the complaints we receive are sent to the Principal's Office to be recorded and you will be sent an acknowledgement within 3 working days from our receipt of your complaint. The Principal's Office will then ask the most appropriate College Manager to write to you to tell you what actions we will be taking or, if there is nothing that can be done at present, why this is the case. The Manager in question is required to act upon this request promptly and you will receive a detailed response within 10 working days from the date of your initial acknowledgement.

If you are not happy with the response from us you can contact the Principal's Office and ask for the complaint to be progressed to a higher level. “

Complaints that remain unresolved may ultimately progress to an Independent Appeals Panel convened by the College's Principal.

If you are not happy with the College's response to your appeal, you should contact the Learning and Skills Council at
Progress House,
Midland Road,
Worcester,
WRS 1DU
Tel: 0845 0194188

Complaints - Wolverhampton

If for any reason you wish to make a complaint the following explains the procedure for doing this.

The University of Wolverhampton is committed to providing high quality services to its wide range of students and many other clients regardless of their gender, creed or nationality. The maintenance of quality systems to assist teaching and learning activities and ensuring optimal efficiency of the institution's support system is a major commitment. If the University is to be successful in achieving a client centred culture, it is important that you, the client feel able to express dissatisfaction and have the confidence that your complaint will receive timely and appropriate attention.

As part of this on going commitment to total quality management, the University has introduced a complaints procedure whereby students, staff and all other clients of the University services are able to register any dissatisfaction they may have regarding the service they have received. Where practicable, every effort will be made to respond to named complainants within a 28-day period. All complaints will be carefully monitored and, where appropriate, quality improvement measures introduced.

The operation of the complaints procedure will be monitored and reviews published.

Complaints will be referred to the appropriate manager (depending on the nature of the complaint) such as the Award Leader or the Division Leader. If a satisfactory conclusion cannot be reached, the matter will be referred to the Dean. In all cases the progress of the student's complaint will be notified to him or her at each stage and, where possible, the matter will be resolved within 28 days.

It is not intended that this complaints procedure extends to cover the University's existing assessment appeals, staff grievance or racial/sexual harassment and discrimination procedures. Academic Assessment Appeals against assessment decisions must follow the relevant procedure set out in the University Academic Regulations For Students, copies of which are available at the Learning Centres and Campus Registries. If satisfaction is not received from the relevant School, Department or Unit, the matter should be referred to the Appeals Officer in the University Student Office. Similarly, staff grievance or racial/sexual harassment and discrimination complaints should also follow the relevant University procedure.

Complaint forms can be obtained from Campus Student Office and from University Learning Centres.