SHAPE
Service Sector Programme

BSc (Hons) Events and Leisure Management

BSc (Hons) International Tourism Management

BSc (Hons) International Hospitality Business Management
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While every effort has been made to ensure the accuracy of information contained in this course guide at the time of production, information can change in year. If this is the case these changes will be communicated to you in a timely manner and links are provided where appropriate to sources of current online information.

For up-to-date information, please visit shuspace via my.shu.ac.uk
Welcome to Sheffield Business School

I would like to welcome you personally as you start your studies with us.

Sheffield Business School (SBS) is Britain’s largest modern business school. We are deep in our expertise and far-reaching in the employers we work with, but we remain personal in our commitment to expanding each and every student’s horizons.

SBS is part of Sheffield Hallam University, one of the country’s most progressive and innovative universities.

On behalf of everyone at Sheffield Business School, may I take this opportunity to wish you every success during your studies with Sheffield Hallam University.

Professor Kevin Kerrigan
Pro-Vice Chancellor Enterprise & Dean of Sheffield Business School
Whilst your time at university will undoubtedly be the experience of a lifetime, there are a few very important things that you need to do and be aware of.

Enrolment is very important and is how you officially join Sheffield Hallam University. We will provide you with instructions on how to do this and once completed, you will be able to use the Sheffield Hallam online Library and Student Support resource for students at the School for Higher and Professional Education.

[link to enrolment information]

Got a new mobile number or moving accommodation? Make sure that you update your details in My Student Record straight away.

[link to My Student Record]

Your course team will be in contact with you regularly by email. It’s essential to check your Sheffield Hallam student email frequently so you don’t miss out on important communications.

You can access it via any PC, laptop, tablet or smartphone. If you prefer, you can also set up your student email to be forwarded to another account.

[link to email forwarding]

Get into the habit of backing up your work regularly. Laptops and USB sticks are great but can get lost, stolen or damaged. Make use of the free cloud storage that comes with your student account.

[link to cloud storage]

As a student at Sheffield Hallam University you agree to abide by the University regulations upon enrolment. You should therefore read this course guide in conjunction with these Academic Regulations and Student Policies.

Please note that regulations can change during the year and the latest version can always be found online.

[link to regulations]

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[link to regulations]
You can expect

1. an environment that fosters an inclusive, supportive and collaborative University community
2. to be treated with respect, professionalism and courtesy
3. your personal information to be safeguarded and to learn in a safe environment
4. advice on student financial information, and information about tuition fees, scholarships and bursaries
5. to be able to find information about all relevant regulations and codes.

We expect you to

1. have respect for the dignity of others and be considerate and courteous towards the University’s diverse community
2. respect the property of others, and make proper use of the University’s facilities and resources
3. behave in a manner that ensures your own health and safety, and that of others
4. be honest and have regard for the good name of the University
5. show consideration for, and behave appropriately within, the local community and when representing the University
6. take advantage of the learning resources and facilities available to you
7. tell us about any circumstances, needs or restrictions which might affect your participation in learning, professional practice or work placements
8. make sure you seek out and use the support services, information and advice available as your needs arise
9. regularly check your University email, timetable and virtual learning environment
10. read and abide by the University’s regulations and codes, those governing your course and the law.

Your teaching, learning and course

You can expect

1. high standards of teaching, support, advice and guidance
2. appropriately qualified staff to support your learning
3. a course with relevant and applied content
4. an induction to help you get to know your learning environment, introduce you to fellow students and key staff, and provide an introduction to your studies and learning resources
5. to receive accurate and timely information about your studies
6. to have a regular dialogue with a personal adviser, or in the case of research students, your supervisor
7. your work to be assessed in appropriate and fair ways
8. useful feedback on your coursework, within a defined time frame
9. up-to-date facilities and resources to support your learning and research, including learning centres, library resources, IT services and facilities
10. a student support service which includes study support, disabled student support, wellbeing and international student support, and information and advice on other issues that may affect you
11. a careers advice and guidance service and a student employment service.

We expect you to

1. make every effort to work collegially with your fellow students and tutors, and make a positive contribution to the creation of a supportive learning community
2. actively participate in your organised activities
3. take responsibility for managing and progressing your learning
4. give time and effort to your studies, including reading and researching your study topics, preparing for classes and assessed work
5. make every effort to meet your assessment and attendance requirements, as outlined in the attendance statement, and let us know if you can’t
6. have a regular dialogue with a personal adviser, or in the case of research students, your supervisor
7. reflect on your learning and the feedback you are given and use this reflection to help your future development
8. keep up to date with information related to your course or programme of research

Your representation and opinions

You can expect

1. student representation on a range of committees and groups at all levels within the University
2. your views to be sought on aspects of your student experience and your feedback welcomed, considered and used to shape future developments
3. the University to work in partnership with Hallam Union to enhance the student experience
4. every effort to be made to resolve a complaint or an appeal informally, and formal complaints or appeals to be dealt with in a timely and fair manner

Your Students’ Union

Hallam Union represents and supports you

1. through its elected representatives within Hallam Union
2. by working to ensure representation at all levels within the University
3. by working in partnership with the University to enhance the student experience
4. by working to ensure representation in your community
5. by providing national representation
6. by providing free, independent advice
7. by helping students to make positive changes to the student experience

Hallam Union provides experiences, services and facilities that give you

1. opportunities to interact and socialise with other students
2. the opportunity to participate in a range of student-led activities
3. opportunities to develop skills for the future

It encourages you to

1. ask for our advice and support when you need it
2. share your voice and experiences with us
3. get involved with our representative and democratic activities
4. seek out and take part in the opportunities and experiences provided.

Our student charter was developed jointly by the University and Sheffield Hallam Students’ Union. It is an example of the working partnership which exists between our staff, students and student representatives.

The charter embodies our commitment to delivering a high-quality student experience and sets out the expectations and responsibilities we have for our community of students and staff.

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Welcome message from the collaborative course leader

Congratulations on making the important decision to join Sheffield Hallam University and to top-up your Higher Diploma to degree level. We hope that you are all looking forward to what will be an exciting year working with us on this collaborative programme with SHAPE.

I am sure that it has taken a lot of courage on your part to take this step and the uncertainty of what lies ahead is probably daunting for you. Let me assure you, however, that you have made the right decision. Our role is to support you through the coming year and to do the very best we can to help you to make this transition smoothly and successfully. Your seniors have done it and so can you! Your part in all of this, however, is to work hard, attend lectures diligently and involve yourself fully in all lecture and seminar activities.

Dave Egan
Senior Lecturer
FHEA, BA, MA, MPhil
SBS Collaborative Course Leader
SHAPE/IVE Service Sector Programme
Your Programme Team

Introducing the programme team
Your programme team includes academic and administrative staff. They work together to provide you with support. The programme team are here to ensure that you complete your course successfully.

Collaborative course leader
Dave Egan
Phone: +44 114 225 2095
Email: degan@shu.ac.uk

Your Sheffield Hallam collaborative course leader plays a vital role in the co-ordination and development of your course. They:
• provide academic leadership for the respective programmes and offer advice and guidance on the operational provisions of the programmes
• organise the induction at the start of each academic year and ensure that Sheffield Hallam’s quality and standards policies and procedures are adhered to in the operation of the programme
• organise and attend course committee meetings, which are held twice a year and follow up on any issues that may arise
• are responsible for deploying the Sheffield Hallam module leaders in the UK to deliver the lecture blocks in Hong Kong

SHAPE administration office
Irene Cheng
Email: irene.cheng@vtc.edu.hk

Tommy Man
Email: manwunyu@vtc.edu.hk

The SHAPE administration team will
• help to handle students’ enquiries
• help you with any queries you have about course administration
• advise you about Sheffield Hallam’s rules and regulations and how they relate to you
• help you to plan and manage your workload, including if you have extenuating circumstances
• help you to understand your results

Course aims and learning outcomes
All courses in the Business School are designed with input from students, employers and teaching staff. They are also designed to meet national subject benchmark standards and national quality requirements.

Course study blocks
Your course is taught in study blocks. During study blocks, there is likely to be between 9 and 12 hours of formal classes, depending on the nature of your course. For every hour in class, you will spend at least another 2 to 3 hours studying in your own time, reading around the topic/subject to prepare for seminars and assessments.

Lectures

| All students on a module attend these together. A lecturer will explain the key issues in a particular topic area. |

Seminars

| You will be taught in groups of 20 - 25. Seminars provide an opportunity for the exchange of ideas, for asking questions about material that you covered in the lecture and for the further development of concepts that were introduced in the lecture. |

SHAPE programme co-ordinators
BSc (Hons) International Hospitality Business Management
Doris Lo
Email: doris_lo@vtc.edu.hk

BSc (Hons) International Tourism Management
Tommy Man
Email: manwunyu@vtc.edu.hk

BSc (Hons) Events and Leisure Management
Cheerlie Lai
Email: cherlie.lai@vtc.edu.hk

Your SHAPE programme co-ordinator will
• provide you with academic support
• keep in regular contact with course reps
• help with any queries you have about a module, if the module co-ordinator is not available

Course Information

SHAPE Service Sector Programme

How should I prepare for a lecture?
Do some of the recommended reading to familiarise yourself with the topic. This will make it easier to follow the lecture.

How should I prepare for a seminar?
Do the recommended reading and any preparation that has been explained in the module guide.

What should I do in the seminar?
Contribute to any of the activities and take notes so that you have a record of what was covered.

What should I do after the seminar?
Add to and write up your notes of the seminar so you have a comprehensive record of what was covered. This will be particularly useful if you have an exam in a module and when you are revising for this.

Reflection and personal development planning
All students will have the opportunity to collect evidence of their achievements in a format that will be of use to improve their employability upon graduating from Sheffield Hallam.

Course timetable
You will be given your course timetable at induction. You will also be given hand in dates for assignments and these should be communicated to you by the end of the study block.

Students will be allocated to seminar groups and are required to keep to their allocated group. Any request for a change of group must be made to the SHAPE administration office. Changes will normally only be agreed in exceptional circumstances e.g. where there are caring responsibilities to consider.

Should classes have to be re-arranged, staff will endeavour to re-arrange the class for a time mutually acceptable to themselves and to the students concerned. Information concerning re-arranged classes will be sent to you by email.

Attendance
It is essential that you take responsibility for your learning by engaging fully with your course. You should
• attend punctually all scheduled and timetabled learning and teaching activities and sessions, unless unable to do so for reasons of illness of extenuating circumstances
• engage with and participate in all learning activities
• submit all assessments by scheduled hand in dates
• attend all scheduled assessments (for example, in class tests, presentations and exams)
• reflect on and act on feedback on assessed work
• undertake independent learning in support of teaching delivery as directed by academic staff

In doing this, you will gain the most from the planned learning activities on your course.

Ethics
Sometimes your learning and assessment may have some ethical aspects. This is different to legal compliance. Ethics concern the broader moral values that govern how University members should behave.

Some aspects are covered by University regulations such as research ethics (see students.shu.ac.uk/regulations) and by policies covering specific courses or modules. Teaching staff will draw your attention to these when necessary.

If you ever have any concerns, you should raise these straight away with the module leader or a member of the programme management team.

Assessment
The course aims to provide students with a variety of assessments to include
• phase tests
• examinations
• written coursework in the forms of essays and reports
• presentations
• group work
• projects

The module guide (issued at the beginning of the delivery of each module that you take) will detail the assessment requirements for the module concerned, and the criteria against which your performance in your assessment(s) will be judged.

In order to successfully pass the course, you must engage with and submit all assessments set by the due date.

Course resources
Sheffield Hallam University has developed a Library and Student Support resource for students at the School for Higher and Professional Education.

Please visit libguides.shu.ac.uk/shape
Course Structures

Please note that the programme structure, mode and weighting of assessment are subject to change by Sheffield Hallam University.

**BSc (Hons) International Hospitality Business Management**

<table>
<thead>
<tr>
<th>Semester 1</th>
<th>Semester 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategic Management</strong></td>
<td>20 credits</td>
</tr>
<tr>
<td><strong>Hospitality Business Solutions</strong></td>
<td>20 credits</td>
</tr>
</tbody>
</table>

These modules run across semester 1 and 2

- **Academic and Professional Development** 20 credits
- **Research Project** 20 credits

**BSc (Hons) Events and Leisure Management**

<table>
<thead>
<tr>
<th>Semester 1</th>
<th>Semester 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategic Management</strong></td>
<td>20 credits</td>
</tr>
<tr>
<td><strong>Learning Through Mega and Major Events</strong></td>
<td>20 credits</td>
</tr>
</tbody>
</table>

These modules run across semester 1 and 2

- **Academic and Professional Development** 20 credits
- **Research Project** 20 credits

**BSc (Hons) International Tourism Management**

<table>
<thead>
<tr>
<th>Semester 1</th>
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</tr>
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<tbody>
<tr>
<td><strong>Strategic Management</strong></td>
<td>20 credits</td>
</tr>
<tr>
<td><strong>Sustainable Tourism Planning</strong></td>
<td>20 credits</td>
</tr>
</tbody>
</table>

These modules run across semester 1 and 2

- **Academic and Professional Development** 20 credits
- **Research Project** 20 credits

Key Dates

**Service Sector Programme Study Blocks 2017-2018**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Semester 1</th>
<th>Semester 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation Day</td>
<td>4th September 2017</td>
<td>N/A</td>
</tr>
<tr>
<td>Study Blocks</td>
<td>4th - 22nd September 2017</td>
<td>4th - 19th January 2018</td>
</tr>
</tbody>
</table>

**Service Sector Programme Assessment Dates 2017-2018**

<table>
<thead>
<tr>
<th>Assessment Period</th>
<th>Exam Period</th>
<th>Results confirmed to students on My Student Record</th>
<th>Referral / deferral dates for students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>8th - 12th January 2018</td>
<td>2nd March 2018</td>
<td>20th July 2018</td>
</tr>
<tr>
<td>Semester 2</td>
<td>30th April - 18th May 2018</td>
<td>22nd June 2018</td>
<td>20th July 2018</td>
</tr>
<tr>
<td>Semester 2 reassessment</td>
<td>16th - 27th July 2018</td>
<td>To be confirmed</td>
<td>11th January 2019 (Continued reassessment)</td>
</tr>
</tbody>
</table>

Please be aware that students

- will be given hand in dates for each piece of coursework during the study blocks
- may not take vacations during term time
- are required to be available for reassessment work

In addition, please also note that all dates are subject to change.

**Holiday Dates**

- **2nd October** The day following National Day | **30th March** Good Friday
- **5th October** The day following Chinese mid-autumn festival | **1st March** The day following Good Friday
- **20th October** Chung Yeung festival | **2nd April** Easter Monday
- **25th December** Christmas Day | **5th April** Ching Ming Festival
- **26th December** The first weekday after Christmas Day | **1st May** Labour Day
- **16th February** Lunar New Year’s Day | **18th June** Tuen Ng Festival
- **17th February** The second day of Lunar New Year | **2nd July** The day following Hong Kong Special Administrative Region Establishment Day
- **19th February** The fourth day of Lunar New Year

Please note that the programme structure, mode and weighting of assessment are subject to change by Sheffield Hallam University.
Support and Guidance

Academic support
Each subject that you study has a local module link tutor. This is the person to go to for academic advice about a specific module. If you have any issues, these should be brought to the attention of local link tutors and then programme co-ordinators or SHU module leaders if they cannot be resolved.

Special needs and disability
If you have a condition that is classed as disability in your country’s legislation, you should contact the local student support staff to request additional help during your studies, and extra support for assessments and exams.

Dealing with illness and difficult circumstances
If you are affected by illness or difficult circumstances that impact on your studies or affect your ability to complete an assignment or sit an exam, you must seek advice from the SHAPE administration office.

Depending on your circumstances, you may be allowed one of the following:
• a short extension to a submission deadline for written coursework
• a request to repeat an assessment attempt
• a break in study

Your local support staff will be able to explain the options that are best suited to your circumstances. Please also see the step-by-step video guide on the Library and Student Support site students.shu.ac.uk/regulations/illness.

Support for your wellbeing
If you experience personal problems that are affecting your work, your health or your general wellbeing, please go and talk to the staff in the SHAPE administration office.

Looking after yourself is the first step to achieving academic success. Make sure you have a good work/life balance to avoid getting stressed about your studies. You can also refer to the Get Help tab on the Library and Student Support site libguides.shu.ac.uk/shape.

Here you will find:
• ten things you can do to look after yourself - a short guide for Sheffield Hallam students with advice that can be applied elsewhere
• coping with exam stress - a leaflet with tips to help you adjust to academic study
• wellbeing podcasts - helping you cope with stress
• Ecouch - a self-help resource for dealing with low mood and depression

If you would like to discuss your wellbeing, please contact your local student support services.

Study skills support
Sheffield Hallam University has developed a Library and Student Support resource for students at SHAPE. For more information, see the Skills tab on libguides.shu.ac.uk/shape.

Module evaluation questionnaires
At the end of the module you will be asked to complete a paper based questionnaire.

Your final module evaluation enables module leaders to plan and design the module for the following year by identifying what should be maintained within the modules and where enhancements need to be made.

Student Feedback

Each year, your programme team review your course, including student achievement and the course’s suitability to meet the needs of its students.

Your feedback, changes in teaching practice and the external environment are all used to improve your course so it remains up to date and high quality. By listening to what you tell us we can work together to further enhance your student experience.

It’s important to have a voice. You can do this through your course reps and also through end of year module evaluation questionnaires.

Course reps
Your SHAPE programme co-ordinator will work with students to nominate course reps during induction.

Course committee meetings
The activities of the course committee meetings form part of the ongoing quality assurance processes of the University through the production of the annual programme action plan. They also have an important role both in the development of the course and in providing students and staff with a formal vehicle through which course content and course issues can be addressed.

The course committees include up to two student representatives from each seminar group as well as key members of local academic staff. We ask that the student representatives attend two course committee meetings per year, the dates of which will be given to you following induction.

The course committee feeds into the programme committee.

Module evaluation questionnaires
At the end of the module you will be asked to complete a paper based questionnaire.

Your final module evaluation enables module leaders to plan and design the module for the following year by identifying what should be maintained within the modules and where enhancements need to be made.
Academic Integrity, Assessment, Standards and Fairness

University regulations
As a student at Sheffield Hallam University you agreed to abide by the University rules and regulations upon enrolment to the University. Please note that regulations can change during the year and the latest versions can be found on shuspace. You should therefore read this handbook in conjunction with these Academic Regulations and Student Policies. These can be found at the foot of the page online at shuspace.shu.ac.uk under Rules and Regulations.

How do we ensure all assessments are appropriate and fair for all students?
All courses at Sheffield Hallam University are subject to the University’s quality assurance processes which begin when courses are designed and approved.

An important element in this is the input of external partners and professional bodies with subject expertise that informs course design. Subject experts from other universities also act as external examiners on our courses.

This helps to ensure that the standards of teaching and assessment on your course are comparable with similar courses in other universities.

Each year, staff review all assessment tasks. They ensure that assessment tasks are appropriate for testing the learning outcomes agreed during course approval. The assessment tasks are set by the module leader and/ or module team subject to approval by both an internal moderator and, if the marks from the assessment contribute to your award classification, an external examiner.

Any work you submit for marking will go through a careful process to check and confirm that the standard of our marking and feedback is fair for all students and reflects the quality of the submitted work. Marked samples of student work for all assessments are scrutinised by an internal moderator and, as above, if appropriate, by an external examiner. Project and dissertation modules involving a high level of independent research will be marked by two markers, who will agree a mark. External examiners will scrutinise a sample.

These quality assurance processes help to ensure that:
- assessment practices are suitable for all students
- assessments allow students to meet the learning outcomes of their modules to the best of their abilities
- standards of marking and feedback are appropriate and fair

How should I submit my coursework?
You will be given the hand in dates for each piece of coursework during the study schools.

You may be asked to:
- hand in your work at the SHAPE administration office - this is known as physical submission
- submit coursework online through Blackboard - this is known as online submission. Specific guidance on how to do this should be provided in your module guide.

For some modules, you will be required to use Turnitin, which provides a method of electronic checking for plagiarism. You will be given details on how to use this in your course.

Keeping a backup electronic copy of your work
You must keep an electronic backup of your work. This applies to all types of coursework submission. IT issues are not a valid reason for non-submission or an extension for your deadline.

How do I get feedback?
You should receive electronic feedback with the provisional mark for each assignment within three working weeks of the assignment deadline (excluding student vacation periods and University closures over bank holidays).

Your feedback should be read alongside your saved copy of your assignment.

What if I cannot meet the deadline?
Occasionally, you might experience ill-health or personal issues that are exceptional in nature and which have a significant impact on your ability to study and to complete assessment. We define these as extenuating circumstances. Generally, such circumstances will occur suddenly, will be unexpected and are beyond your immediate control to overcome or manage due to their severity and/or timing.

If you find yourself in this type of situation, you are encouraged to discuss your situation in confidence as soon as practical with a member of staff. You will then be advised on action to support you. You may be advised to submit a Request to Repeat an Assessment Attempt application (RRAA) via the My Student Record system.

Information about illness and difficult circumstances is available online at the Library and Student Support resource for students. See students/shu.ac.uk/illness or contact the SHAPE office for advice.

Extensions
We would always encourage you to try and submit work on time, even if experiencing personal difficulties. However, where your circumstances are preventing you from submitting coursework by the deadline but you believe you can complete within a week of that deadline, it might be in your best interest to request an extension.

If you need an extension, visit the SHAPE Library and Student Support site - libguides.shu.ac.uk/shape for further details.

The following list indicates the type of situations which do not meet our definition of extenuating circumstances because we believe they can be avoided or that you can act to limit the impact. The list is not exhaustive.

Medical situations
- planned health appointments
- minor ailments, such as cold

Personal situations
- the break up of a short-term relationship
- financial difficulties
- moving house
- normal domestic issues
- work commitments for full-time students reducing time available for study and coursework
- voluntary work
- weddings

Study related situations
- completing coursework too late and missing deadlines
- losing coursework
- not following the examination timetable
- refusal to return for assessments scheduled for the reassessment period
- transport difficulties which could have reasonably been avoided
- withdrawal of IT facilities as a result of being in debt to the University
- circumstances that affect another individual in relation to group work
- English being a second language

Exceptional extensions can only be given in consultation with Sheffield Hallam University collaborative course leaders to assess the impact on marking and moderation. They must be requested before the original hand in date.

What to do if you are ill on the hand in day
If, through sudden illness or some other exceptional circumstances on the deadline day, you cannot hand in your coursework at the designated date/time/place, it is your responsibility to inform the SHAPE administration office or the programme co-ordinator.

You will be required to give the following information:
- your name, contact telephone number and the details of the exceptional circumstance
- which piece of work it is that you are unable to submit
- who the lecturer is for that module

You may be advised to:
- post your work to the SHAPE administration office (your work must be posted before the deadline and you should obtain and keep proof of posting)
- submit a Request to Repeat an Assessment Attempt due to non-submission

Exceptionally, in certain circumstances, you may be allowed to submit a late extension request.

An exceptional circumstance is by definition sudden, unexpected and out of your control.

Please note that Sheffield Hallam University does not accept 'computer crashes’ as exceptional circumstances.

You should not leave completing your work so late that a computer crash prevents you from handing in on time. You should also keep regular backups of your work. You cannot appeal against an examination board decision on the basis of a computer crash.

Examinations
Where an exam has been missed for valid reasons, a Request to Repeat Assessment Attempt (RRAA) should be
SHAPE Service Sector Programme

How do I get my results?
All your marks are provisional and subject to both internal and external moderation before they are confirmed by a Sheffield Hallam University Departmental Assessment Board.

Semester 1
You will be notified of the dates that your marks and results will be confirmed via My Student Record. You can also print a copy of your results via this system.

Semester 2
You will be notified of the dates that your marks and results will be confirmed via My Student Record. You can also print a copy of your results via this system.

You will also receive an end transcript of results (overview of module results) and your degree certificate when you have successfully completed the course. These are sent directly to your contact address shown in My Student Record.

It is your responsibility to make sure that your name and address are correct and up to date in My Student Record.

It is important that you take responsibility and access this information as soon as it is available in order to receive details of any referral/deferral coursework or examinations. Refer or defer coursework will be available via the module Blackboard site.

Please do not telephone the SHAPE office for your results. It is Sheffield Hallam University policy not to issue results over the phone so staff will not be able to give you this information.

What do my results mean?
Information about your results is available on shuspace at my.shu.ac.uk. Click on Rules and Regulations at the bottom of the page, then Assessments and Awards.

If you are unsure about anything we would ask that you always seek advice. Initially, contact the SHAPE office.

How is my award classified?
Information about how your final degree award is calculated is in the Assessment Regulations, available via the following webpage: students.shu.ac.uk/regulations/assessment_awards

As such, we take breaches of academic conduct very seriously and all allegations of academic misconduct will be investigated according to the University’s Academic Misconduct policy. This is available to students on shuspace under Rules and Regulations, then select Conduct and Discipline

How can I find out more academic misconduct?

Academic integrity is important, but it is only one aspect of the assessment process. At Sheffield Hallam, we are committed to Assessment for Learning (AFL) providing assessments which help you learn and understand, and enable you to positively engage in your own personal learning. We believe that AFL will help you develop the knowledge, understanding, attitude and skills necessary for you to engage successfully in a variety of activities, now and in the future.

You can always go to your tutor for advice. We would particularly recommend asking your tutor about issues to do with collaboration and understanding feedback you have received on your work.

Academic misconduct regulations apply to all students on taught courses engaged in any University assessment activity, whether on or off site, including collaborative programmes.

In addition to the university academic misconduct regulations, students on professional courses may also be subject to supplementary professional, statutory or regulatory body regulations and procedures. These procedures will be specified in individual course documentation. The regulations regarding misconduct can be accessed via the following webpage: students.shu.ac.uk/regulations/conduct_discipline

Appeals, complaints and student conduct
The University provides a process for you to appeal decisions made by

- Progression and Award boards
- Extenuating Circumstances panels
- Academic Conduct panels

An appeal can request a review of the decision reached by the award board or panel and information submitted in appeals is treated confidentially. An appeal may be made only on the grounds listed in the Appeal Regulations and time limits apply.

You will not be disadvantaged as a result of making an appeal provided it is made in good faith.

The grounds for appeals are published on shuspace under Rules and Regulations. Click on to Appeals and Complaints on the left hand side menu. Disagreement with academic judgement e.g. disagreement with marks, results or feedback is not grounds for appeal.

The University also operates a complaints process to address concerns raised by students. This process encourages early resolution by raising concerns locally with the member of staff most directly involved with the concern you have. This may be your

- module leader
- programme co-ordinator
- SHAPE administration office staff
- collaborative course leader

Early resolution is taken to mean the concern is addressed by agreement with appropriate staff, without the need to submit a Student Complaint Form. Complaints will be dealt with promptly and sympathetically with respect for your privacy and confidentiality. The detailed process and guidance on making a formal complaint is published on shuspace under Rules and Regulations.

The University recognises that the vast majority of its students behave in a responsible manner and meet the expectations of the Code of Conduct for students. However, if students behave in ways which cause harm to

- the University
- other students
- staff
- the public

The University may take action under its Disciplinary Regulations in order to protect the University community and the University’s reputation. These regulations are also published on shuspace under Rules and Regulations, followed by Conduct and Discipline.

Academic integrity and misconduct
Academic misconduct is committed when a student does not follow published assessment protocols or tries to gain an unfair advantage by breaking, or not following, honest practices concerning any part of the assessment process.

Sheffield Hallam University and your course team believe strongly in the importance of academic integrity and support the development of good academic practice. Academic misconduct includes, but is not limited to

- plagiarism, deliberate or unintentional
- self-plagiarism
- collusion
- irregular behaviour relating to exams
- dishonest practice

Review of determination of results

If you are unhappy about the determination of your results you can follow the process for appealing your results. This process will be democratic, objective, timely, and is intended to be fair. The process will be undertaken by an independent body and be conducted in a manner that is consistent and transparent to the extent that provides confidence in its integrity and fairness.

The grounds for appeals are published on shuspace under Rules and Regulations. Click on to Appeals and Complaints on the left hand side menu. Disagreement with academic judgement e.g. disagreement with marks, results or feedback is not grounds for appeal.
Enrolment

Enrolment is how you officially join Sheffield Hallam University. We will provide you with instructions on how to do this and once completed, you will be able to use the Sheffield Hallam online Library and Student Support resource for students at the School for Higher and Professional Education.

Enrolment is when

• students agree to abide by the rules and regulations, including the Terms and Conditions, in force at any time whilst they are a student at the University.

• the University verifies or collects the student data required for processing and reporting purposes.

Library and Student Support

Sheffield Hallam University has developed a Library and Student Support resource for students at the School for Higher and Professional Education. Please make use of this support during your studies.

libguides.shu.ac.uk/shape

Course support and study skills

Explore the different tabs across the top of the page to find information that will support you with your studies, including:

• library resources
• referencing tools
• copyright information
• academic writing skills
• career planning
• plagiarism
• improving your English
• working with others
• dealing with illness and difficult circumstances
• screencasts on how to submit a Request to Repeat Assessment Attempt
• maths and statistics support

shuspace

shuspace is Sheffield Hallam University’s student portal, through which students access a vast range of information. shuspace is arranged into five tabs:

• My SHU - contains all the generic tools that students need, including email and Blackboard sites
• Learning Essentials - focuses on the guidance and resources that students need to support their study
• University Life - contains practical information and advice about being a student here, and raises awareness of opportunities
• Help and Support - gives a direct routes to help and information that students need

There is also an excellent search facility to help you find answers to some of the questions you may have.

Accessing and logging onto shuspace

You can access shuspace from outside the University at shuspace.shu.ac.uk.

Click on the login button and input your username and password, then click login.

Students can customize their My SHU page on shuspace by dragging certain containers to a different part of the screen or by clicking the cross in the top right hand corner of each container to delete.
SHU email system

The student email system at SHU is Google's Gmail. Help with creating and sending email can be found on Google's support pages at support.google.com/mail

Accessing your email for the first time.
- Login to shuspace and click on the 'Email - go to Inbox' link on the My SHU tab
- You will then be presented with a setup page
- Enter the characters you see in the box. If you can’t make out the characters, try refreshing the page or refer to the accessibility assistance
- Click to accept the terms and conditions
- You will then be taken to your new SHU mailbox

You can also access your mail direct via mail.my.shu.ac.uk

Setting up email on your mobile device

Apple Device
- From the home screen click on the settings icon
- From the menu that appears scroll down and click on the Mail, Contacts, Calendars option
- Select ‘add account’
- Choose Google from the list of providers
- The email address is your student number @ my.shu.ac.uk e.g. b1234567@my.shu.ac.uk
- The password is the same as your SHU login password
- Press ‘Next’
- This will take you to a Sheffield Hallam login
- Login with your username and password
- Click login and press ‘save’

Android Device
- From the device home screen choose settings
- Navigate to ‘accounts’
- Select ‘add account’
- Choose ‘exchange’
- The email address is your student number @ my.shu.ac.uk e.g. b1234567@my.shu.ac.uk
- The password is the same as your SHU login password
- Make sure ‘use secure connection (SSL)’ is ticked
- Click ‘save’

Guidelines for the use of University email

Please use these simple points of good practice and etiquette in your use of SHU’s networks.

Do
- Remember the laws relating to written communication apply equally to email, including laws on defamation, copyright, obscenity, fraud and discrimination.
- Remember that the Internet is an open world - treat the security of email messages the same as a postcard i.e. anyone along the chain of distribution might see what you have written.
- Make a good impression online - your email may be seen by people who don’t know you or the University, so ensure that what you write and how you write it gives the reader the right impression. They may be your future employer.
- Use humour and sarcasm with care - not everyone will appreciate it and without voice inflection and body language, email messages can be easily misinterpreted.
- Identify yourself - you can use a signature file to put your name at the end of your email automatically (but keep it short).
- Ensure your email is going to the right destination - it can be easy to use the wrong email address by mistake. If you do find a message has been misdelivered, send an apology to the person or to the group.
- Check your reply settings - it is easy to use ‘Reply All’ by mistake, and this could be very embarrassing for you and very annoying to others.
- Clear out your mailbox regularly - there is limited space in your mailbox and mail may not be delivered if the mailbox is full. Save important messages or files as backup copies on cloud-based storage such as Google Drive or OneDrive.
- Take care with unnecessarily large attachments - some Internet mail systems will reject large file attachments or delay delivery. A good rule of thumb is to keep them as small as possible.

Don’t
- Don’t broadcast email unnecessarily - this can be easy to do by mistake on mailing lists and will probably annoy the group members intensely.
- Don’t send frivolous, vulgar, abusive or defamatory messages - apart from being discourteous and offensive, they may break the law.
- Don’t send anonymous mail or ‘spoof’ your address - in 99% of cases, your email can be traced back to its source and disciplinary action may then follow.
- Don’t ‘spam’. Sending junk email, such as advertisements or other unsolicited material to mailing lists or to anyone you don’t know is considered ‘spamming’.
- Don’t reply to chainletters - these are an absolute ‘no-no’ on all networks.

And finally, please read and comply with

The University’s Regulations for the use of IT Facilities and Learning Resources - go.shu.ac.uk/itregs
The Code of Conduct for the Use of Software or Datasets - go.shu.ac.uk/datasets
My Student Record

My Student Record provides students with access to the student and curriculum management system here at SHU. It can be used by students to:

- keep personal details up to date
- view results

You can access this by clicking on the My Student Record button in the top right hand corner of the My SHU tab in shuspace. You can also type the following URL directly into your browser - students.shu.ac.uk/mysurecord. You will need to login using your SHU username and password.

Updating your personal details

It is your responsibility to keep ALL your personal details up to date. If any of your personal details change, you can update these via the My Details tab. This is important as we will use this information to print and send out your degree certificate.

View your results

It is extremely important that you check your results as soon as they are released. You can access your results using the My Results tab.

Saving your work

To comply with the Data Protection policy, if you store University personal data other than your own (e.g. survey responses) on a USB storage device or other removable storage such as CDs or DVDs then it must be encrypted.

Save a backup copy of your work

You must make sure you save your work in more than one place using the tools that are available to all students, detailed in this section.

PLEASE NOTE: IT problems are not a valid reason for an extension. In the unfortunate event you lose your work through IT problems and have not backed it up, you will not be granted an extension.

USB

You can connect your own USB sticks as long as they do not require further software installing. Remember to remove it when you log out!

Online storage

Google Drive

- Login to shuspace.
- Click the link to your email.
- In the top right corner of your email client there is a button the shape of 9 small squares, also known as the waffle. Click on this icon.
- Click on the Drive icon.

You have unlimited cloud-based storage space to keep all of your files. Access your work from any device and share your work between colleagues and collaborate on projects through the GoogleDrive web browser interface. GoogleDrive’s inbuilt suite of ‘apps’ allows collaborative working on word processor, spreadsheets, drawings and data capture using the following apps:

- Docs
- Slides
- Sheets
- Forms
- Drawings

Office 365

- Open shuspace and login, click on the Learning Essentials tab in the top navigation bar. In the IT Resources section on this page, click on the Office 365 link.
- Click ‘sign in’ located in the top right corner of the webpage.
- Your username is your student number @hallam.shu.ac.uk e.g. b2123456@hallam.shu.ac.uk
- Your password is your university password.

You have 1TB of cloud based storage for all your documents. You can access your work from any device and share your work between colleagues and collaborate on projects through OneDrive’s web browser interface.

Microsoft Office 365 can be installed on up to 5 personal devices for FREE whilst you are studying at SHU. It includes:

- Word
- OneNote
- Excel
- PowerPoint
Turnitin is a service that compares your work against a database of academic sources, student papers and websites to see if any text matches. Any work you submit for assessment purposes may be put through this service.

By submitting a piece of text to Turnitin, tutors and students can identify matching sources of text in their students’ work and their own. This enables the user to identify the level of matching words, poor citation and copying and to assess the originality of the writing. You can use the information in the report to help avoid plagiarism. This is not classed as a formal submission.

Turnitin searches your text for matches with:

- the internet and archived copies of websites
- academic journal articles from electronic databases
- the entire database of work submitted by students or their lecturers at Sheffield Hallam University and every other UK university that subscribes to Turnitin

Matching sources are presented in colour coded ‘Originality Reports’ which highlight sections of text that have been found in other sources, and provides a ‘Similarity Index’. In a piece of text which has a large number of references, you would expect the level of matches to be higher than in a piece of creative or reflective writing.

Turnitin submission points can be accessed via the module Blackboard sites. Further instructions for using Turnitin can be found at go.shu.ac.uk/turnitin

It should be noted that submission to Turnitin only is not classed as a valid submission attempt. In addition to Turnitin submission, Students must submit any assessment via the online submission tool, which is also available on the module Blackboard sites. Your module leader will direct you to both these submission points when classes start.

Blackboard is your virtual learning environment and essential to your studies. You access Blackboard through shuspace and your sites are displayed in the Blackboard sites channel on the My SHU tab. All taught modules are supported by a Blackboard site, with separate organisation sites that support your course or programme of study, and some Hallam Union societies.

These sites contain information such as:

- course handbooks / module guides
- lecture slides and notes
- tutorial / seminar programmes (key information to allow you to prepare for your lectures and seminars)
- assignment briefs and guidance
- staff details
- reading lists
- module grades and feedback

Tools such as assessments, discussion boards and blogs can also be found on Blackboard, depending on how your tutors have chosen to use them. You will also access the online submission tool and Turnitin via your module Blackboard sites. Your module leader will direct you to both these submission points when classes start.

You can also access your Course Community Forum (CCF) using Blackboard. The Course Community Forums are Blackboard sites that are used to support your course and provide you with useful information such as:

- additional learning support that is available
- details of any guest lectures or employability events that may be taking place
- society events and information
- outcomes and actions following the course committee meetings
- university announcements

If you have any questions, please contact us on shuspace@shu.ac.uk
SHAPE and Sheffield Hallam University have created a unique, online learning and support resource especially for students on SHAPE/SHU collaborative courses. It has a wealth of information available to you, please make sure that you take time to visit and explore!

http://libguides.shu.ac.uk/shape
### SHAPE Assessment Calendar for 2017/2018

<table>
<thead>
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<th>SHU wk.</th>
<th>SHAPE wk.</th>
<th>Wk beg.</th>
<th>Teaching weeks</th>
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### SHU’s Attendance Policy

**Attendance is vital to your learning - you really do need to attend classes!**

Experience shows that students who attend regularly have a better chance of doing well in their assessment and completing their course successfully. They also benefit from developing core skills such as teamwork by joining in with classroom activities and discussions with tutors and other students.

You should:

- **attend punctually** all scheduled and timetabled learning and teaching activities and sessions, unless unable to do so for reasons of illness or other extenuating circumstances.

- **engage with and participate in** all learning activities.

- **submit all assessments** by scheduled hand in dates.

- **reflect on and act on feedback on** assessed work.

- **undertake independent learning** in support of teaching delivery, as directed by academic staff.