

MSc Information Governance and eDisclosure



**Student Handbook
September 2015**



Welcome from the Dean of Engineering and Environment

Welcome to Northumbria University and the Faculty of Engineering and Environment. Northumbria University is based in City of Newcastle upon Tyne in the North East of England. The University has excellent links with further and higher education, industry and commerce throughout the UK, Europe and beyond. Renowned for the excellence of its teaching, as well as for preparing students for the world of work, Northumbria also provides research opportunities for professional reflective practice. Northumbria is the largest university in the North East, with 33,000 students from over 125 countries. In addition, our programmes are delivered via a number of collaborative partnerships across the world enabling international students to study for a Northumbria award while remaining in their home country.

In the Faculty of Engineering and Environment our aim is to provide you with a high-quality education, great experience and excellent career opportunities. Our courses enable you to follow your subject interests and provide a clear professional emphasis. Our aspiration is that when you graduate you can establish a successful and rewarding career of your choice wherever you wish to around the world. We look forward to helping you achieve your goals through your time with us.

This is a vibrant Faculty with so much interesting and innovative work taking place and with great relevance to society and the economy. We equip students with the skills, critical thinking and knowledge needed to change the world. We aim for excellence in research, teaching and enterprise. We aspire to be amongst the best in all that we do.

For those who want to better understand the modern world, we have high quality courses that provide an advantage in the employment market. Our students live life to the full and earn respected degrees to gain a bright future. We are proud of what they achieve.

For those who want to work with us, we are always open for collaboration and business. Our research seeks to be relevant, to address the grand challenges of this century – sustainable and renewable energy and environments, the security and safety of individuals and organisations, and the transmission and integrity of data, to name just a few of our areas of expertise.

Enjoy your time with us as a Northumbria University student and on behalf of all our staff I would like to wish you success in your studies and future careers.

Glen McHale, BSc (H), PhD, FInstP, FHEA, SMIEEE
Executive Dean and Professor of Applied & Materials Physics

A Message from your Programme Leader...

On behalf of the Programme team may I take this opportunity give you a warm welcome from Northumbria University Faculty of Engineering and Environment. You are joining a vibrant and diverse group of students in a hardworking, supportive and enjoyable environment.

The unique programme delivered via distance learning, guided independent study and assessment to create a challenging and rewarding study into some of the most rapidly evolving areas of information management and computing.

For most students, university life opens up new freedoms and opportunities, but it can also bring many new responsibilities. This means working hard (attending lectures and seminars is only a small fraction of your overall learning experience) and doing well in your studies, but it is also important that you enjoy yourself by making new friends and developing your interests outside your studies.

After reading this guide, please do not hesitate to contact me or any member of the Programme team if you have any questions. I hope you enjoy your time studying with us.

**Philip Anderson BSc (Hons), Masters
Programme Leader
Programme Director**





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1. Introduction

This Handbook

This handbook is designed to provide a guide to your programme of study at Northumbria University. Specifically it details the programme aims, structure and supporting staff and also provides an overview of what you can expect from us and what we can expect from you.

The programme aims to develop students with the knowledge to professionally, systematically and critically understand information governance and assurance along with technology risk management practices whilst giving you the skills to handle information governance and eDisclosure incidents as well as identifying new and existing issues and determine methods to address them.

The course aims to empower you to understand the current information governance and eDisclosure. You will be able to use the research and analysis skills developed in this course to apply your critical evaluation skills as an independent learner.

The programme comprises of core taught modules followed by a substantial research project module at the final stage of the MSc. This approach provides you with a firm grounding in information governance and eDisclosure. Each taught module will be independently assessed and you will select modules according to a published schedule. The final project module allows you to conduct an in depth original research investigation in a particular aspect of information governance and eDisclosure equipping you to be at the forefront of your discipline and enables you to build on the research skills and expertise gained in earlier modules.

One of the aims of the programme is to develop your capacity and confidence as an independent learner. Although you will engage in formal online sessions, you will also be expected to engage in a substantial amount of directed and independent learning to complement these sessions and ensure you develop your own academic knowledge and skills and engage in reflect practice. The approach taken during this programme is based on an active learning one where you are actively engaged in obtaining, sharing, creating and applying knowledge and information, and where you use higher order thinking such as analysis, synthesis, reflection and evaluation. There is strong evidence to support the view that active learning is beneficial and leads to higher level learning. This will be key to your independent learning and ensure that you are engaged in your learning and are broadening and deepening your knowledge and understanding of the discipline.

Independent learning may take a number of forms from research, practical application and experience, reflecting on how practice relates to theory and the preparation of formative and summative assessments. This programme is distance learning and therefore will use the university eLearning platform, Blackboard, and other collaborative tools to engage in interaction and communication with your fellow students and the module team and to help clarify issues arising from your independent study. Feedback from the module team and peers will help you in your development and preparation for subsequent modules and assessments.

2. Programme Schedule

The programme is delivered part time via distance learning.

PgC/PgD/MSc Information governance and eDisclosure

Part Time Level 7, Academic Year – The programme typically requires three years of study plus the summer

	Year 1	Year 2	Year 3
Semester 1	LI0813 Information Governance and Security	LI0808 Managing Records for Legal and Regulatory Compliance	EN0542 MSc Engineering Project
Semester 2	EE0744 Principles of eDisclosure	EE0745 eDisclosure: Architecture and Operations	
Summer	LA0197 eDisclosure and the Law: Principles and Practice	IS0752 Research and Project Management	

Students will be permitted to start assessment work after module enrolment and induction and once they have received the appropriate academic guidance.

It is anticipated that it will take you 36 months to complete the programme (including the project element of 6 months minimum).

3. Your Learning Goals

Goals and Objectives

The focus of this MSc is on information governance and eDisclosure. It aims to provide an advanced course of study in both the theory and practice of information governance and eDisclosure. The programme will allow information management, computing and business graduates and established professionals to enhance their career opportunities, producing highly skilled postgraduates and individuals with abilities to,

- resolve information governance and eDisclosure issues and situations faced by public and private organisations, government bodies, etc.,
- systematically develop and manage a strategic approach to a wide variety of current and future information governance and eDisclosure issues.

The programme will provide students with the opportunity to critically analyse and evaluate theories, principles and applications associated with information governance and eDisclosure – in particular the legal social, ethical and professional issues.

The programme has also been designed to foster enthusiasm and a spirit of enquiry in you by promoting practical, technological, intellectual, professional and transferable skills. It provides the opportunity for you to develop qualities that are needed in complex and unpredictable professional environments, in circumstances that require initiative, sound judgement and personal responsibility. It aims to provide you with the skills and experience to tackle these issues and deal with complex problems both creatively and systematically, showing originality and innovation.

The programme aims to equip you with:

- analytical understanding of complex and specialised knowledge, and skills in the field of information governance and eDisclosure,
- problem-solving abilities through practical application and theoretical appreciation of the principles associated with information governance and eDisclosure,
- appreciation of innovations and advances in information governance and eDisclosure, and the implication for continuing professional development,
- appreciation of major issues within information governance and eDisclosure, through debate, discussion and critical analysis,
- application of professional and ethical principles, standards and practices in the field of information governance and eDisclosure,
- transferable and life long learning skills to support continuing educational and professional development in a dynamically changing environment.

Assessment Strategy

Assessment is regarded as an essential element in the learning process and represents more than a grade awarded on the basis of student performance. In particular, assessment provides a means for you to: reflect on your performance in a module, through the use of appropriate formative processes, and in doing so further the development of knowledge and understanding; in its summative form, reflect on your overall achievement in each discrete module which will subsequently feed into the overall degree classification awarded by the University; develop key transferable and intellectual skills, through the variety of methods employed; and demonstrate that you have achieved the key learning outcomes for each module and the overall programme.

It is recognised that assessment is an integral part of the learning process and that both formative and summative assessment contribute to the achievement of the module learning outcomes.

The Teaching and Learning Plans for each module set out the assessment strategy adopted for each module. Typically, formative tasks will provide an opportunity for you to demonstrate your learning to date and obtain feedback in order to reflect on your knowledge and understanding and the acquisition of intellectual, technical and/or transferable skills. Formative assessment methods will be used in the face to face sessions to evaluate your knowledge, application, theory and practical expertise in the topics of the particular module. These methods will typically include online discussions, online-tests, collaborative/individual presentations, lab exercises, tutorials, case studies, peer assessment and Q/A sessions. Online collaboration and assessment tools and practice exercises will be a key element studies and evaluate your progress. Feedback will be given within a specified timeframe on your activities.

Summative assessment is integrated as part of the learning process and comprises a mix of practical activities, written coursework, reflective practice and examinations depending on the particular module and its learning outcomes and carefully designed to provide the appropriate mix of skills, expertise and academic rigour and debate to ensure you achieve the overall programme learning outcomes.

You and your learning

The greatest challenge facing providers of education is that every individual is different in terms of their background, experience, preferences, and above all, in terms of the style of learning which suits them best. Some people learn best by reading; some by discussing; some by doing; some by listening; most by a combination of all of these. Northumbria University Faculty of Engineering and Environment staff are trained and experienced in assisting you to optimise your own approach to learning, and in achieving the best mix of activities within the scheduled hours. However, this time is limited so the way it is used is inevitably a compromise to meet most of the needs of most of the people most of the time.

It is important to realise that learning is a highly personalised experience, and that nobody is going to make it happen except YOU! The most skilful and conscientious teacher in the world relies on his/her students reading, discussing, questioning, analysing and thinking; much of this learning has to occur outside the lesson. Many people, particularly those who have been out of formal education for some time, find it difficult to accept the responsibility which they must take on for their own learning. We cannot teach something which you are not prepared to try to learn.

Recognising that people often need some help in “learning how to learn”, the course does not throw you in the deep end and leave you to sink or swim! In the early stages, there will be some emphasis on establishing a common foundation of knowledge, partly through lectures and presentations delivered by the course team, partly by structured activities and reading. As the course proceeds, there is an increasing emphasis on developing students’ abilities as independent learners. We expect you to take charge of your own learning experience. You are responsible for getting work to the tutor on time. If you realise you cannot meet a deadline for set work, contact the tutor well in advance to explain your difficulties and discuss your options.

The learning you undertake may take the form of the submission of formative assessment during the module, the participation in online seminars, accessing video-cast or podcast sessions, on-line forums and discussion groups or chats through Skype. All module tutors will define clearly what is expected from students as part of the module information given to students at the beginning of the module.

Learning Materials

Core learning materials for this programme can be found on our e-learning portal, commonly known as Blackboard. For each module there will be a ‘Blackboard Site’. This site will contain the following:

- a clear statement of the learning objectives of the module
- a teaching plan detailing the content to be covered
- module presentations and supplementary reading.
- recommended reading
- the assessment instructions, hand in date and marking criteria.

Working on your Own

Work that you carry out will fall into two categories – ‘directed’ and ‘independent’ learning. Directed learning will occur where you are guided to certain readings or activities by individual lecturers. This will typically involve background reading and/or research carried out in the workplace.

In all cases demands for directed learning will be made cognisant of the demands and pressures from other areas of your lives. It should be noted, however, that this is a key part of the learning process and that there is an onus on you to carry out the work in order to both fully contribute to the programme. In addition to this form of directed learning, guidance will also be given in relation to activities that can be usefully undertaken to help with the completion of assignments. Develop good habits and abilities at the initial stage of your course:

- use all of the resources available to you, including online help, tutorials, online discussions, assignment guidelines, and the Internet
- contribute advice or ideas about your own experiences as it applies to the subject matter you
- speak up when you feel frustrated, confused or need help

Independent learning, as the name implies, encompasses activities that you manage yourself to enhance your own understanding of the subject. At the very least this should entail keeping up to date with what is being discussed within the sessions and reflecting on how this relates to your own personal and/or work situation. Extending this could involve identifying gaps in your understanding leading to further reading or discussions with 'functional experts' at work. Again, independent learning is an important aspect of the entire process as more than anything it is this element which will 'customise' the knowledge to suit your own particular needs.

Set aside a significant amount of time each week for class work. Distance education classes require as much time and effort as tutor-led classes, if not more. Develop a schedule and stick to it. Without the structure of weekly class meetings, you may be tempted to put off class work until the last minute.

4. Your Programme Team

Programme Leader

The Programme Leader is the manager of the programme. The Programme Leader will provide you with details about the programme and will answer any general programme-related questions you have. Your Programme Leader is responsible for telling you about the university's assessment policies and procedures so that you know what the ground rules are. The Programme Leader is committed to helping you get the most out of the programme and, where appropriate, will liaise with your other tutors to make sure that they are aware of your needs and of how you are progressing generally.

Your Programme Leader is Philip Anderson
Email: philip.anderson@northumbria.ac.uk

Programme Director

A Programme Director is a strategic manager of a group of programmes offered within the Faculty. Programme Directors provide strategic direction to the development, design and curriculum content of programmes and support Programme Leaders and Tutors to ensure the effective day-to-day operation of their programmes.

Your Programme Director is Philip Anderson
Email: philip.anderson@northumbria.ac.uk

Programme Administrator

The Programme Administrator holds all key information regarding the programme and its students. This is the person who manages such processes as enrolment, day to day correspondence, confirmation of attendance letters, marks entry etc; they should be your initial point of contact for all general queries including timetabling queries.

Your Programme Administrator is Andrew Cox
Email: a.cox@northumbria.ac.uk
Telephone: 0191 227 3601

Module Tutors

For each module or unit of study, you will have a designated Module Tutor. The Module Tutor is responsible for supporting your learning and assessment. Although the Module Tutor will usually teach some classes, the primary role of the tutor is not to be a teacher. The Module Tutor's primary role is to guide you in your general learning in the subject area.

In addition to the Module Tutor, you may also have other lecturers or Seminar Tutors who will take part in the delivery of that module. All tutors will play a part in providing you with an overview of the module, guide you in your studies and assessment, discuss and share ideas with you and the group, recommend learning resources, and provide feedback on your assessment. It is important to realise that studying at university may be very different from your previous educational experience. You shouldn't expect to be taught, learning is by individual effort, and not merely by passive action.

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You have the ultimate responsibility for your learning – it is up to you to use the resources, present your own ideas, and act on the feedback. So look upon your tutors as a resource and a signpost rather than as a font of all knowledge.

Course Representatives

Course Reps are elected by you to represent the views of students on your programme to the University. They are there to take forward any programme-wide feedback, and let the University know what students are enjoying on the programme, or what students would like to see improved.

Programme Communication

The e-learning portal and your Northumbria University email account are an essential and well used means of communication. It is essential that you check your student e-mail account regularly as staff (Programme Leader, Module Tutors and Support Staff) will keep in contact with you via e-mail. At the beginning of the module, the tutor will send you a 'welcome' e-mail containing general information about the module, its structure and communication with the tutor. You are encouraged to contact your tutor early in the module to introduce yourself. Module Tutors will encourage students to communicate with each other by e-mail. If you have not received any e-mail from the module tutor within the first 2 weeks of the start of a particular class, please contact the tutor directly.

Distance learning classes require a great deal of communication with the tutors and the fellow students for assignments and class activities. Get to know your tutor and classmates by sending emails, participating in online discussion forums, and joining blogs, you will find this a great resource. There will be opportunities for student–student and student–tutor interaction through dedicated discussion groups.

Most of the modules on this Masters programme will use online discussion forums within in the e-learning platform. There will be module specific discussion forums that will support you through your learning on that particular module. There will also be different programme

based discussion forums which will as the name suggests help you through this programme offering advice, support and guidance throughout.

In distance courses, nearly all communication is written, so it is critical that you feel comfortable expressing yourself in writing. If you feel that you are weak in this area, try to brush up on your writing skills.

Student Feedback

As a part of the University's Quality Assurance policy, the views and opinions of students are an important and valued part of continuous improvement within each programme. Formally, we ask for feedback via Programme Committees, by using questionnaires and through Staff Student Liaison Committees. Student Representatives are a key part of this process. Please ensure that you report through your Representative so that we can capture all your feedback.

5. Your Postgraduate Degree Programme

Programme Structures

MSc Information Governance and eDisclosure

It is possible that some of the modules and options will change over the course of your programme, sometimes due to circumstances beyond our control but also due to planned improvements in design and delivery.

It is your responsibility to ensure that the modules that are listed on the programme structure are accurately reflected on your timetable. If you have any concerns please see your Programme Administrator.

Award	Requirements
Postgraduate Certificate	LI0813, Information and Governance Security (20 credits) EE0744, Principles of eDisclosure (20 credits) LA0197, eDisclosure and the Law: Principles and Practice (20 Credits)
Postgraduate Diploma	LI0808, Managing Records for Legal and Regulatory Compliance (20 Credits) EE0745 eDisclosure: Architecture and Operations (20 Credits) IS0752, Research and Project Management (20 Credits)
MSc	EN0542, MSc Engineering Project (60 Credits)

6. Your Responsibilities

Guidelines for acceptable conduct in taught classes, study spaces, libraries and other learning environments

Participation in classes

As a student, Northumbria University expects that you to participate in all timetabled sessions and tutorials. If you are unable to attend please inform the Module Tutor.

When you begin your studies, you will see that participation in sessions is monitored carefully by the University.

Come Prepared and Ready To Work

This is particularly important in the case of tutorials where other learners depend upon your input.

Additional Guidance

There may be additional guidance, related to health, safety and professional issues in connection with library, open access and IT spaces, which should be taken into account in relation to acceptable behaviour. Please check your Programme or School Handbook for relevant information, and see below for a link to regulations related to the use of Library and computing facilities.
<http://www.northumbria.ac.uk/sd/central/library/about/membership/>

Submission of Work and Receipt of Results

It is your responsibility to submit work on time so always confirm when work needs to be submitted. Work is submitted electronically via the e-learning portal. You should always maintain an electronic copy of your work - **it is strongly recommended that you back up all of your work to your U: drive.**

Wherever possible you will receive feedback on your work 20 working days following submission. Marks are unconfirmed until they have been considered and agreed by a Module Examination Board. Your final degree results will be posted to you.

The rules of the University strongly discourage staff accepting gifts. While it is very kind of students to offer gifts as a sign of appreciation, please don't put staff in an awkward position.

7. Your Degree Award

Programme Awards

Standard Assessment Criteria

The pass mark for Postgraduate Level 7 modules is 50%.

Award Classifications

Average = > 50% over Level 7 modules = Masters Award

Average = > 60% over Level 7 modules = Masters Award with commendation

Average = > 70% over Level 7 modules = Masters Award with distinction

Assessment Regulations for Northumbria Awards (ARNA)

All students are provided with the ARNA web reference during enrolment (see below for link). All matters relating to progression and awards are contained within ARNA and you should familiarise yourself with these regulations, they are the definitive rules; the handbook information is a guide.

<http://northumbria.ac.uk/studentaz/survival/assessment/>

External Examiner Details

All modules have an external examiner allocated who has relevant subject and academic experience. The external examiner receives the draft assignment or exam paper to moderate and approve before the assessment is taken by students. They also receive a sample of student work to moderate after students have taken the assessment, but in advance of the Module Examination Board.

External examiners are an important part of the quality assurance process, and are drawn from a variety of Universities across the country. Details of the external examiners for your modules are provided for your information on the module sites on the e-Learning Portal.

Handbook of Student Regulations

A copy of this is available on line at:

http://northumbria.ac.uk/sd/central/uso/stud_reg_handbk/

This covers issues such as ethics, disciplinary rules, credit control and grounds and procedures for student appeals.

8. Your Workload

Your degree programme is made up of a number of modules. Each module has a specific number of credits attached. The entire MA award is 180 credits. Credits identify the total number of hours you are expected to apply to the module. Each credit represents 10 hours of learning and throughout the degree your time will be made up of the following activities:

- a) **Contact Hours:** these are the classes and tutorials shown for each module.
- b) **Directed/ Independent study:** this is the time you will spend preparing for seminars, writing up your seminar and lecture notes, reading the recommended texts and articles, meeting with fellow students on group work and carrying out your own research.
- c) **Assessment:** this is the time you will be required to devote to complete the module assessment, which may include examinations, assignments, portfolio, presentations and group reports.
- d) **Reflection:** You may be required to reflect on your learning through practical activities undertaken within your workplace. These will be directed from the programme team.

It is our objective to develop you as an independent learner and from the start of your university career you must appreciate the importance of the work you do outside of the lecture or seminar room.

Tutors will expect that you will have carried out the directed reading identified each week and that you have completed any preparation identified for seminars and workshops. Increasingly, as you move through the different years of the degree, there will be an expectation that you are carrying out your own research using the University's considerable learning resources in Computer Science

9. Hours of Study

The study hours for the modules are as follows:

Module	Semester based/ year long	Tutorials	Directed and Independent Hours	Total
Information and Governance Security	Semester Based	20	180	200
Principles of eDisclosure	Semester Based	20	180	200
eDisclosure and the Law: Principles and Practice	Semester Based	15	185	200
Managing Records for Legal and Regulatory Compliance	Semester Based	10	180	200
eDisclosure: Architecture and Operations	Semester Based	10	180	200
Research and Project Management	Semester Based	12	188	200
MSc Engineering Project	Year Long	18	582	600

10. Approval for Late Submissions

Personal Extenuating Circumstances

University regulations allow students to bring to the attention of Examination Boards any personal extenuating circumstances that may have significantly affected performance in examinations or other forms of assessment.

What does Northumbria define as 'Personal Extenuating Circumstances (PECs)?

Personal Extenuating Circumstances are defined as circumstances beyond the student's control that have **significantly** affected performance in any assessment designed to demonstrate skills, knowledge or competence, or as circumstances which have hindered, to some degree, the acquisition of skills, knowledge and competencies associated with any modules. PECs will be of a medical or personal nature affecting the student for any significant period of time and/or during the assessment period. For absences of up to 10 working days during normal teaching it is expected that this time will be made good through additional study. Claims will normally only be accepted if they relate to a serious illness or serious personal trauma.

Such circumstances would normally be:

- **Unforeseeable** in that the student could have no prior knowledge of an event likely to affect their performance - e.g. suffering an accident resulting in the inability to write before a deadline for submission.
- **Unpreventable** in that having done everything in their power to ensure their safety and the safety of their work, they could not have prevented the circumstances from taking place, e.g. a house fire or a period of hospitalisation.

If you have any personal extenuating circumstances, please contact your local administrator who will be able to advise you further on how to proceed with this. Full details are given in section 10 of the Assessment Regulations for Northumbria Awards (ARNA).

Link to ARNA:

<http://northumbria.ac.uk/static/worddocuments/ardocs/arna.doc>

Late Submission

1. Assessment deadlines will be clearly communicated to students via notices from the relevant administrative office. All students should work to submit by these fixed deadlines.
2. A student may apply for a short extension to the submission date via their Programme Leader in conjunction with the Northumbria University Partnership Co-ordinator. If approved, evidence of the approval and the agreed submission date should be attached to their assessment. Such an approval will result in the assessment being marked as 'normal'. Extensions of more than one week will not be granted by this process. Students who need significantly more time should consider if they have grounds for a PEC (see above).
3. A student who submits their assessment late without approval is entitled to receive formative feedback on their work, but their mark for this component of assessment will be zero (ARNA regulations, 1.7, p1).
4. A piece of work which is submitted late will be clearly labelled as such at the point of submission and the student will be provided with a receipt advising them that the work has been accepted beyond the submission deadline.

In all cases, administrative staff will take into consideration issues such as length of queues etc. when applying the deadline.

11. Ethics and Governance

The link below is to Northumbria University's Research and Ethics web pages. The pages and the companion Ethics and Governance Handbook (also available at the link below)

have been developed to ensure that there is a University-wide repository of information about Northumbria's policies, practices and guidance.

They are intended to be a guide to staff and students and to promote best practice for the ethical conduct of research.

<http://www.northumbria.ac.uk/researchandconsultancy/sa/ethgov/>

12. Programme Management Support - Frequently Asked Questions

My problem is...

<p>... A serious personal problem which is affecting my ability to study.</p>	<p>You need to speak with your Programme Administrator who can give you advice as to how best the University can support you.</p>	<p>Your Programme Administrator can provide you with information regarding which University Service is best for you to talk to. In addition, depending on the circumstances, they might also recommend that you submit a Personal Extenuating Circumstance Claim due to your problems, and they will be able to advise you of the evidence you may need of this and how to fill out the form.</p>
<p>... I need an extension for an assignment.</p>	<p>You need to speak with your Programme Administrator, only they can give extensions. They will normally ask for a good reason for the extension.</p>	<p>Your Programme Administrator can only give extensions of up to two weeks. Any extensions beyond this period have to be claimed through the Personal Extenuating Circumstance system where you would be asked to provide documentary evidence regarding why you needed the extension.</p>
<p>... I have a problem with a module I'm studying.</p>	<p>You need to speak with the module tutor. Arranging an appointment via email is often the best way to contact tutors.</p>	<p>In all instances, if you have an issue with a module or the teaching on a module, you need to speak to the academic member of staff concerned first. If you are unable to resolve your issue with the module tutor, only then should you involve your Course Rep who would raise this further on Programme Committee Meeting or involve your Programme Leader.</p>
<p>... I don't know who to ask about my problem.</p>	<p>You need to speak with your Programme Administrator who can give you advice as to how best the University can support you.</p>	<p>Usually your Programme Administrator can advise you of the best person to speak to.</p>

13. Glossary of Common Terms and Phrases

ARNA	Assessment Regulations for Northumbria Awards	These are the assessment procedures and regulations that will govern your study.
Blackboard	E-Learning portal	All modules are supported by Blackboard (Bb). An integral part of your module study.
Level	MA MSc MBA	Master of Arts Master of Science Master of Business Administration
Module	An individual unit of study with its own module code (see below), curriculum, learning outcomes, teaching and learning methods and assessment.	Each module will count 10, 20 or 60 credits (dissertation only) towards the 180 points required for a Masters degree. Modules will denote the subject area and module number (e.g. HR0892)
PD	Programme Director	The programme director is responsible for the strategic development of a suite of programmes, of which your programme is one part.
PL	Programme Leader	The programme leader is responsible for the day to day running of your programme.
Semester		The academic year is split into two semesters consisting of both teaching and assessment weeks.
Teaching & Learning Plan (TLP)	Contains detailed information about a module's aims, objectives, syllabus, learning outcomes, assessment, reading, teaching plan & delivery pattern.	Will be provided in each module's 'Study Guide' and/or on Blackboard.

And Finally...

Best of luck, we are confident you have made the very best choice, enjoy your work, enjoy the course and enjoy the opportunities MSc Information governance and eDisclosure will bring.

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.

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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?I3-0>

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

ask4help@northumbria.ac.uk

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