



Faculty of Engineering and Environment

MA/MSc/PG Dip Information and Library Management (DL)

MSc/PG Dip Information and Records Management (DL)

Programme Handbook
2015 - 2016

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1 Welcome from the Programme Leaders



Bidy Casselden



Julie McLeod

Welcome to the PG Dip/MA/MSc Information and Library Management and PG Dip/ MSc Information and Records Management programmes delivered via distance learning by the [iSchool](#) in the Department of Mathematics and Information Sciences, Faculty of Engineering and Environment. The purpose of this handbook is to give you information about the programme you are studying and its organisation. It provides you with a ready reference guide to practices and procedures of the programme as well as informing you of what to do regarding, e.g. sickness. Although you may not study it all in detail now, you need to at least familiarise yourself with its contents.

Note: Information about the Faculty, the University and generic information about learning, teaching and assessment are provided in the Faculty Student Handbook. You should also familiarise yourself with its contents.

The distance learning Masters are two year programmes of study leading to a professional and academic qualification – either an MA/MSc in Information and Library Management or an MSc in Information and Records Management. The first 16 months of study, if successfully completed, lead to a Post Graduate Diploma award. You may or may not already have a lot of information, library or records management experience but, by the end of your studies you should have strengthened and expanded your knowledge and understanding of your chosen subject to the level of specialist in the field. Reflecting on your knowledge and practice should have become a natural mechanism for continuing your self and professional development.

Built into the programmes are some important elements aimed at supporting learning at a distance. These include:

- An induction week, taught at a distance (mainly using the University eLearning Portal) which aims to familiarise you with the programme, each other, your tutors, and the tools you will be using to help you study (such as the electronic library).

- Specially devised learning materials in electronic format supported by the University eLearning Portal (Blackboard). Materials available through the Portal can be printed out and/or downloaded from home. Where appropriate you will be supplied with relevant support texts. For each module you will be provided with documentation outlining the content of the module, the assessment and assessment criteria and helpful hints on approaches to the study of that module.
- Individual and group tutor support using a range of technologies, including the telephone, e-mail and discussion boards. You are of course also welcome to visit us in person.
- Two study schools (optional but recommended) - one at the start of the programme and the other at the start of your dissertation.

From the very beginning of your programme you will be encouraged to establish a learner network to provide a supportive learning environment, to enable you to share experiences and to enable you to learn from one another.

Much of the information that you will need is to be found in comprehensive and definitive form on the Northumbria website. There is general information available from the student hub <https://my.northumbria.ac.uk/studentaccess.aspx>

When summary accounts of regulations and procedures are provided in the handbook, you must be aware that these are not the regulations, and definitive versions are to be found elsewhere. The handbook will show where the definitive versions can be found on the University website.

Julie McLeod and Bidy Casselden

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 Faculty 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. Take time to explore the information provided by the student hub at <https://portal.northumbria.ac.uk/studentintranet/Pages/Dashboard.aspx>

3 Who's Who and Communication

3.1 Who to go to for help

You will be working with and/or meet a broad range of academic, administrative and technical staff throughout your studies. The majority of staff come from the various subject areas within the Faculty. However, we also draw upon subject specialisms outside the Faculty and external consultants, industrialists and advisors.

Staff from the Faculty and from the wider university (such as the University Library, IT Services and Student Support and Wellbeing) 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 Faculty and subject area level.

Programme Administrator – Distance Learning

The Mathematics and Information Sciences team is responsible for all administrative, non-academic matters relating to the programme, for example, dispatch of learning materials, co-ordination with tutors to mark assessed work, returning feedback on assessments etc. They are responsible for ensuring the effectiveness of administrative support for distance learning students and are your first point of contact for administrative enquiries in respect of issues such as enrolment, fees, and so on.

Your **first point of contact** for all administrative queries is either the **dedicated** email for **distance learning** students is Emma Hansom the programme support co-ordinator. Contact details are:

Email: Emma Hanson/Lisa Smith ee.mis.administration.team@northumbria.ac.uk

Telephone: +44 (0) 191 227 3384/3699 (Emma Hansom/Lisa Smith)

Address:

Mathematics and Information Sciences Distance Learning Administrator

Faculty of Engineering and Environment

Northumbria University

Faculty Office – Room 007, Pandon Building

Camden Street

Newcastle Upon Tyne NE2 1XE

UK

Student Support Team

Office Location: B201 Ellison Building

Email: ee.studentsupport@northumbria.ac.uk

Telephone: +44 (0) 191 227 4722

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

This is an **initial point of contact** when you need to discuss **late approval** for an assignment deadline.

Programme Leaders: Julie McLeod and Biddy Casselden

Biddy Casselden

Julie McLeod

Office Location: Room 036 Pandon Building

Office Location: Room 043 Pandon Building

Email: b.casselden@northumbria.ac.uk

Email: julie.mcleod@northumbria.ac.uk

Telephone: +44 (0)191 243 7629

Telephone: +44 (0)191 227 3764

Note: We are sometimes away from our offices teaching, in meetings etc. If we are away from the University our out-of-office email reply will tell you when we are back. You can leave an email or voicemail for us.

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 Faculty and University staff – academic, administrative and technical – as needed. Programme Leaders are committed to helping you get the most out of your 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.

Your Programme Leader will act as your main point of contact for academic issues as well as any personal or work-related issues should they arise. This will include providing guidance on extenuating circumstances and providing pastoral care and guidance as and where necessary. This will be undertaken by email/Skype/fax/telephone/face-to-face as appropriate. The Programme Leader will liaise closely with the Distance Learning Administrator to ensure all relevant communications are documented and that any necessary forms are sent to you. Where appropriate the Faculty will use electronic versions of existing forms e.g. extensions, extenuating circumstances. Your Programme leader will also act as a Guidance Tutor to whom reference can be made for advice, or through whom contact can be made with other specialist staff.

Module Tutors

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

3.2 Communication

Contacting Your Programme Leader and Module Tutors

Your Programme Leader is responsible for academic issues relating to your study and for providing personal guidance support. Module Tutors are responsible for answering any queries or matters relating to specific modules. The best ways to contact your Programme Leader or Module Tutors are by email or telephone.

Academic staff may teach on many modules and programmes. In addition they may have other roles and responsibilities which take them from their office. It is therefore important that **you do not expect an immediate reply** to an e-mail, or a response to a phone call.

If a tutor is to be away from the University for more than 72 working hours then you will be notified accordingly and a substitute member of staff nominated to handle your queries during that period. You can contact tutors via email, telephone, fax and in person. Staff will endeavour to respond to student queries within 72 hours of receipt of the query.

If the matter is urgent you may need to contact someone else, try the Distance Learning Administrator, another distance learning Programme Leader or the Faculty customer support team and ask their help in identifying an appropriate Tutor to help you, or leave a message for the tutor to contact you.

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 Faculty 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 or business email account. Please be aware that staff may not reply to your email immediately due to their other duties and activities. When something is urgent, it is always best to telephone and speak to a person, rather than rely on an email.

eLearning Portal (Blackboard)

The eLearning Portal (eLP) is vital for studying this programme. It contains:

- Specific information related to the programme e.g. programme handbook, dates. Your Programme Leader uses the eLP to pass on information concerning programme matters as the need arises e.g. changes or personal messages
- specific information related to the modules you are taking, e.g. the learning materials including any set texts, assignment briefings, instructions, discussion boards and announcements
- links to library and other resources to support your study.

There is also a module provided by the faculty Student Support team 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 for new announcements and new material.

You will be shown how to access the eLP in Induction week.

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

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 PG Dip./MA/MSc Information and Library Management and PG Dip./MSc Information and Records Management programmes are designed to produce information and records professionals able to take leading roles in the development, implementation and management of information and recordkeeping systems in the 21st century.

4.2 Programme Learning Outcomes

At the end of your programme you will have gained both generic and specialist knowledge and understanding, intellectual, practical and transferable skills as follows:

a. Generic knowledge and understanding

At the end of the programme you will be able to:

- demonstrate knowledge and understanding of the nature of information and knowledge; the principles and processes of their organisation, storage, retrieval and management; the related technological systems, and the legal and regulatory context

- demonstrate knowledge and understanding of management principles and procedures, and their appropriate application for the solution of a range of organisational issues within a variety of information and professional contexts
- apply a variety of relevant methodological and analytical approaches to small scale and sustained research activity.

b. Specialist knowledge and understanding

At the end of the **MA/MSc Information & Library Management programme** you will be able to:

- demonstrate a critical awareness of the social, political, economic and technical factors which influence the collection, provision and dissemination of information
- demonstrate knowledge and understanding of the principles and practical skills in hypermedia document authoring as well as hardware and software applications

At the end of the **MSc Information and Records Management programme** you will be able to:

- demonstrate in-depth knowledge of information and recordkeeping principles and competence in recordkeeping procedures and practice for managing records, irrespective of their medium
- demonstrate greater expertise in managing electronic information and records through a detailed knowledge of current electronic recordkeeping strategies
- demonstrate an ability to understand and analyse current working practices in their own and other organisations and their impact upon the of management of an organisation's records

c. Intellectual skills

The programme provides a learning environment which encourages:

- the critical and analytical thinking which underpins the identification of underlying issues and problem solving
- creative and evaluative thinking which underpins the ability to move beyond the understanding of events in concrete terms into the conceptualization of underlying values and perspectives
- an increasing responsibility to reflect and build on prior learning, helping you to manage your own learning and thus contribute to your own personal and professional development
- competence in research techniques
- confidence in sustained research activity in the field of information/records management

d. Practical skills

At the end of the programme you will be able to:

- effectively handle the means of managing a variety of resources (e.g. financial, human, information)
- use information and communication technologies to produce, organize, access, disseminate, manage and share information
- identify and analyse issues in information management and to synthesise findings to produce relevant solutions
- possess an appropriate level of skill in the use of information technology
- identify, plan, complete and reflect on research in the field of information/records management

e. Transferable/key skills

At the end of the programme you will have:

- the ability to discuss complex ideas, to have developed an awareness of audience in all forms of communication
- information literacy skills (including information retrieval, organization, evaluation and dissemination)
- reflective skills for independent and lifelong learning, for both personal and professional development
- effective time management skills
- team skills – including the ability to maintain positive working relationships.

4.3 Programme Structure

The structure of your programme is shown in Figure 1. Brief module descriptions are included in this handbook but are indicative only. All module overviews will be available electronically via the University eLearning Portal (Blackboard). The first academic year begins with an electronic induction week, which aims to prepare you for studying at a distance. You will be introduced to the Modules, each other, the staff and the some of the resources you will be using in your studies. In the same week there is the first of two study schools, attendance at which is optional. The first study school introduces you to the programme, the staff, university services and other students as well as preparing you for studying at a distance. The second study school is in Year 2 and scheduled at the start of the dissertation (normally late January); it is specifically focused on the dissertation and provides an opportunity to discuss your topic with your supervisor as well as getting started on your research proposal.

	MA/MSc/PG Dip. Information and Library Management	MSc/PG Dip. Information and Records Management
Year 1		
Sep	Induction	Induction
Sep - Jan	Managing in the Information Environment (20 credits) Hypermedia for the Information Professional (20 credits)	Managing in the Information Environment (20 credits) Recordkeeping Principles: Theory & Concepts (20 credits)
Jan - May	Organising Knowledge (20 credits) Collection Management (20 credits)	Organising Knowledge (20 credits) Recordkeeping Practice: Systems, tools and procedures (20 credits)
May - Sep	Research Methods (10 credits)	Research Methods (10 credits)
Year 2		
Sep – Dec	Data Law and Ethics (10 credits)	Data Law and Ethics (10 credits)
Sep – Dec	Cataloguing and Classification (20 credits)	Electronic Recordkeeping (20 credits)
Jan – Sep	Dissertation – MA/MSc only (60 credits)	Dissertation – MSc only (60 credits)

Figure 1: PG Dip/Masters Distance Learning Programme structure

NB: please consult programme planner for specific dates



Core Module Descriptions (alphabetical order)

Note: Full module descriptors are available on the University website.

Data Law and Ethics

The aim of this module is to allow you to identify and critically analyse the concepts underpinning the 'information age', and explore the historical development of information in society. You will evaluate the role of information and communication technologies, and their impact together with the changing role of the information professional. You will explore the legal framework in which the regulation of information systems occur, and discuss resulting key ethical considerations. You will be encouraged to develop an appreciation of the range and complexity of ethical argument and reflect further on your own learning and professional development. Formative assessment involves student led research and discussion, and summative assessment is a portfolio of work.

Dissertation – Not PG Dip.

The overall aim of this core module is to allow you to identify a topic of specific interest to you within the context of the programme you are studying. You will investigate the topic in depth and apply appropriate research methods to that investigation. You will work independently with the assistance of a supervisor, to carry out a critical literature review, identify and apply appropriate data collection techniques, conduct appropriate data gathering activities, carry out data analysis, present and discuss findings of the research. You will be expected to reflect on your approach and demonstrate an understanding of both the topic and the research process. The assessment for this module includes a research proposal, which will then form the foundation for the actual Dissertation to be submitted later.

Managing in the Information Environment

This core module is designed to explore managerial concepts which enable organisations to set and achieve their aims and objectives. The module will include the knowledge environment, organisational theory, strategy formulation and implementation, communication in the organisation, resource management, marketing, quality and performance measures, and management of change and risk analysis.

The module is delivered through specially prepared learning materials. Opportunities for applying the theory in practice are provided by a variety of means including exercises contained within the learning materials and via discussions and exercises facilitated through the e-learning platform. Assessment has been designed to enable you to demonstrate the knowledge and skills acquired in management, and will comprise a report.

Organising Knowledge

This core module explores the principles and current practice of organising, storing and retrieving information and knowledge efficiently and effectively so that it can be accessed and retrieved by users to meet their needs. Beginning with the examination of the information and knowledge storage and retrieval challenge in the dynamic electronic environment you then explore users' information needs and information seeking behaviours.

This sets the context for you to acquire a sound knowledge of the key theoretical concepts underpinning the efficient and effective organisation, storage and retrieval of information and knowledge in a dynamic environment. You will then develop sound practical skills and competencies in organising, storing and retrieving information and knowledge using the key tools and techniques of classification, indexing and retrieval systems, such as search engines, which create or utilise metadata. You will be expected to adopt a critical and evaluative approach to the use of these key tools and techniques and be able to apply them appropriately. The assessment is an essay.

Research Methods

The overall aim of this core module is to develop your understanding of qualitative and quantitative research methods and the conduct of a research project. It provides knowledge and skills for carrying out your own research, either for the dissertation module or within your workplace. You will increase your understanding of a wide range of research methods and be able to select those appropriate to your own research activities. You will explore and evaluate published research on your chosen topic to see how research methods are used in real-life projects, and to develop critical appraisal skills for applying research into practice. Assessment includes a literature review.

Specialist Module Descriptions - PG Dip./MA/MSc Information and Library Management (in order of study)

Note: Full module descriptors are available on the University website.

Hypermedia for the Information Professional

The aim of this module is to familiarise you with some key principles in effective web/hypermedia design. The module introduces the tools required to create and manage a set of “well-formed” hypermedia documents, including the integration of rich and social media. Current web standards will be constantly referred to ensuring that good practices in the mark-up and presentation are considered in the development. Assessment will be the design and creation of a prototype site supported by a report on current design and technology issues surrounding website design and management.

Collection Management

The overall aim of this module is to study the management and organisation of the collections within a range of information environments. The information needs of the user will be examined along with aspects of social inclusion, information rich and poor etc., before studying aspects of collection development (e.g. selection policies and practices, acquisition policies) and collection management (e.g. weeding programmes, binding and preservation, security, etc) using various case exercises to support the learning experience. Various kinds of services that can be offered to the user including current awareness and SDI will be examined. To complete the cycle there will be an investigation of appropriate techniques for

obtaining user feedback and evaluating the collection. Assessment will take the form of a presentation and report.

Cataloguing and Classification

This module will develop your knowledge of theory and current practice of descriptive cataloguing and classification practice and the industry standards that are relevant. Practical abilities in cataloguing (utilising the Anglo-American Cataloguing rules and appropriate MARC structures) and in classification (utilizing the Dewey Decimal Classification System) will be developed, and you will be encouraged to consider these critically, particularly in the light of library practice and the organization of knowledge and information available via the Internet. Exercise sheets, workbooks and materials made available over the University eLearning Portal (Blackboard) will support your learning. Assessment will involve the completion of a workbook exercise consisting of cataloguing and classification tasks, and a written assignment.

Specialist Module Descriptions –PG Dip./MSc Information and Records Management (in order of study)

Note: Full module descriptors are available on the University website.

Recordkeeping Principles: Theory and Concepts

This core module aims to critically explore the recordkeeping principles which underpin the management of an organisation's records from creation and capture to retention and disposal. It provides a comprehensive examination of the key concepts, theories and frameworks for managing records, including their development. Current thinking and global best practice approaches are also examined. Through the critical analysis of these principles and existing practical knowledge and experience, students develop a solid foundation on which to build strategies for managing an organisation's records to meet legal, regulatory, organisational and societal needs. The assessment takes the form of a report evaluating a concept, theory or framework for professional use. This is designed to enable the students to demonstrate their understanding of recordkeeping principles and their application in practice.

Recordkeeping Practice: systems, tools and procedures

Within the context of recordkeeping principles and theory this core module aims to explore the practice of recordkeeping in order to develop appropriate strategies for managing records effectively and efficiently within particular organisational cultural contexts and irrespective of the records' medium. A range of systems, tools and guidance available for managing records is examined and critically evaluated. Metadata requirements for managing records from creation to disposition are critically assessed and the tools, techniques and methodologies for the specification, design and implementation of recordkeeping systems critically evaluated. The role and needs of records creators and users, including responsibilities, training and change management, are examined. Risk management and

business continuity are critically examined within a recordkeeping context. The role of monitoring, auditing and performance management in maintaining and sustaining effective and efficient recordkeeping are critically examined. The assessment requires the development of a tool for managing records in practice and a report which justifies the tool's design and development. This assignment is designed to enable you to demonstrate your ability to apply recordkeeping principles in practice and in a real context.

Electronic Recordkeeping

This module examines in depth the technical, legal, organisational and human challenges of electronic recordkeeping and supports students in developing expertise in managing electronic records in practice. The special nature and implications of electronic records are examined including the core hardware and software technologies for their creation and management, as are legal issues and digital preservation strategies. Students further develop their knowledge and skills to be able to specify, select and/or design and implement systems for electronic recordkeeping. Contemporary global research and practice in electronic recordkeeping are examined. The assessment is in two parts: participation in discussion threads and a journal article. It is designed to enable you to (i) demonstrate your ability to critically evaluate recordkeeping principles and practice specifically to the management of electronic records and (ii) demonstrate in-depth knowledge and understanding of a chosen aspect of electronic recordkeeping.

4.4 Learning Teaching and Assessment Strategy

Learning and teaching materials

All programme materials are made available to you in electronic form. Where appropriate, you will be supplied with written materials, such as module overviews. The material will be made available at the beginning of each distance delivery period via the eLearning Portal (Blackboard). You can download a backup copy of notes (though not articles), take part in web-based learning activities, and have electronic access to the library and their peers. You will also have electronic and telephone contact with your tutors, administrators, librarians and technical personnel.

Learning materials may also include set textbooks but you may be asked or may wish to purchase other textbooks, and should budget accordingly.

Note: See Section 8.1 for details of how to access the learning materials on the eLP

Assessment

All modules are programme assessed, there are no examinations. Details of the assessment for each module are given in the module overviews and assessment details, which will be provided to you at the start of each session (and available electronically over the University eLearning Portal). The assessment briefs outline not only what you are required to do for the assessment but also the assessment criteria that will be used in marking your work – these are very important for you to read. To help you plan your

workload the programme planner gives you an overview of the assessment schedule, with latest submission deadlines (details for later modules will be provided nearer the time). Some work may be required as part of your participation and contribution to the programme but not be directly assessed, for example, some University eLearning Portal discussion boards.

Note: See Section 8.1 for details of how to access the learning materials on the eLP and Section 9 for answers to frequently asked questions, many of which relate to assessment (presentation, submission, problems etc)

Peer Support

Peer support is a very important element of distance learning support. Starting from Induction Week you will be encouraged to establish a learner network through peer interaction. How successful this is, is down to you but we hope that over the two years you will share your experience with your peers, learn from them and provide or receive support when needed. You can use the eLP to support a virtual network.

Feedback

Students receive feedback on their progress throughout the year in a number of ways. After each assignment has been marked it will be returned to the Administrator for return by post to you. Normally all assignments will be marked and returned with full feedback within five weeks. To facilitate this turnaround the internal moderation process may need to take place at a later time and you will be made aware that any marks you receive are un-moderated marks. Formative assessment (which indicates your development as you progress through the year) is gained from activities in the learning materials, discussion boards and any individual discussion with tutors.

Programme Induction

It is essential that all students admitted to the programme receive the necessary induction to prepare them for the nature of study on a UK masters programme. The induction programme takes place in the first week via the study school and/or the University eLearning Portal (Blackboard). It includes introductions to the University, the Faculty and the Information Sciences Subject Team; the programme (structure, modules, staff, learning and teaching methods, assessment), library and other information sources, study skills including working and communicating on-line and support.

During induction week, you will be expected to use the eLearning Portal (Blackboard Learn) to find out more about the Faculty, your Programme, and being a student at Northumbria. Go to the login page of the eLearning Portal <https://elp.northumbria.ac.uk/> and locate the question mark icon at the top-right of the page. Select the links to 'Help guides for students' and 'Quick start guide for students' and spend some time exploring these pages. This will give you some useful help regarding using the eLearning portal.



Then, login to the eLearning portal and choose the home tab. Find your course in the course list section – either, Information and Library Management (code BB20020) or Information and Records Management (code IFR6BND31A). This is your **programme site**, which will cover programme related issues for the next 2 years.

Note: see the separate PowerPoint slides (emailed with your welcome message) giving more detail on what to explore in your programme site during induction week and Section 8.1 on using the eLP to access your learning materials.

4.5 Student Feedback

The University is committed to listening to your views on your programme of study, and responding to them. There are a number of avenues open to you. First is informal contact with a tutor or your Programme Leader; you will often find that your concerns can be resolved in this way. Second is via formal module and programme evaluations asking for feedback on the delivery of the modules and the whole programme. This is done throughout the programme, usually anonymously through questionnaires. Please take time to make your views known to the programme team, as the information is always considered and where appropriate changes are made to modules and programmes. The third avenue is via your Student Representative, who is invited to attend the staff student Programme liaison committees (SSPLC) where they are able to discuss issues of concern or interest to the student cohort with tutors in a slightly more formal way.

Student Representatives are elected soon after 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 a

Student Representative for the two years of the programme. The Rep's commitment will be to gather 'issues and ideas' from fellow students and feed these back at the SSPLC held twice a year. The results of the discussion between the Rep and staff may then be actioned as appropriate, and results fed back via published minutes and through the Rep.

Though the Student Representative's main role is to represent you on programme related matters at Faculty committees, their role need not be limited to participation in these committees, nor need they wait for the committees to meet to act on any issues affecting the student group.

5 Programme and Assessment Schedule

Your study schedule covers two full calendar years, each one commencing in September. There are no formal holiday periods other than public holidays and the University's annual Christmas closure, when staff are not available, although there are small gaps between each study period. The study periods have been designed to accommodate holidays taken at any time of the year - details of the dates of the study periods and the individual modules are given separately on the Programme Planner, which you will find in your programme area on the eLP. This planner has been produced in a format that makes it easy for you to keep handy and in a prominent position to help you stay on track. **You are strongly advised to download it and put the dates into your own diary/calendar; you should use it to plan your study around personal and work commitments.**

6 Resources and Laboratories

6.1 IT facilities

We will provide server access so that you can use the University website and email facilities. As a distance learning student you need access to certain technological requirements. The current minimum and optimum hardware/software specifications can be obtained from our IT services department (<http://www.northumbria.ac.uk/sd/central/its/>). For eLearning portal specifications see

<https://elp.northumbria.ac.uk/bbcswebdav/orgs/ORG1/Notices/minimumspecification.html>

Any other software necessary for the programme will need to be provided by the Information Sciences Subject Team. **Note: MSc Information & Records Management students will need access to a PC/laptop running Windows (rather than an Apple Mac) to complete an assignment for the Recordkeeping Practice module (LI0793).**

It is important to note that MS Project and other software can be accessed via the University remote desktop (Desktop Anywhere) – further details about this can be obtained via the University eLearning Portal.

6.2 Technical Support

Most studies show that technical problems will result from distance learning via the Internet. We are planning for this so you should not worry unduly. Technical help is available. The IT Helpline is available 24 hours a day, 7 days a week, all year round. If you experience IT problems or when using desktop ANYWHERE or the eLearning Portal please contact the IT Helpline in any of the following ways:

Telephone: +44 (0) 191 227 4242

Freephone: 0800 923 4242

Text: +44 77 81 48 27 86 (Please begin your message with your computer username)

Email: it.helpline@northumbria.ac.uk

Online: <http://www.northumbria.ac.uk/knowhow>

The University Library

As distance learners you are unlikely to be able to visit the Library in person very often, if at all. To cater for distance learners the library offers:

- An electronic enquiry service and telephone support.
- A postal service for books
- The photocopy and postage of book extracts and articles (within copyright restrictions)
- An Inter-Library Loan service for articles (not books)
- A dedicated web page which will provide a general gateway for getting articles specific to the subject studied, details of contacts with other University Libraries (including those near the Student's residence) and access to recent journal articles you can download <http://library.northumbria.ac.uk/info-ptdl>
- You can access Inter-Library Loans Forms via the part-time and distance learners web page. Just print off and complete, then post them to Learner Support in the Library, and they will ensure that your requests are processed.

For your information, during term-time the Library is open seven days a week. During campus vacation periods opening times are slightly different. For up-to-date information consult the library web pages <http://library.northumbria.ac.uk/home>

You may find the following direct telephone number and email addresses useful:

+44 (0) 191 227 4125 General Enquiries Desk

e-mail: ask4help@northumbria.ac.uk

Distance Learners Service: in.dls@northumbria.ac.uk

During Induction week we will look at some of the library services on offer, and explore some of the facilities at a distance. If you live nearby, please feel free to visit the library in person. Do not hesitate to ask your library staff for help and assistance.

The University Library is part of the Academic Services Department, which also includes Student Support and Wellbeing, and Academic Registry. You can find out more by looking at the web page <http://www.northumbria.ac.uk/sd/central/>.

NORA Power Search: search engine for subject information from multiple sources at the same time

This page provides details and access to a variety of electronic resources, and is extremely useful. You will be introduced to it during the Induction Week and it is available at <http://library.northumbria.ac.uk/home>. It provides access to hundreds of e-journals, databases and other resources available via the Web or within the Library itself. Some of the services require special passwords but details are provided online.

Access to other libraries

It is possible that arrangements can be made to enable you to use an academic library in your home area. A number of UK university libraries now support the SCONUL Access Scheme, <http://library.northumbria.ac.uk/sconul>. If the libraries near to you are not in the scheme then we will be happy to write a letter to the library concerned on your behalf. Please contact ask4help@northumbria.ac.uk providing them with the necessary details.

7 Professional Bodies

There are a number of local, national and international professional groups and associations that you can join depending on your choice and subject affiliation. The main ones are:

for information and library management

- Chartered Institute for Library and Information Professionals (CILIP) <http://www.cilip.org.uk/> (formed from the merger of the Library Association and the Institute for Information Scientists)

for information and records management

- Information and Records Management Society www.irms.org.uk
- Archives & Records Association <http://www.archives.org.uk/>
- ARMA International www.arma.org
- ICA (International Council on Archives) www.ica.org

All routes in this handbook are accredited by CILIP; in addition the information and records management programme is accredited by the Society of Archivists and the Records Management Society was involved in its initial validation.

For details of mission, membership, publications etc visit the websites.

8 Other Course Specific Information

8.1 Learning Materials

To access the electronic materials you will need the information from your Admission Document (sent to you by the Admissions Department) which you receive prior to enrolment. You must enrol electronically before your username and password are activated), and which will usually¹ be pre-printed with your:

- *Student Registration Number*
- *Computer Username* (a combination of case sensitive letters and numbers - sometimes called your network id or network username)
- *Initial Password* (a combination of case sensitive letters and numbers). You will be able to change this password to something that is easier to remember.

Your Computer Username and Password allow you access to the University network, whether you are on or off campus.

The first time you login to University email you will receive a message informing you of your personal email mailbox name (eg freda.bloggs@northumbria.ac.uk). Once you receive this, your email account will be fully active and you will be able to send messages. Remote access to University email is via Outlook Web Access (<https://mail.northumbria.ac.uk/>), which is accessible via the University home page, **or** through DesktopAnywhere <https://dta.northumbria.ac.uk/> .

You will be sent an introductory e-mail from the distance learning administrator welcoming you to your programme. It is very important that you make use of your University email - staff will use this to communicate with you and you may miss vital information if you do not check it regularly.

Access to the majority of electronic resources via the Internet, either on-campus or off-campus is achieved by using your computer username and password, for further information see <http://www.northumbria.ac.uk/sd/central/library/help/password/?view=Standard> .

Outlook Web Access (OWA) allows you to access your Northumbria email, contacts and calendar on your mobile phone. This is currently available for all students. For more information see the guide at www.northumbria.ac.uk/it/itguides .

¹ In some cases, e.g. late registration, you will not receive a pre-printed form, and alternative procedures will be explained to you.

Accessing materials via the University eLearning Portal (Blackboard)

Northumbria University uses Blackboard Learn as its eLearning Portal (https://www.northumbria.ac.uk/sd/central/its/itguides/itguidesstud/#elp_stud) All module and programme information is stored on the eLearning Portal. Instructional material will be provided for you on how to use the eLearning Portal, during the Induction Week, so that you can become confident with its use. The type of information provided via the eLearning Portal includes:

- Announcements
Here lecturers can leave messages regarding any aspect of the module from alerting you to the fact that materials have been added to the module to a new discussion thread for you to participate in.
- Programme Information
*Each module has a module overview which provides a summary of the content and assignments and specifies, with dates, any time critical activities. Full details of the module assessment are given in a separate section called **Assessment**. Instructions on how to approach the learning material are also made available here.*
- Staff Information
Information about the members of staff teaching on that particular module.
- Programme material
*The actual learning materials including reading, lectures, activities, exercises.
Key symbols - You will find there are four different symbols, each one indicating a particular type of learning activity:*



This symbol denotes an **Individual Activity**. An Individual Activity offers opportunities for you to practise, digest or reflect on some learning.



This symbol denotes a **Group Activity**. A Group Activity involves collaborative activities with others. This may entail communication/liaison via discussion threads in the eLearning portal, comparing and sharing practice etc.



This symbol denotes a **Self Assessment Activity**. A Self Assessment Activity provides similar opportunities to the individual and group activities but, more importantly, together with the **Response** (see below), it shows you what you have or haven't understood and mastered. In other words it provides you with a chance to assess your own progress and understanding.



This symbol denotes the **Response to the Self Assessment Activity**. To get the most from a Self Assessment Activity don't be tempted to look at the Response before you try to answer the question for yourself!

Note: Materials are usually provided in PDF format. If you wish to annotate/capture your responses to activities in the e-documents then you can do this by using PDF Programme Handbook 2014 - 2015 © 2014-15 Northumbria University annotation software. Examples of software for various devices are:

PC

- Adobe Reader
- PDF Annotator <http://www.pdfannotator.com/en/>

Apple Mac

- Preview (the standard PDF reader on Apple Mac) allows you to annotate
- Adobe Acrobat Pro is also available to purchase

iOS (iPhone/iPad)

- Adobe Reader (free) <https://itunes.apple.com/GB/app/id469337564?mt=8>
- PDF Expert (purchase) <https://itunes.apple.com/gb/app/pdf-expert-5-fill-forms-annotate/id743974925?mt=8>

Android

- Adobe Reader (Free) <https://play.google.com/store/apps/details?id=com.adobe.reader>
- Xodo (Free) <https://play.google.com/store/apps/details?id=com.xodo.pdf.reader>

These are examples only rather than endorsements by the University.

- **Assessment**
Information about the assessments, formative and summative. These details include what you are required to do, when you need to submit your work and the criteria which will be used to assess your work. There may be more than one part to a module assignment so you should read the details carefully.
- **Communication**
Access to email where you can email individual staff, the student cohort or individual students on your programme of study. This section also provides access to discussion boards and group pages.
- **External Links**
Links to the University's Learning Resources and other module related web-based materials.

MyNorthumbria

MyNorthumbria is a personalised student homepage containing everything you need to keep track of your University life in one place, including your records, information, payments, library etc. MyNorthumbria is located at <http://www.northumbria.ac.uk/> - Select 'MyNorthumbria' and login with your computer username and password and then you will be able to access a variety of online facilities including the eLearning portal.

8.2 Staff Profiles

Dr Naveed Anwar – Lecturer in Information Science

Naveed is working as a Lecturer in the Department of Mathematics and Information Sciences at the Northumbria University since March 2015. He has done his BSc and MSc in Computer Science. He received his PhD in Computing (Data Mining) from University of Sunderland, UK. Before joining the Northumbria University, he was working at The Open University Business School, UK as a Research Fellow. He had also worked as a Post-doctoral Research Associate at University of Sunderland, UK and Knowledge Media Institute (KMi), The Open University, UK. His ongoing research interests are in systematic reviews, qualitative and quantitative data analyses, big data, statistical analysis and data mining, bioinformatics and decision making, information systems, digital businesses/entrepreneurship, digital marketing and digital social media. He has combined his so far knowledge and research in data mining in the form of a book based on medical data, and also has published his research work in many international conferences and journals. He is a Member of Economic & Social Research Council (ESRC) UK Peer Review College to refer/review reports and proposals submitted to them for their schemes and programmes. He is actively involved in research and developing new modules at Northumbria University.

Room: Pandon 019 Tel: 0191 2274225 naveed.anwar@northumbria.ac.uk

Biddy Casselden – Senior lecturer/ Programme Leader

Biddy joined the Faculty in August 2001. Having spent a number of years working in a variety of information management positions including subject librarian, newspaper librarian, researcher, manager of a Study Skills Centre and an information professional in the Built Environment Resource Centre at Northumbria University. She is also a qualified teacher, having taught for a number of years before taking her masters in Information and Library Management at Northumbria. She is a chartered member of CILIP and the CILIP NE group. She is currently researching for her Professional Doctorate examining the use of volunteers in public libraries. She is Programme Leader for the MA/MSc Information and Library Management by Distance Learning.

Room: Pandon 036 Tel: 0191 2437629 b.casselden@northumbria.ac.uk

Professor Gobinda Chowdhury - Head of the Department of Mathematics & Information Sciences

Gobinda joined the University in August 2013 as Professor and Head of the Department of Mathematics & Information Sciences. He moved from Sydney, Australia, where he was Professor and Director of the Centre for Information & Knowledge Management at the University of Technology Sydney. After acquiring an MSc and two PhD degrees in information science – one from Jadavpur University in India, and another from the University of Sheffield, England – Gobinda has worked as an academic and a researcher in different parts of the world including Asia, Africa, Europe and Australia. His teaching and research interests include knowledge organization, information retrieval, digital libraries and Green information systems. He has written or edited 15 books and published over 150 research papers in international journals and conferences. Gobinda has chaired or co-chaired a number of conferences and workshops in different areas of information science. Over the years he has also managed a number of research projects, and supervised many PhD students. He sits in the editorial board of many journals and international conferences in information science. Gobinda is a Fellow member of CILIP.

Room Pandon 121 Tel 0191 2437304 gobinda.chowdhury@northumbria.ac.uk

Susannah Hanlon

Susannah joined the Faculty in September 2000 having taught for nine years at Newcastle College. Susannah's main teaching areas lie in XML, Information Storage and Retrieval and Data Law and Ethics. Her research interests are broad but she is a people person and is interested in their behaviour in using IT and information.

Room: Pandon 020 tel 0191 2273771 susannah.hanlon@northumbria.ac.uk

Dr Morgan Harvey

Morgan joined the University in January 2015 after completing 2 post-doctoral research positions - one at the University of Erlangen-Nuremberg in Germany followed by another at the University of Lugano in Switzerland. He completed his PhD thesis at the University of Strathclyde in Glasgow in 2011 and since then has published over 30 peer-reviewed conference papers, book chapters and journal articles in the fields of information retrieval, machine learning and recommender systems. His research concerns the development of systems allowing people to effectively model and utilise the data sources they interact with every day and understanding how they interact with this data.

Room: Pandon 034 Tel: 0191 349 5929 morgan.harvey@northumbria.ac.uk

Dr Perla Innocenti

Perla is a digital cultural heritage scholar with a passion for curating, making accessible and sustainably reusing tangible and intangible heritage. From 2015 she is Senior Lecturer in Information Science at the iSchool of Northumbria University and Honorary Research Fellow at the School of Culture and Creative Arts, University of Glasgow, where she was awarded her PhD. Her research interests, teaching and publications include: cultural heritage management and ICT; digital library interoperability, modelling and design; user requirement analysis for digital preservation; repository design, risk assessment and audit; digital imaging for cultural heritage; history of museums and display strategies. Perla is a Certified PRINCE2 Practitioner and has a track record of leading and collaborating to international research partnerships, knowledge exchange, field case studies. She is currently teaching in the Information Library Management and Records Management MSc and in various Project Management MSc programmes.

Room: Pandon 021 Tel: +44 (0)191 349 5933 perla.innocenti@northumbria.ac.uk

Professor Julie McLeod – Distance Learning MSc IRM Programme Leader

Julie joined the Faculty after a career in industry. All of this time was spent working in information, library and records services based within scientific research and development environments. Most recently she was Research Information Services Manager for a pharmaceutical company. Her professional interests are records management and information storage and retrieval in the context of records. She has been heavily involved in the development of the Faculty's distance learning programmes, is Programme Leader for the distance learning MSc in Records Management and BSc Information and Records Management and is Professor in Records Management. Her research is in records management and she is a member of the AHRC Panel for libraries, museums and archives. She is a member of the BSI and ISO Committees working on standards for records management and editor of the Records Management Journal.

Room: Pandon 043 Tel: 0191 2273764 julie.mcleod@northumbria.ac.uk

Dr Alison Pickard – Director of Quality and Student Experience

Alison originally trained as a contemporary dancer with the London Contemporary Dance Theatre and Nonnington College of performing Arts, Kent. After working as a professional dancer and wardrobe mistress Alison moved into Information Studies. (Jobs were more reliable and not quite as physical!) She joined the Faculty as an undergraduate student in 1992 and forgot to leave! After completing the undergraduate programme Alison was awarded an AHRB Research Studentship, which allowed her to study full time for her PhD. She was appointed Lecturer in Research Methods in January 2000. Her research interests are: research methods in information science, and how young people interact with electronic information in both learning and recreational environments.

Room: Pandon 033 Tel: 0191 2273766 alison.pickard@northumbria.ac.uk

Matthew Pointon

Matthew is a graduate of the MSc Information Studies, BSc (Hons) Information and Communication Management at Northumbria, and also the HND Computing for Business programme. Within the Faculty his time is spent researching, developing and teaching web-related modules. He has a working interest in Information Management and Web based systems, currently teaching these at Undergraduate and Post Graduate level. Development theories used include; web accessibility, usability and information design practice. In conjunction with Northumbria Matthew also works with local schools and councils to support and build short courses to help promote university education and bridge the gap between secondary education and higher education. His previous experience includes working as Project Officer, Web-Multimedia Developer and part time lecturer here at Northumbria, Database Analyst, and IT Technician at Airbags International.

Room: Pandon 034 Tel: 2273453 matthew.pointon@northumbria.ac.uk

Dr Geoff Walton

Geoff joined the University in July 2013 after 23 years in the library and information profession. His posts have included Information Worker, Library Assistant, Videotext Editor, Assistant Librarian and Academic Skills Tutor Librarian. He has also worked outside the information profession as a Neighbourhood Development Worker, Research-informed Teaching Project Co-ordinator and recently as Senior Researcher in Arts & Creative Technologies. Geoff has a PhD in information science (analysing the effectiveness of a blended approach to teaching information literacy) and is a qualified teacher. He is a chartered member of CILIP, committee member of the Information Literacy Group and a fellow of the Higher Education Academy. Geoff will be assisting with the Hypermedia module, and supervising Masters students.

Room: Pandon 039 Tel: 0191 2437144 geoff.walton@northumbria.ac.uk

9 FAQs

What does it mean to study at post graduate Level?

These post graduate programmes are designed to produce information, library and records professionals able to take leading roles in the development, implementation and management of information, library and/or recordkeeping systems in the 21st century. At the end of your programme you will have gained both generic and specialist knowledge and understanding, intellectual, practical and transferable skills. See [Section 4.2](#) for details of these.

Are there any student regulations?

There is a Handbook of Student Regulations which includes information such as:

- Student Disciplinary Rules and Procedures
- Principles and Procedures relating to Student Appeals against Examination/Assessment decisions
- Procedures for requiring a student to withdraw from the University for unsatisfactory academic progress and the procedures for a student to appeal against them
- Student Complaints Procedure.

Assessment Regulations for Northumbria Awards (ARNA) are the standard regulations which apply to all of the University's academic programmes. Any variations from ARNA have to be specifically approved for a particular programme. ARNA is on the University website in the Academic Registry section, see <http://www.northumbria.ac.uk/sd/central/ar/qualitysupport/assess/> .

How should I present my assignments for marking?

All work presented should be word-processed, unless instructed otherwise. Specific instructions regarding presentation may be given in relation to particular pieces of work – you should always follow these, otherwise the standards given here should be followed.

Longer pieces of work should generally:

- be divided into sections with clearly indicated headings
- have pages numbered
- have a list of contents showing the page on which each section begins

When including quotations always:

- put them in “quote” marks
- quote accurately
- indicate the source by means of a number and entry in a list of references.

References must always be cited correctly and set out using either the British Standard or Harvard style – the choice is yours (unless a particular style is specified in the assignment) but you must use the chosen style consistently throughout an assignment. See the booklet “**Cite them right**” (latest edition) for advice on style, available electronically at <http://nuweb2.northumbria.ac.uk/library/skillsplus/topics.html?l3-12> or for purchase in hard copy from a variety of bookshops.

Using colour in text and tables in documents usually detracts from, rather than improves their appearance. Colour in graphs and illustrations may be useful, but it should be neat, clean and used sparingly. Remember that it may not be possible to copy colours.

NB. Please retain a copy of all work submitted

How do I submit my assignments?

Assignments should be submitted electronically using the e-submission facility based in the eLearning portal for each module. You will automatically be given a receipt after submission to assignment handler. Please keep a copy of all work submitted, and retain receipts for work submitted.

Please begin each submission with the Distance learning Assignment Submission Form (which can be downloaded from your programme site on the e-learning portal). You can copy and paste it into your assignment). All assignments should include page numbers, and a header/footer detailing the module code, your name and the course studied. Each submission should contain one file only, and be saved in a PDF format.

Please note: that due to the nature of some assignments, individual module tutors may require you to physically post in some elements of your work (e.g. brochures etc) or submit them separately (e.g. a database, website). In these cases specific instructions will be provided with the module information.

Please do not email your assignment direct to module tutors unless requested.

Will I get my assignments back?

After each assignment has been marked it will be returned to the Administrator for return by post to you. Normally all assignments will be marked and returned with full feedback within five working weeks. To facilitate this turnaround the internal moderation process may need to take place at a later time and you will be made aware that any marks you receive are unmoderated marks. The second of the two copies of your work submitted will be retained for the external examiners to see.

Can I submit my assignment late i.e. after the deadline?

Sometimes due to circumstances beyond your control it may become impossible for you to submit a piece of work on time. If this is the case you **must** contact the Faculty **Student Support Team** in the first instance either in person at Room B201, Ellison Building, telephone +44(0)191 2274722, or email wee.studentsupport.ac.uk (for further information go to the Blackboard site [for](#) the Faculty Student Support team). A request for an extension must be **sought in advance**, immediately when a problem is identified, and not at the last moment i.e. the date the assignment is due.

Please note that a relevant, genuine reason is required for late submission of work; for example, illness or bereavement. Problems with IT equipment, including printer problems, are not normally sufficient unless, for example, there is an abnormal failure or problem. Late submissions will normally only be granted if backed up by appropriate third party written evidence (such as a medical note).

Any work submitted after the deadline and without prior late approval will receive a mark of zero.

What do I do if I am ill?

If you are ill for a substantial period of time, and this is affecting your ability to complete your studies, it is useful to send a message via a colleague or telephone the Distance Learning Administrator (+44 (0)191 227 3384/3699) or the Student Support Team (+44 (0)191 227 4722). Alternatively you could e-mail the tutor concerned or your Programme Leader. You should give details concerning the reason for your absence, how long you expect to be unable to work and details of any other important messages. (See also 'Personal Extenuating Circumstances').

What are Extenuating Circumstances?

Serious or prolonged illness, bereavement and some other situations may be considered to be personal extenuating circumstances, which may have affected your performance during your study. You are required to produce evidence of any extenuating circumstances. For each circumstance you must complete the appropriate form, which can be obtained, along with more details, from the University web site in the Student Support and Wellbeing section about Assessment Documentation for Students.

(<http://www.northumbria.ac.uk/sd/central/ar/qualitysupport/assess/assproc/>) Please seek advice from your guidance tutor if invoking this procedure.

What happens if I fail or am unable to complete a module?

Deferral/referral may impact on your ability to progress with your studies - until modules have been passed. Refer to the University Assessment Regulations for details.

What happens if I fail the award?

If you fail to achieve the award for which you are registered, you may, if qualified, be granted a lesser award. Refer to the University Assessment Regulations for details.

How is my work marked?

Tutors are responsible for assigning a mark. All dissertations are marked independently by two members of staff, one being your dissertation supervisor.

A sample of work from each module is moderated by another member of academic staff in the Information Sciences Subject Team, to check consistency and standard of marking. This mark and comments will be passed to you normally within five weeks after the assignment deadline, either by post, email or the eLP.

In addition, all modules are then moderated by External Examiners, who again sample several pieces of work from each module to moderate consistency, and ensure standards across the country. They may also look at borderline work. **Until then marks are unconfirmed.** There is an Examination Board made up of the Programme Leaders, the Information Sciences Programme Director and an External Examiner and chaired by a member of the executive team from the Faculty, which confirms marks for each year, and then confirms the award at the end of your study programme.

What do my marks mean?

Work at level 7 is required to 'Display mastery of a complex and specialised area of knowledge and skills, employing advanced skills to conduct research, or advanced technical or professional activity, accepting accountability for related decision making including use of supervision' (NICATS summary descriptor). (See generic grade descriptors below).

For any module you can be passed, referred, deferred or failed (See the Faculty Handbook for details of referral, deferral and failure). The pass mark is 50%. Students who achieve an average of 70% or more, and who achieve 70% in their dissertation, will be awarded a distinction. Those with an overall average of 60% or more will be awarded a commendation.

NB: All modules count in the overall average mark. A module of 60 credits is worth three times the amount of a module worth 20 credits.

Mark Range	Grade	Generic Assessment Criteria
70-100	Distinction	Excellent work providing evidence to a very high level of the knowledge, understanding and skills appropriate to level 7. All learning outcomes met, many at high level. Marks at the high end of this range indicate outstanding work where all learning outcomes are met at a high level. Excellent in all or most of: use of primary sources of literature from a range of perspectives; development of analysis and structure of argument; critical evaluation and creative use of theory, research methods and findings; presentation of information to the intended audience
60-69	Commendation	Commendable work providing evidence to a high level of the knowledge, understanding and skills appropriate to level 7. All learning outcomes met, many are more than satisfied. Good in all or most of: use of up-to-date material from a variety of sources; development of analysis and structure of argument; critical evaluation of relevant theory, research methods and findings to the problem in question; presentation of information to the intended audience
55-59	Pass	Satisfactory work providing evidence of the knowledge, understanding and skills appropriate to level 7. All learning outcomes are met. Satisfactory in all or most of: use of relevant material from a variety of sources; development of analysis and structure of argument; evaluation of theory; application of relevant theory, research methods and findings to the problem in question; presentation of information to the intended audience.
50-54	Pass	Adequate work providing evidence of the knowledge, understanding and skills appropriate to level 7 but only at a bare pass level. All learning outcomes are met (or nearly met and balanced by strengths elsewhere). Adequate in all of (or most of, with balancing strength elsewhere): use of relevant material; development of analysis and structure of argument; evaluation of theory; application of relevant theory, research methods and findings to the problem in question; presentation of information to the intended audience.
40-49	Fail	Work is not acceptable in providing evidence of the knowledge, understanding and skills appropriate to level 7. However a majority of the learning outcomes are met and others are nearly satisfied. Adequate in most but not all of

		the following aspects: use of relevant material; development of analysis and structure of argument; evaluation of theory; application of relevant theory, research methods and findings to the problem in question; presentation of information to the intended audience
1-39	Fail	Work is not acceptable and provides little evidence of the knowledge, understanding and skills appropriate to level 7. Few of the learning outcomes are met. Inadequate in some of the following aspects or seriously inadequate in at least one: use of relevant material; development of analysis and structure of argument; evaluation of theory; application of relevant theory, research methods and findings to the problem in question; presentation of information to the intended audience.
0	Fail	Work not submitted OR Work giving evidence of serious academic misconduct (subject to regulations in ARNA Appendix 1) OR Work showing no evidence of the knowledge, understanding and skills appropriate to level 7. None of the learning outcomes are met

Can I use any other libraries?

Northumbria students can use other local libraries such as Newcastle City Library and the Robinson Library at Newcastle University. If you are based outside the Newcastle area, a SCONUL scheme enables you to use other UK libraries that are part of the scheme. You will need to register with Northumbria University library and you should be aware that you may not get the full lending rights to materials, but it can still be very helpful allowing you to access library facilities closer to your own home.

For more information look at <http://library.northumbria.ac.uk/sconul> from the University Library web pages. For more information about resources and services provided by the University Library visit the web site at <http://library.northumbria.ac.uk/sconul> or click on the Library tab from the Blackboard website.

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 or come and see us at our [offices](#) in City, Coach Lane and London.

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

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