



# BSc (Hons) Business Information Management

PROGRAMME HANDBOOK

2015-2016

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## 1 Welcome from the Programme Leader

Welcome to the Bsc (Hons) Business Information Management degree here at Northumbria University.

I hope you enjoy your time with us and take every opportunity to enjoy the experience and get the very best degree you can.

Honglei Li



## 2 About this handbook

This handbook is designed to provide a guide to your programme of study at Northumbria. It should be read alongside the University and School Student Handbooks which contain more general information about being a student at Northumbria within the Faculty of Engineering and Environment.

It does not provide all of the information that you will need although it attempts to tell you where to find most of that information. The latest version of much of the further information that you need is to be found in a comprehensive and definitive form on the Northumbria website. A key page is titled '*Information for Students*' available by clicking on '*Current Student*' on the University home page (<http://northumbria.ac.uk>).

## 3 Who's Who and Communication?

### 3.1 Who to go to for help

You will meet a broad range of academic, administrative and technical staff throughout your studies. The majority of staff will be drawn from the various subject areas within the School. However, we also draw upon subject specialism outside the School and external consultants, industrialists and advisors.

Staff from the school and from the wider university (such as the Library & Learning Services, IT Services and Student Services) are here to help you get the most out of your Programme. In this section, we introduce you to some of the key people who will support you at School and subject area level.

#### Faculty Office

Office Location: Ellison Building Room B201

Email: [ee.studentsupport@northumbria.ac.uk](mailto:ee.studentsupport@northumbria.ac.uk)

Telephone: 0191 227 4722

Office hours: 8.30 am – 5 pm Monday to Thursday, 8.30 – 4.30 pm on a Friday

This is a dedicated point of help for students. It should be your first point of contact for all queries.

#### Submission of Assignments

Where student work is submitted via the office, **all work must be submitted to B201 in Ellison Building.**

#### Programme Leader: Honglei Li

Office Location: Pandon Building, room PB031

Email: [Honglei.li@northumbria.ac.uk](mailto:Honglei.li@northumbria.ac.uk)

Telephone: 0191 243 7830

Office Hours: Tuesday-Thursday 9am – 5pm

Your Programme Leader is the academic leader for your Programme and is responsible for managing the Programme on a day to day basis, working with other School and University staff – academic, administrative and technical – as needed. Your Programme Leader is committed to helping you get the most out of the Programme and, where relevant, will liaise with your Module Tutors and other relevant staff to make sure that they are aware of your needs and of how you are doing.

## Programme Administrator

Your Programme Administrator holds all the key information regarding your programme. This is the person who manages such processes as enrolment, option choice, day to day correspondence, confirmation of attendance letters, marks entry, etc. They can be contacted via the Pandon School Office, PB007.

The Programme Administrators for the BSc (Honours) Business Information Management programme are:

Programme Support Co-ordinator    Emma Hansom

Office Location:	PB007
Email:	<a href="mailto:emma.hansom@northumbria.ac.uk">emma.hansom@northumbria.ac.uk</a>
Telephone:	227 3384

Programme Support Administrator    Lisa Smith

Office Location:	PB007
Email:	<a href="mailto:lisa.smith@northumbria.ac.uk">lisa.smith@northumbria.ac.uk</a>
Telephone:	227 3699

## Module Tutor

For each module of study, you will have a designated Module Tutor. The Module Tutor is responsible for the organisation of the module and supporting your learning and assessment on that module.

## Year Tutor

Additional support is also provided by the Final year tutor

Ed Hyatt	
Office location:	PB031
Email:	<a href="mailto:ed.hyatt@northumbria.ac.uk">ed.hyatt@northumbria.ac.uk</a>
Telephone:	243 7413

## THE BUSINESS INFORMATION SYSTEMS SUBJECT AREA TEAM

Academic Staff			Room	Phone
	Prof Gobinda Chowdhury	Head of Department	PB121	243 7304
	Julie Walters	Director of Programmes	PB021	227 4674
	Dr. Honglei Li	Programme Leader	PB031	243 7830
	Jackie Adamson		PB 032	227 4408
	Colin Goodlet		PB034	227 4353
	Ed Hyatt		PB031	243 7413
	Riona Scott		PB032	227 4964
	Andrew Turnbull		PB039	227 4349
	Julie Walters	Programme Director	PB021	227 4674
	Dr. Geoff Walton		PB038	243 7144
	Ian Watson		PB033	227 4374
	Steve Ball		PB 038	227 4137
External Examiners				
	Dr Diana Limburg Oxford Brookes University			
Administrative Support	Emma Hansom	Programme Support Co-ordinator	PB007	227 3384
	Lisa Smith	Programme Support Administrator	PB007	227 3699
IT Help Desk	Email: it.help@northumbria.ac.uk			227 4242

## 3.2 Communication

### Contacting Your Programme Leader

Academic staff may teach on many modules and programmes. In addition they may have other roles and responsibilities which take them from their office. Thus it is advisable to make an appointment if you wish to see them. You can do this via email or you can just turn up at their office. Occasionally you may be able to have an immediate appointment, but don't be disappointed if you are asked to return at a mutually convenient time. Please contact staff to cancel if you are unable to make the arranged appointment.

### Email

Email is used extensively throughout the University and is a very effective method of communication between students and staff. You will be automatically allocated an email address by the University once you have enrolled. Do remember that the Northumbria email address is the one that should be used when contacting University and School staff. It is also the one that is used by staff to make contact with you, so do make sure that you check it regularly, particularly if you also use a personal email account. Please be aware that staff may not reply to your email immediately due to their other duties and activities.

### eLearning Portal

The eLearning Portal (eLP) is a very important resource for students. You will find specific information related to the modules you are taking, such as copies of lecture and seminar handouts, assignment briefings, instructions, and announcements. You will be shown how to access the eLP in Induction week. For example, your Year Tutor may use the eLP to pass on information concerning programme matters. There is also a module – the CEIS School Office: Customer Support – which acts as an electronic notice board for a wide range of information that students need during the academic year. It is therefore important that you check the eLP regularly – at least daily – for new announcements and new material.

### Plasma Screens

The school owns a number of plasma screens in Pandon and Ellison Building. These are also used to display announcements, events and opportunities such as visits from potential placement providers.

### Programme Notice Board

An important point of contact for staff with students is the Programme Notice Board. This could be for timetable changes, assessment information or personal messages. **YOU MUST CHECK THE NOTICEBOARDS REGULARLY.** It is particularly important to check the notices at the start of the semester when timetable changes are more likely and towards the assessment period when important information will be displayed. The Notice Board can be found on the ground floor of Pandon Building beside the G5 lab.

**PLEASE NOTE: *IT IS REALLY IMPORTANT THAT IF YOU HAVE AN ISSUE YOU CONTACT US AS SOON AS POSSIBLE – WE ARE HERE TO HELP***

## 4 Programme Information for BSc (Hons) Business Information Management

Here you will find specific information on your programme of study. There is a national requirement that all university programmes of study have a publicly available Programme Specification and this section is based on that programme specification. The full and definitive version of the programme specification can be found at <http://www.northumbria.ac.uk/programmespecs/>

### 4.1 Programme Aims

The primary aims of this programme are to produce graduates who have a solid understanding of information management issues and requirements, understand the limitations organisations can bring to IS/ICT deployment, appreciate the importance of IS/ICT in an organisational context, effectively work in a team, solve problems, professionally present ideas and can clearly identify the interrelationships between IS/ICT and organisations.

### 4.2 Programme Learning Outcomes

#### a) Knowledge and Understanding

- Information Communication Technology and Systems, their inter-relation and impact on the business environment
- Information Management concepts, theories and practices in business organisations
- Business Organisation, Structure, Functions and Environment
- Management Processes and Theories
- Management Information Systems
- Underlying structure of Information Systems
- Professional, ethical, legal and social issues relating to information management
- The appraisal of Information Systems and Technology for business benefit
- Contemporary and pervasive issues (e.g. Outsourcing, CRM, e-commerce, knowledge management, entrepreneurship)

#### b) Intellectual Skills

- Effective Problem Solving and Decision Making
- Cognitive skills – critical thinking, analysis and synthesis
- Effective communication (Listening / talking / writing) at levels appropriate to the audience
- Research skills
- Demonstrate and exercise independence of mind and thought
- Demonstrate logical and methodical approach to problems and situations
- The ability to discuss and critically evaluate

#### c) Practical Skills

- Use of appropriate software (e.g. Intranets/e-Learning Support Environments, Internet browser/search engines, Microsoft Outlook & Office)



- Support the effective management of the deployment of business information systems and information management resources
- Plan, organise and execute effective business information location, retrieval and analysis projects
- Research and write a business report.

**d) Transferable/Key Skills**

- Communicate information, ideas problem and their solution, in both written and oral form
- Manage their time and resources efficiently
- Work effectively both individually and as a member of a team
- Exercise initiative and personal responsibility
- Learn independently using a diverse range of resources
- Evaluate and criticise their own learning experience
- Learning how to learn
- Self awareness, diversity and culture

### 4.3 Programme Structure

#### BSc Business Information Management Programme Structure Diagram

Level 6			
<b>IS0629 Research Methods and Academic Communication</b> (20 credits)	<b>IS0605 Organisations in the information age</b> (20 credits)	<b>IS0621 System thinking and Organisational Learning</b> (20 credits)	<b>CM0647 Project Management and Professional Development</b> (20 credits)
<b>IS0624 Research Paper in Business Information Management</b> (20 credits)			<b>CM0603 Strategic Systems Management</b> (20 credits)

## 4.4 Learning, Teaching and Assessment Strategy

The LEARNING and TEACHING take place via lectures supported by small-group seminars and workshop sessions. Seminar time is used for problem-solving, reinforcement of concepts, principles and techniques and for discussion of ideas and issues.

Lecturers are free to adopt teaching styles to suit the material delivered, and their own personalities and abilities, but IT based information resources, in particular the internet and intranet, will be used extensively to support lectures, seminars, workshop work and independent learning. In addition a great deal of emphasis will be placed on students to work outside the timetabled hours, both in terms of directed and independent learning – it is recognised that for this to occur the students will need significant guidance and the necessary skills to undertake ‘self learning’ and it is anticipated that this will be delivered during the induction period.

Concepts, issues, techniques, tools and technologies are discussed, reinforced and extended through seminar activity. Students are encouraged to become (self-) critical, reflective, and creative. Seminars and Workshop sessions are key vehicles for developing these skills and providing opportunities for their use.

Students are expected to select and apply a range of different solutions to problems that they, themselves, will need to recognise and define from the given domain. Case studies and individual and group project activity will be used to develop these higher order skills with students increasingly working independently of staff.

Integration of the knowledge and skills developed on the course is achieved through the taught modules themselves and through the Research Paper. This also provides a key focus for application of students' intellectual skills, developed in preceding and parallel modules.

ASSESSMENT of a module includes a blend of summative and formative elements. A key goal of the School is to avoid overloading student summative assessment. To that end, each learning outcome on a module is only summatively assessed once where possible. The form of summative assessment, and weightings, is specified by the Module Tutor, appropriate to the particular module, and may comprise coursework and/or examination.

## 4.5 Module Information

A full and detailed breakdown of the modules on the programme and information about assessment and teaching methods can be found at

<http://www.northumbria.ac.uk/?view=CourseDetail&code=UUFACM1&page=modules>

## 4.6 Student Feedback

Student Representatives are elected in Induction Week. Being a Student Representative is a responsible task and one that is important, not only to help the University operate effectively, but also to make sure that you and your fellow students are getting the best experience possible whilst at Northumbria. The students in your Year Group elect the Student Representatives for the coming academic year. The Reps' commitment will be to gather 'issues and ideas' from fellow students and feed these back each semester at Staff Student Liaison Committee (SSLC) meetings with the Programme Director and Programme Leader and at Programme Committee Meetings with the Programme Management Team. The results of such discussion between the Reps and programme team may then be actioned as appropriate, and results fed back via published minutes and through the Reps.

The main role of the Student Rep is to represent the students in the School on programme related matters at the programme committees, however their role need not be limited to participation in programme committees, nor need they wait for the committee to meet to act on any issues affecting the student body. They can represent students at various meetings in the Students Union, including the Student Council as well as the Annual General Meeting.

# 5 Programme and Assessment Schedule

## Assessment Schedule

The assessment schedule for individual modules will be determined by the Module Tutors. The individual assessment weightings and details of In Course Assessment/Assignment handout dates and submission dates will be specified in the Module Guides which will be made available at the start of Semester 1. Examinations will normally take place during the examination weeks at the end of Semester 2.

The Assessment Schedules will be made available electronically on the eLearning Portal at the start of the academic year.

Teaching Week	W/B	Time Table week	CM0647 - Project Management and Professional Development	CM0603- Strategic Systems Management	IS0624-Research Paper in Business Information Management	IS0605 - Organisations in the Information Age	IS0621 - System thinking and Organisational Learning	IS0629 - Research Methods and Academic Communication
Induction	14/09/2015	9						
1	21/09/2015	10	Formative assignment out			Group report handout		Portfolio Items 1 & 2 hand out
2	28/09/2015	11	Formative assignment in					
3	05/10/2015	12	Assignment 1 out				Assignment Part 1 Hand Out	RM Report hand out
4	12/10/2015	13						
5	19/10/2015	14						
6	26/10/2015	15	Feedback					Portfolio Item 1 hand in
7	02/11/2015	16	Assignment 1 in, Assignment 2 out					
8	09/11/2015	17						
9	16/11/2015	18						
10	23/11/2015	19						Item 1 Feedback Available
11	30/11/2015	20	Feedback			Group report submission		Portfolio Item 2 Presentations
12	07/12/2015	21	Assignment 2 in					Portfolio Item 2 Presentations
Winter Break	14/12/2015	22						
Winter Break	21/12/2015	23						
Winter Break	28/12/2015	24						
Assessment and Feedback week	04/01/2016	25				Group report feedback	Assignment Part 1 Hand In	RM Report Hand in
Assessment and Feedback week	11/01/2016	26						
1	18/01/2016	27		Assignment Out	Research Paper hand out	Individual essay hand out		
2	25/01/2016	28	Feedback					
3	01/02/2016	29					Assignment Part 1 Feedback & Assignment Part 2 Hand Out	RM Report Feedback
4	08/02/2016	30						
5	15/02/2016	31						
6	22/02/2016	32						
7	29/02/2016	33						
8	07/03/2016	34						
9	14/03/2016	35						
Spring Break	21/03/2016	36						
Spring Break	28/03/2016	37						
Spring Break	04/04/2016	38						
10	11/04/2016	39						
11	18/04/2016	40		Assignment Submission				
12	25/04/2016	41			Research Paper hand in	Individual essay submission	Assignment Part 2 Hand In	
Revision and Assessment	02/05/2016	42			Hand in Research Poster			
Revision and Assessment	09/05/2016	43			Research Conference			
Revision and Assessment	16/05/2016	44		Feedback				
	23/05/2016	45				Individual essay feedback		
	30/05/2016	46			Research Paper/Conference feedback			
	06/06/2016	47						
	13/06/2016	48						

## 6 Resources and Laboratories

The Faculty of Engineering and Environment is housed in Pandon Building and Ellison Building and most of your classes will take place in these buildings. Computing laboratories abound – some are open to all University students, such as those in the Library or Pandon Basement.

## 7 Academic Misconduct

Plagiarism, cheating, collusion, ghosting and other forms of unfair advantage will be classed as academic misconduct and are liable to result in disciplinary action according to the University Regulations contained in the Assessment Regulations for Northumbria Awards(ARNA), which can be found at: <http://northumbria.ac.uk/static/worddocuments/ardocs/arna.doc>.

## 8 Professional Bodies

### 8.1 The Institute for the Management of Information Systems (IMIS)

The Business Information Systems degree is accredited by the Institute for the Management of Information Systems (IMIS) which is now part of BCS - The Chartered Institute for IT. This is a professional association giving students membership of the IMIS and access to specialist resources including the latest news and developments in the Information Systems field, as well as details of job opportunities.

**"The mission of the Institute is to further the cause of professionalism within the information systems industry and to increase the awareness by the public, as individuals or as organisations, of the advances, implications and potential within the information systems industry."**

Visit <http://www.imis.org.uk/> for further details of membership, qualifications and services offered.

### 8.2 iSchool @ Northumbria

In 2013, the Information Sciences' application to become an iSchool was accepted and we are now one of 5 UK universities and more than 50 worldwide to join this prestigious organisation, dedicated to advancing the information field in the 21<sup>st</sup> Century. As an iSchool, we aim to promote and develop interest and expertise in the information field, creating innovative systems and designing information solutions that benefit individuals, organisations and society.

Visit (<http://www.northumbria.ac.uk/sd/academic/ee/news/ischool/>) and <http://ischools.org/> to find out more about iSchool@Northumbria

## **9 Faculty Show**

At the end of Semester 2 the Faculty of Engineering and Environment hold a Graduate Show which is open to the public, representatives from local business, the wider university and local dignitaries. This event gives final year students the opportunity to showcase the scope and diversity of their final year work. All final year students are expected to contribute work for the Graduate Show.

## **10 Health and Safety**

The university operate in a safe and healthy environment and follows rules and regulations on health and safety in the following webpage.

<https://www.northumbria.ac.uk/about-us/health-safety/>

Northumbria Students' Union (NSU) is here to make sure you have the best experience possible. NSU is one of the largest and most exciting Unions in the country and that's all because of YOU. We represent you, the student, on all levels, on the issues students are concerned about; receiving a great academic experience, being very employable when you graduate, being safe on campus and in the city and having a fantastic time while a student.

NSU is run by students for students. You can have your say in what NSU does and how it is run, by contacting your [Sabbatical Officers](#) or by coming along to [Student Council](#)

**MEMBERSHIP:** As a student of Northumbria University you are automatically a member of the Students' Union. We also sell NUS Extra Card from the Students' Union at both [Coach Lane](#) and [City Campus](#) giving you discounts in shops and online, but you don't need one to use any of our services.

**DIVERSE:** Your Students' Union is a place which brings together students from all walks of life, all parts of the country and the world and many different cultures. NSU provides lots of opportunities for you to [Get Involved](#), make lasting friendships, increase employability and have FUN!

**INDEPENDENT:** NSU is independent of the University, with its own staff, services and decision-making structure. Run by students for students, providing the best services and opportunities for students we push for change from the University to deliver for students. Find out more at our [You Said, SU Did](#) page. If you need advice about academic appeals or other issues, we can help. Check out the [Advice Page](#).

**VALUE:** Your NSU offers the best value for money, and everything you spend goes straight back into the Students' Union to fund all the activities that we run for you.

If you would like more information check out the website [www.mynsu.co.uk](http://www.mynsu.co.uk) or come and see us at our [offices](#) in City, Coach Lane and London.

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The libraries at City Campus and Coach Lane provide access to a wide range of print and electronic resources including over half a million print books, over 700,000 eBooks and more than 50,000 electronic journals. More details can be found on the University Library website:

<http://library.northumbria.ac.uk/home>

**City Campus Library** (number 14 on City Campus map) is housed near the Student Union building (number 30 on City Campus map).

**Coach Lane Library** is situated on the East Side of the Campus, in F Block (number 16 on Coach Lane Campus map).

City Campus library is open 24/7 during term time and from 9am to midnight during vacation times. Coach Lane library is open 7am until midnight (Monday to Friday), 9am until midnight (Saturday and Sunday). Opening hours are prominently displayed in the foyers of the library

buildings, any changes are advertised on the Library website and on social media. Opening hours vary during bank holidays and are subject to change, so please check before you travel.

You will need to keep your smartcard with you to gain access to and leave the libraries. Your Smartcard is a universal card which not only gives access to the Libraries and other University buildings, but it also allows you to print, copy, scan, borrow books and make cashless payments.

The Library Catalogue can be accessed on and off-campus through the University Library website and the dedicated catalogue computers on each floor of both Libraries. The catalogue can be used to search for books and eBooks located in the University Library. It is quick and easy to use and will give you the information you need to locate the material on the shelves or read online. eBooks can be read on and off-campus, anytime, anywhere. NORA can be used to search for, and retrieve, up-to-date scholarly materials including articles, reports and statistics that are relevant to your studies. You can browse through all the online resources relating to your subject in one place including databases, journals and websites.

Students are entitled to borrow up to 15 items at any one time. Items can be issued using the self-issue machines on the ground floor of City and Coach Lane Libraries. You can renew your library books online through the MyLibrary section of MyNorthumbria or via the Library Catalogue.

Northumbria students can use other libraries such as the Robinson Library at Newcastle University and Newcastle City Library using the SCONUL access scheme. For more information see the Library SCONUL information page: <http://library.northumbria.ac.uk/sconul-holiday>

The Northumbria Skills Programme is a comprehensive skills programme designed to develop the key skills you need to succeed at university and beyond provided by the Library. It runs throughout the year and provides classroom style skills sessions on many topics including academic writing skills, giving accomplished presentations, and referencing your work correctly, as well as regular drop in surgeries. Some sessions are bookable; simply consult the timetable on the Northumbria Skills Programme website: <http://library.northumbria.ac.uk/skillsdev-nsp>

Skills Plus is the Library's collection of online learning materials, with a focus on digital literacy and study skills that can be accessed on and off-campus. Using these resources is an excellent way to develop your skills through a range of online tutorials with quizzes, video demonstrations and printable help guides. <http://nuweb2.northumbria.ac.uk/library/skillsplus/topics.html?l3-0>

If you need help or advice, on or off campus, you can contact Ask4Help. The Ask4Help service provides you with help and support to access a range of University services including Library, Disability Support, Student Finance and Careers. The quickest way to find answers to some of the most popular questions asked by students is to look at Ask4help online. You can also contact us by phone and speak to a member of our dedicated enquiry team or email us your questions.

[www.northumbria.ac.uk/ask4help](http://www.northumbria.ac.uk/ask4help)  
[ask4help@northumbria.ac.uk](mailto:ask4help@northumbria.ac.uk)

0191 227 4646