DEPARTMENT OF PHYSICS

POSTGRADUATE TAUGHT STUDENT HANDBOOK

MSc in Project Management

2013/2014

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Department of Physics
Royal Holloway, University of London
Egham Hill, Egham
Surrey TW20 0EX

Term Dates

Autumn Term

Monday 23 September 2013 – Friday 13 December 2013

New Students: Induction and Registration   23 September 2013

First day of lecturing   30 September 2013

Last day of lecturing   13 December 2013

Spring Term

Monday 13 January 2014 – Friday 28 March 2014

First day of lecturing   13 January 2014

Last day of lecturing   28 March 2014

Summer Term

Monday 28 April 2014 – Friday 13 June 2014

Disclaimer

This document was published in September 2013 and was correct at that time. The Department reserves the right to modify any statement if necessary, make variations to the content or methods of delivery of programmes of study, to discontinue programmes, or merge or combine programmes if such actions are reasonably considered to be necessary by the College. Every effort will be made to keep disruption to a minimum, and to give as much notice as possible.

An electronic copy of this handbook can be found on the departmental website (www.rhul.ac.uk/physics/projectmanagement) where it will be possible to follow the hyperlinks to relevant webpages.

Contents

1   Introduction to the Department

1.1   Welcome

A warm welcome to the Department of Physics. The MSc in Project Management Student Handbook (this document) is the main source of information and advice provided by each department in the College to its own students. In the following pages you should find all of the essential information that a student studying for an MSc in Project Management should need. Web links to further sources are also listed.

The handbook should be read in full by every student. You will find you need to become very familiar with some of the information for use on a day to day basis. Other information will not be needed anywhere near as frequently and you will simply need to recall that its source is the MSc in Project Management Student Handbook, referring back as and when questions arise, so please store this document in a safe place after you have read it. An up to date electronic version can be found on the Departmental web site. We are aware that the reading of this document will take some time so, without loss of accuracy or completeness, we have tried to be as succinct as possible.

Please do not hesitate to ask questions of academic or departmental office staff, but first please ensure that you have referred to this handbook. If you spot any errors or there is any need for clarification please let the office staff know. While we have made every effort to ensure that such events are rare, we are not infallible.

I hope you very much enjoy the coming academic year, we aim to make it as fulfilling as possible.

Lakis Kaounides
Director of the Programme

1.2   How to find us: the Department

Physics Department is in Tolansky and Wilson (buildings 21 and 22 on the campus map). The Programme Director has an office (IN234) in the International building (15 on the campus map). The Deputy Director is in Moore Building, room MX103.

You are also welcome to use the Physics Department Resource room and kitchen, room T118 (building 21 on the campus map) during the working week. T118 is used by staff, postgraduate and undergraduate students alike and is an important place for networking and relaxing.

1.3   How to find us: the staff

A list of all teaching staff and their contact details is given in Appendix 1.

1.4   How to find us: the Departmental office

The Project Management Administrator can be found in W155, Tel 01784 276464

The generic MSc in Project Management Programme email address is msc.pm.enquiries@rhul.ac.uk.

1.5   The Department: practical information

The following notes provide information of a general nature about security and safety within the Department.

Normal Hours. The Department is normally open Monday to Friday 08.30 to 17.00 and closed at weekends and public holidays. Outside normal hours all external doors are locked.

Fire Procedure. Fire Regulations are posted in the Department. Staff and students should familiarise themselves with these and with the fire alarm system, the evacuation procedure and assembly point 12 on the corner near the Physics Workshops. Fire Wardens are appointed for each floor and building. In the event of a bomb scare, evacuation procedures are as for a fire drill.

First Aid. First Aid Boxes are provided in the Department. Staff and students should be aware of their location. Qualified First Aiders are listed near these boxes. Outside normal hours dial 444 from any phone in the department and ask for assistance.

Smoking. The Department follows the College No Smoking Policy. Smoking is not allowed anywhere in the Department.

Eating and Drinking. International Building has a food outlet, Café Jules, which is open during working hours. Physics Department has a kitchen in T132 for the preparation of drinks. Food (small meals and snacks) and drink may be prepared and consumed in T132/T118. Food and drink are not allowed anywhere else in the Physics Department building, especially in laboratories or workshops.

2   Communication

It is vitally important that you keep in touch with us and we keep in touch with you. Members of staff will often need to be able to contact you to inform you about changes to teaching arrangements, special preparations you may have to do for a class or meetings you might be required to attend. You will need to be able to contact members of the Department for example, if you are unable to attend a class, or wish to arrange a meeting with a tutor.

Email to your College email address is routinely used and **you should check regularly** (at least daily) if any official communication has been sent to your email address. **Do not** ignore the email as it will be assumed that it will have been received by you within 48 hours, excluding Saturdays and Sundays.

You should also make a habit of checking the student pigeonholes in the department.

2.1   Email

The College provides an email address for all students free of charge and stores the address in a College email directory (the Global Address List). Your account is easily accessed, both on and off campus, via the **student portal** https://campus-connect.rhul.ac.uk/cp/home/displaylogin (Campus Connect) or direct via **Outlook.com** http://outlook.com/. **Email to this address will be used routinely for all communication with students.** Email may be used for urgent communication and by course tutors to give or confirm instructions or information related to teaching so it is important that you build into your routine that you **check your emails once a day**. Email communications from staff and all the Faculty Administrators should be treated as important and read carefully.

The College provides a number of PC Labs around Campus for student use, and you can also use your own laptop/smart phone etc, so the Department expects you to check your email regularly. It is also important that you regularly clear your College account of unwanted messages or your in-box may become full and unable to accept messages. **Just deleting messages is not sufficient; you must clear the 'Sent Items' and 'Deleted Items' folders regularly**. **It is your responsibility to make sure your College email account is kept in working order.** If you have any problems contact the **IT Service Desk** http://itservicedesk.rhul.ac.uk/.

The Department will only use the address in the College Global Address List and **does not** use private or commercial email addresses, such as hotmail or Gmail. Students who prefer to use commercial email services are responsible for making sure that their College email is diverted to the appropriate commercial address. Detailed instructions on how to forward mail can be accessed by visiting http://help.outlook.com/ and searching for **forwarding**. This process is very easy, but you do have to maintain your College account. When you delete a forwarded message from, say, hotmail, it will not be deleted from the RHUL account. **It is your responsibility to log on to your College account occasionally and conduct some account maintenance or your account may become full and therefore will not forward messages.**

If you send an email to a member of staff in the Department during term time you should normally receive a reply within 3-4 working days of its receipt. Please remember that there are times when members of staff are away from College at conferences or undertaking research**.**

2.2   Post

All post addressed to students on this progamme should be sent care of the Physics Department. It is delivered to the student pigeonholes in Tolansky Building, room T128. At the end of each term student pigeonholes are cleared of accumulated mail which is then destroyed. Important information from Registry is often sent by internal post and tutors sometimes return work to you via the pigeonholes so you are advised to check them regularly.

2.3   Telephone and postal address

It is **your responsibility** to ensure that your telephone number (mobile and landline) and postal address (term-time and forwarding) are kept up to date on the **student**

portal (Campus Connect) https://campus-connect.rhul.ac.uk/cp/home/displaylogin
There are occasions when the Department needs to contact you urgently by telephone or send you a letter by post.

The Department does not disclose students' addresses and telephone numbers to anybody else (including relatives and fellow students) without the student's specific permission to do so.

2.4   Noticeboards

Your official student noticeboard is on the wall in T127. Every effort is made to post notices relating to class times etc well in advance, but occasionally changes have to be made at short notice and in that case email will be used.

It is your responsibility to check the times and venues of all class meetings and of any requirements (eg. essay deadlines) relating to your courses, so, if in doubt, please ask!

2.5   Personal advisors

The Programme Director will be available to meet with students on Fridays between 13.00 and 15.00. He and the Deputy Director will also be available by appointment at other times. Project supervisors will be allocated by the middle of the Spring Term and they will provide additional pastoral support for the remainder of the Programme.

3   Teaching

3.1   Dates of terms

Term dates can be found on the College website and are in the inside cover of this handbook http://www.rhul.ac.uk/aboutus/collegecalendar/home.aspx.

3.2   Attendance requirements

The Department monitors your attendance, academic engagement and progress in order to offer you appropriate academic and pastoral support and to identify where support from outside the Department may be necessary. Inadequate engagement on a course may lead to disciplinary action which can result in the termination of your registration (see section on Disciplinary action) or on courses where the attendance requirements are stated in the course specification, the outcome of Attendance Fail (AF) (see the section on **Outcomes** of course assessment for further explanation of the AF outcome).

Students **must**

- attend all classes necessary for the pursuit of their studies,
- undertake all assessments and
- attend meetings and other activities as required by the Department.

A class is any learning and teaching activity and the term is used to encompass such things as lectures, seminars, tutorials, workshop, field work, laboratories, advisor

meetings etc. This means not simply turning up – but arriving having undertaken whatever reading, thinking, or research was identified as necessary preparation. You are also expected to arrive punctually - teaching activities are timetabled to start at 5 minutes past the hour and finish 5 minutes before the hour. You may be marked absent if you turn up late without good reason.

The Department will monitor your attendance at lectures, seminars and workshops. **It is your responsibility** to complete any attendance register that is circulated and to make sure that your attendance has been noted. The activities at which your attendance is monitored may vary depending upon the discipline in which you are studying.

It is important that you attend all the learning activities related to your programme of study. Whilst attendance is compulsory at all learning activities it is recognised that emergencies may occur at any time throughout the year and therefore a minimum 75% attendance level has been set. You should also be aware that there may be some courses which you study which have a specific course attendance requirement. If you face difficulty in attending any classes or undertaking an assessment it is your responsibility to inform the Department(s) in which you are studying and provide a satisfactory explanation. As long as you are meticulous in your honesty in reporting and explaining these exceptions, we aim to be understanding in our response.

You must manage your time so that any paid employment, voluntary or other activities fit into the times when you are not required to be in a class. You are reminded that **Postgraduate Taught Regulations** (http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx) stipulate that the amount of paid work undertaken by a student enrolled with the College on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake paid work which may conflict with his/her responsibilities as a student of the College.

If you are having other problems that are causing you to miss classes, you should talk to your Personal Adviser, course tutor or another member of staff, or visit the Student Advisory Service or **Students' Union** before your problems get out of control. There are many people who can provide **Support** on http://www.rhul.ac.uk/ecampus/welfare/home.aspx but remember - they cannot help if you do not ask.

In recognition of its legal responsibilities under the Equality Act 2010, the College may adjust the attendance requirement. It will only do this when such adjustment does not compromise competence standards or the ability of the student to reach the learning outcomes of the course. Any need to adjust attendance requirements will be treated on a case-by-case basis and discussed by the Department with the Educational Support Office and Academic Development.

3.3   Notification of absence

This guidance applies if you are absent from classes for any reason.

You must

a. advise the Departmental Administrator in advance if you expect to be absent for good cause, such as a hospital appointment.

b. complete the Notification of Absence Form available from eCampus , http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx. Copies of the Notification of Absence Form – Self certification are also available from the Health Centre.

c. submit the paperwork to the Departmental Administrator either before your absence or within FIVE working days of the end of the period of absence. Failure to do so may result in the absence being counted as unacceptable and counting against the minimum attendance level.

d. ensure that you meet any departmental requirements concerning notification of absence or request for leave of absence as you may be required to meet formally with an academic tutor. You are also responsible for taking all necessary steps to catch up with the missed work.

This table shows the documentation that is required should you be absent for any reason.

Reason for absence	Documentation required
Illness up to and including 5 consecutive term-time days (excluding Saturdays and Sundays)	Completed Notification of Absence Form – Self Certification
Illness for more than 5 consecutive term-time days (excluding Saturdays and Sundays)	Completed Notification of Absence Form - Self Certification plus Formal Medical Certification signed by the Health Centre, your GP or hospital consultant
Unrelated to sickness	Notification of Absence Form plus supporting evidence (see http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx for details of required evidence)
Leave of absence request	Notification of Absence Form plus any departmental requirement must be met

Note:

• If you should be absent for a prolonged period it is important that you keep in touch with your department.

• Departments will monitor the frequency of self-certified absences and a Head of Department may request that you provide a doctor's medical certificate in multiple and sustained instances of self-certified illness.

• It is at the discretion of the Department as to whether any absence is deemed acceptable or unacceptable (see http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx for details of what constitutes 'acceptable' and 'unacceptable' circumstances relating to absence). If deemed unacceptable the absence will be recorded as such and will count against the minimum attendance level.

If you are absent from an examination or assessment then you must follow the guidance in the Essential Examinations Information
http://www.rhul.ac.uk/ecampus/academicsupport/examinations/examinations/home.aspx (see also the section on Assessment information).

For further details on the kinds of circumstances where absence may be deemed as 'acceptable' and 'unacceptable' and for the type of supporting evidence that you may be required to provide as justification of absence, please click on 'Studying' tab on the Student Home page.
http://www.rhul.ac.uk/ecampus/academicsupport/attendance/home.aspx.

3.4   Meetings

You are likely to be 'invited' to meet with a member of academic staff in your department:

- if you fail to attend all learning activities in two consecutive weeks without providing an explanation

- where your pattern of absences is:
  – considered to be having an effect your work or causing concern for your well being
  – pointing to a possible disability that you may not have disclosed
  – where your attendance is approaching the minimum attendance level.

You should take any meeting 'invitation' seriously. If you should have problems you are being offered an opportunity to seek advice and assistance. At the meeting the Department's expectation of you will be made clear and the formal disciplinary process will be outlined to you.

3.5   Disciplinary action

Should you choose not to pay attention to your studies then formal disciplinary action may be implemented. You could be issued with a formal warning which can escalate to the termination of your registration at the College
http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx. On courses where there is a specified attendance level requirement the Departmental Sub-Board of Examiners may judge that you have not fulfilled the learning outcomes of a course and award the outcome of Attendance Fail (AF) for the course. Students who receive the outcome of AF for a course have not passed the course; they are not permitted to re-sit the assessment for the course and must repeat the course in attendance in order to complete it. Thus the outcome of AF can prevent you from graduating.

In situations where documented severe difficulties are experienced by a student the College will make every effort to support the student and counsel them as to the best course of action.   However, there may be cases where, although non-attendance is explained by an acceptable reason the student's level of attendance falls to a level which compromises educational standards or the ability of the student to reach the learning outcomes of the course. In such cases it will be necessary to implement disciplinary procedures as detailed above.

3.6 Withdrawal of visa

If you are in receipt of a **Tier-4 Student Visa** sponsored by Royal Holloway, it is a requirement of your Visa that you attend classes and complete assessments. This is also a requirement of the College's academic regulations. The College has a legal responsibility **to report any student admitted to the College on a student visa who does not appear to be in attendance to the UK Border Agency (UKBA).** Therefore if you fail to meet UKBA visa requirements and/ or fail to respond to informal and formal warnings from the College in this regard you could have your sponsorship withdrawn, your Visa cancelled and your registration with the College terminated. The termination of registration due to a breach in Visa requirements is conducted independently of the College's formal warning process and the decision is not open to appeal.

Please see the College **Postgraduate Taught Regulations** (http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx)

4   Degree Structure

Full details about your programme of study, including, amongst others, the aims, learning outcomes to be achieved on completion, courses which make up the programme and any programme-specific regulations are set out in the programme specification available through http://www.rhul.ac.uk/coursecatalogue/home.aspx or http://www.rhul.ac.uk/studyhere/progspecs/home.aspx.

The programme consists of the courses, seminars and workshops listed below. You will be expected to attend all of the following:

Term 1	Introduction to Project Management in a Strategic Management Context	10 cu
	Operations and Quality Management	
	International Accounting and Finance	10 cu
	Information Technology Project Management	10 cu
	International Strategic and Technology Management	10 cu
	Creativity and Innovation in an Organisational Context (2 day workshop)	20 cu
Term 2	Advanced Applied Project Management and Planning	10 cu
	Advanced Project Funding, Finance and Risk Management	20 cu
	Corporate Governance, Ethics and Sustainability	10 cu
	Management of Projects I: International Management of Mega Projects	10 cu
	Management of Projects II: Managing Projects in the Film and TV Industries	10cu
	Leading Issues in Project Management in the 21st Century (seminar series)	
	Prince II (professional workshop)	
Term 3	Business Research Project	60 cu

5 Facilities

5.1 Libraries

There are 2 libraries on campus:
Founder's Library, located on the South Side of Founder's Building, houses most language, literature, film, music and theatre material;
Bedford Library, located up the hill from the Students' Union next to the History Department, houses science, social science and history material;

Details, including further resources available, opening times and regulations, can be found online: http://www.rhul.ac.uk/library/home.aspx.

If you cannot find the specific items that you require in the libraries, it is possible to order items from other libraries by inter-library loan or to gain access to the Senate House Library or other university libraries. You can obtain further information on this by asking at the library helpdesks. The Information Consultant for the MSc in Project Management programme is Dr Nancy Pontika, who can be contacted at nancy.pontika@rhul.ac.uk.
The Library provides a range of training sessions designed to enhance your existing library and research skills. These are available in both class-based and self-study formats. For information on available sessions and to book a place, go to: http://www.rhul.ac.uk/library/helpandsupport/findinginformation.aspx.

5.2 Photocopying, printing and computing

5.2.1 Photocopying

The departmental photocopier is in constant use by office staff and lecturers. For this reason, we are unable to allow postgraduate students to use it. Instead you can use copier-printers (MFDs) located in the libraries, the Computer Centre and many PC labs, which will allow you to make copies in either black and white or colour. Further information is available online:
http://www.rhul.ac.uk/library/usingourlibraries/photocopyingandprinting.aspx.

If you require copying to be done for a seminar presentation, you need to give these materials to your tutor to copy on your behalf. Please make sure that you plan ahead and give the materials to your tutor in plenty of time.

5.2.2 Printing

Many of the PC labs are open 24 hours a day, 7 days a week. Alternatively, there are computers available for your use in the libraries and Computer Centre.

Departmental staff are unable, in any circumstances, to print anything out on your behalf. Copier-printers (MFDs) are located across the campus in the PC labs, libraries and Computer Centre. Further information on printing is available online: http://www.rhul.ac.uk/it/printing/home.aspx.

5.2.3 Computing

The Computer Centre provides a range of IT training sessions designed to enhance your current IT skills. These are available in both class-based and self-study formats, and successful completion of the course is rewarded by a College IT Skills certificate. To participate in these sessions, go to: http://www.rhul.ac.uk/it/training/home.aspx.

6 Coursework Essays and Dissertation

This information can be found in the MSc in Project Management Dissertation Handbook.

7 Assessment Information

7.1 Illness or other extenuating circumstances

If you are taken ill or there are other extenuating circumstances that you believe have adversely affected your performance in relation to any aspect of your course/programme (for example, your attendance, submission of work, or examination performance) at any point during the academic year, you must inform your department(s)/school(s) in writing, and provide the appropriate evidence. Please read the **"Instructions to Candidates" issued by the Examinations Office.** http://www.rhul.ac.uk/ecampus/academicsupport/examinations/examinations/home.aspx for full details on how and when to inform your department about such circumstances as well as the **deadline for submission of such information**.

Absence from an examination / failure to submit coursework
Please see the section on **progression and award requirements** for further details of the impact on course outcomes of failure to attend an examination or to submit required coursework.

If you miss an examination or fail to submit a piece of assessed coursework through illness, or other acceptable cause for which adequate documentation is provided in accordance with the section on illness or other **extenuating circumstances** in the **Instructions to Candidates** the Sub-board of Examiners may take this into account when considering your results.

Exam access arrangements for disabled students and those in need of support
For all such students there is a process to apply for access arrangements for your examinations and other forms of assessment. Such requests should be made to the Educational Support Office (ESO) which will carry out an assessment of your needs. Please see the section **Students in need of support** *(including disabled students)* for further guidance about registering with the Educational Support Office.

7.2 Submission of written work

Coursework is usually submitted in 'hard copy' form by placing it in the appropriate 'post-box' in the departmental post room. Some course leaders may accept or require coursework to be submitted electronically. All coursework should be

submitted by the specified deadline. Please ensure that you are aware of the deadlines set by the course leader.

7.3   Extensions to deadlines

Sympathetic treatment will be given for documented illness or other good cause. Where possible, new deadlines should be agreed with the member of staff concerned **before** the stated deadline. Students that miss deadlines through illness should see the staff member concerned on their return and complete a Notification of Absence form (available on Moodle).

Note that the loss of coursework prior to submission due to any type of computer failure (*e.g.* file corruption) is not an acceptable reason for late submission or non-submission of work. It is your responsibility to follow well-known IT precautionary procedures. Specifically, frequently back up your work to a location remote from your PC. You are also strongly advised not to leave irreplaceable work (lecture notes, coursework, project reports) in an unattended car, where they or the car may be stolen.

7.4   Penalties for late submission of work

The following College policy applies to all students (new, continuing and resitting or repeating) on taught programmes of study.   Please ensure that you are aware of the deadlines set by your department and also the requirements to meet this deadline, e.g. whether you need to submit electronic and/or paper copies for your submission to be deemed complete (see 7.2 above).

In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:

- for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;*
- for work submitted more than 24 hours late, the mark will be zero.

*eg. an awarded mark of 65% would be reduced to 55% and a mark of 42% would be reduced to 32%.

If you have had extenuating circumstances which have affected your ability to submit work by the deadline these should be submitted in writing, accompanied by any relevant documentary evidence, to your department. As with all extenuating circumstances it is the discretion of the examiners whether to accept these as a reason for having not submitted work on time. Please see the section on applying for an **extension to the deadlines** set, and the section for details on **submitting requests for extenuating circumstances** to be considered.

7.5   Anonymous marking and cover sheets

Anonymous marking is used for examinations and for some pieces of work throughout the year. Each student is issued with a candidate number for this purpose. This number is independent of your student number and should not be confused with it.

7.6   Penalties for over-length work

The following College policy applies to all students on taught programmes of study:

It is an important skill to be able to express ideas succinctly and clearly. Word limits are set among other reasons to help students to learn this discipline. Over-length work tends to confuse and put off the reader.

All over-length work submitted on undergraduate and taught postgraduate programmes will be penalised as follows:

- for work which exceeds the upper word limit by at least 10% and by less than 20%, the mark will be reduced by ten percentage marks*, subject to a minimum mark of a minimum pass.

- for work which exceeds the upper word limit by 20% or more, the maximum mark will be zero.

    *eg. an awarded mark of 65% would be reduced to 55%.

In addition to the text, the word count should include quotations and footnotes. Please note that the following are excluded from the word count: candidate number, title, course title, preliminary pages, bibliography and appendices.

7.7   Return of written coursework

The following College policy applies to the return of coursework: Assessed work (other than formal examinations) should be returned within 4 weeks of the submission deadline, except in cases where it is not appropriate to do so for academic reasons. The deadline for the return of marked work should be made clear to students when they receive their assignments. In the event that the intended deadline cannot be met, the revised deadline must be communicated to students as soon as possible.

7.8   Assessment offences

The College has regulations governing **assessment offences** which can found on the following webpage:
http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx.

Assessment offences include, but are not limited to plagiarism (see below), duplication of work, that is, submitting work for assessment which has already been submitted for assessment in the same or another course, falsification, collusion, for example, group working would constitute collusion where the discipline or the method of assessment emphasises independent study and collective ideas are presented as uniquely those of the individual submitting the work, failure to comply with the rules governing assessment (including those set out in the 'Instructions to candidates'. The Regulations set out some of the types of assessment offences in more detail, the procedures for investigation into allegations of such offences and the penalties. Students are strongly encouraged to read these Regulations and to speak with their Personal Advisors or other members of staff in their department should they have any queries about what constitutes an assessment offence. The College treats assessment offences very seriously and misunderstanding about what constitutes an assessment offence will not be accepted as an excuse. Similarly

extenuating circumstances cannot excuse an assessment offence. Students with extenuating circumstances which affect their ability to submit work should contact their departments about the possibility of an extension or other support.

7.9   Plagiarism

It is most important that you acknowledge any work by other people that you use. You may wish to quote a passage directly from the text of a paper or book (in which case inverted commas should be used to identify the quoted passage), or reproduce a figure or table, or merely use information or data from the publication in your own synthesis. In all such cases, you must refer in your text to the published source of the information. To incorporate into your essay or report the work of other people and present it to the reader as if it were your own, even unintentionally, is known as plagiarism. In all academic disciplines this is considered to be a grave offence, and it may attract a severe penalty. To avoid suspicion of plagiarism and furthermore to lend legitimate authority to what you write, always acknowledge the sources of material that you use.

Definition of plagiarism
'Plagiarism' means the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student. The source which is plagiarised may take any form (including words, graphs and images, musical texts, data, source code, ideas or judgements) and may exist in any published or unpublished medium, including the internet.

Plagiarism may occur in any piece of work presented by a student, including examination scripts, although standards for citation of sources may vary dependent on the method of assessment. Identifying plagiarism is a matter of expert academic judgement, based on a comparison across the student's work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore it is possible to determine that an offence has occurred from an assessment of the student's work alone, without reference to further evidence.

7.10   Marking of illegible scripts

It is College policy not to mark scripts which are illegible. If you anticipate that you may have difficulty in handwriting scripts which would lead to your scripts being illegible you should contact the **Educational Support Office.** http://www.rhul.ac.uk/ecampus/welfare/disabledstudents/home.aspx.

7.11   Academic discipline and monitoring of progress including the formal warning procedure

The Regulations governing progression and award requirements are set out in your Programme Specification (http://www.rhul.ac.uk/coursecatalogue/home.aspx) and also more generally in the **Postgraduate Taught Regulations** http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx.

f you do not pass a course unit at a first attempt you may be given an opportunity to 're-sit' or 'repeat' the course unit.

Re-sit of a failed course unit – normally gives students an opportunity during the following academic year to re-sit any failed parts of a course unit not passed. Students do not have to attend any classes. Marks for work which has been passed will be carried forward. Students are required to register to resit course units. Unless students have been informed otherwise, the mark for such courses will be capped at 50%.

Repeat of a failed course unit – if you are given the opportunity to repeat a course unit in attendance you will need to register for the course unit for the following academic year and satisfy afresh all the assessment and attendance requirements, that is, you are expected to attend all classes and redo all required coursework and examinations for the course unit. No marks from the previous attempt at the course unit are carried forward and no work from completed as part of the first attempt at the course may be resubmitted for assessment. The mark for a course repeated in attendance is not capped.

Please note that it is **not** possible to re-sit or repeat a course unit which you have passed.

NB: Students entered to resit an examination will normally not receive an overall percentage mark greater than 50% for that course unit.

Outcomes of course unit assessment

The Postgraduate Taught Regulations require that for a student to qualify for final consideration in a course unit by the Sub-board of Examiners, a candidate must first:

a. have satisfied the attendance requirements specified for the course;

b. have completed and presented for assessment all work specified for the course within specified deadlines.

The Sub-board of Examiners will determine an outcome and a percentage mark recorded as an integer between 0% and 100% inclusive for each candidate who qualifies for final consideration, as follows:

a. an outcome of Pass (P) with a percentage mark will be returned where the candidate has achieved a mark of 50% or above overall and in all elements of the assessment which carry an individual pass requirement;

b. an outcome of Fail (F) with a percentage mark will be returned where the candidate has achieved a mark of 49% or below overall, or in any element of the assessment which carries an individual pass requirement;

c. an outcome of Attendance Fail (AF) without a percentage mark will be returned where the candidate has not met the attendance requirements stated in the course specification. For the purposes of calculating the final average, an AF will be treated as a zero unless a subsequent percentage mark is achieved through repeating the course in attendance.

For details on the requirements governing the level of award please see the section on the **Consideration and Classification of Candidates for the Award** in the

Postgraduate Taught Regulations
http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx.

7.12 Examination/assessment results

Please see the **Examinations** website
http://www.rhul.ac.uk/ecampus/academicsupport/examinations/home.aspx for
details of how you will be issued with your **results.**
http://www.rhul.ac.uk/ecampus/academicsupport/examinations/results.aspx

The Examinations website is the place where you can access the "**Instructions to
Candidates**" and details of the examinations **appeals** procedures
http://www.rhul.ac.uk/ecampus/academicsupport/academicappealsandcollegec
omplaints.aspx.

8 Student Support

8.1 Students in need of support (including students with special needs)

Your first point of reference for advice within the Department is the Programme
Director. Inevitably, problems will sometimes arise that the Programme Director is
not qualified to deal with. The College offers a high level of student welfare
support which includes a comprehensive Health Centre, a highly regarded
Counselling Service, dedicated educational and disability support, as well as a
wealth of financial, career and other advice. Further details of each service can
be found on the College web on the **Student Welfare** page:
http://www.rhul.ac.uk/ecampus/welfare/home.aspx.

If you have a disability or specific learning difficulty, it is important that you bring it to
our attention as soon as possible. The Departmental Educational Support Office
(ESO) representative is the Programme Director. You must also contact the ESO
(Founders West 151; tel: +44 (0)1784 443966; email: **educational-support@rhul.ac.uk**)
who will arrange for an assessment of needs to be carried out and will advise on
appropriate sources of help. Further information is available on the College web on
the ESO **Support, health and welfare** page
http://www.rhul.ac.uk/ecampus/welfare/disabledstudents/home.aspx.

8.2 Student-staff committee

There is a student-staff committee on which taught students are represented (for
constitution see
http://www.rhul.ac.uk/iquad/collegepolicies/documents/pdf/compliance/committ
eeshandbookmarch2013.pdf). The Committee meets three times each year and
plays an important role in the programme as a forum for airing student views. You
can use the Committee to raise any issues which concern students. Notices will
appear on the programme notice board in T127 giving details of forthcoming
elections or the names of current representatives.

8.3 Students' Union

The **Students' Union** offers a wide range of services and support, from entertainment
and clubs/societies to advice on welfare and academic issues. The Advice and

Support Centre, situated on the first floor of the Students' Union, runs a confidential service that is independent from the College. Open 9.30am - 5pm, Monday – Friday, it operates an open door policy exclusively for students during term time. However, during vacation periods students should call to book an appointment. Full details can be found at www.su.rhul.ac.uk/support.

8.4 Careers information

The College has a **careers advisory service,** housed in the Horton Building, which is open to any student during normal College hours, http://www.rhul.ac.uk/careers/home.aspx.

8.5 Non-academic policies

Please see the **Codes and Regulations** webpage http://www.rhul.ac.uk/ecampus/onlinestudenthandbook.aspx which includes information on non-academic policies, regulations, and codes of practice as well as the **Student Charter** http://www.rhul.ac.uk/aboutus/governancematters/studentcharter.aspx.

8.6 Complaints and academic appeals procedure

If you have a complaint relating to any aspect of the Department or its staff or to any academic or College matter, you should first discuss it informally with your Personal Advisor or with another member of staff in the Department. We would hope that the majority of issues of this kind can be resolved by informal discussion. There are, however, procedures that can be invoked in serious cases. These are set out in the **College Complaints Procedures** for students http://www.rhul.ac.uk/ecampus/academicsupport/complaints/complaints.aspx. You should raise your complaint **as soon as possible**.

If the complaint concerns an academic decision, there is an **academic appeals process**. Please note that an academic appeal can only be submitted once you have received your results via the College portal. Details of the **appeals procedures** and permitted grounds for appeal can be found on the following webpage http://www.rhul.ac.uk/ecampus/academicsupport/academicappealsandcollegecomplaints.aspx.

9 Health and Safety Information

9.1 Code of practice on harassment for students

This can be found on the student home pages under codes and regulations http://www.rhul.ac.uk/ecampus/onlinestudenthandbook.aspx.

9.2 Lone working policy and procedures

The College has a 'Lone Working Policy and Procedure' that can be found at http://www.rhul.ac.uk/iquad/documents/pdf/healthandsafety/loneworkingpolicy.pdf.

Lone working is defined as working during either normal working hours at an isolated location within the normal workplace or when working outside of normal hours. The type of work conducted by students is classified as a low risk activity and as such the following advice is relevant.

Any health and safety concerns should be brought to the attention of the Departmental Health and Safety Co-ordinator or the College Health and Safety Office.

It is likely that most activities will take place on College premises. However, the principles contained in the above section will apply to **students undertaking duties off campus**.

9.3   Field trips

A number of compulsory field trips will be take place during terms 1 and 2. Details of these will be provided by the course tutor.

10 Equal Opportunities Statement and College Codes of Practice

10.1   Equal opportunities statement

The University of London was established to provide education on the basis of merit above and without regard to race, creed or political belief and was the first university in the United Kingdom to admit women to its degrees.

Royal Holloway, University of London (hereafter 'the College') is proud to continue this tradition, and to commit itself to equality of opportunity in employment, admissions and in its teaching, learning and research activities.

The College is committed to ensure that;
- all staff, students, applicants for employment or study, visitors and other persons in contact with the College are treated fairly, have equality of opportunity and do not suffer disadvantage on the basis of race, nationality, ethnic origin, gender, age, marital or parental status, dependants, disability, sexual orientation, religion, political belief or social origins

- both existing staff and students, as well as, applicants for employment or admission are treated fairly and individuals are judged solely on merit and by reference to their skills, abilities qualifications, aptitude and potential

- it puts in place appropriate measures to eliminate discrimination and to promote equality of opportunity

- teaching, learning and research are free from all forms of discrimination and continually provide equality of opportunity

- all staff, students and visitors are aware of the Equal Opportunities Statement through College publicity material

- it creates a positive, inclusive atmosphere, based on respect for diversity within the College

- it conforms to all provisions as laid out in legislation promoting equality of opportunity.

10.2 College codes of practice

Royal Holloway lays down firm codes of practice for its staff and students on the Academic Welfare of Students, on Freedom of Speech, on Sexual and Racial Harassment, and on Safety, Security and Parking. You will find these codes of practice in the *Online Student Handbook* http://www.rhul.ac.uk/forstudents/regulations/home.aspx.

If you feel you are the victim of an infringement of any of these codes, or of any legal right, take the matter up with any of the following, as you see fit:

- your Personal Adviser;

- the Head of Department;

- any other member of Department teaching staff you prefer to deal with;

- the Head of Support and Advisory Services (tel. 3395);

- the Student Counselling Service (tel. 3128);

- any Students' Union officer.

Appendix 1: Members of staff

To call from outside the College dial   +44 (0)1784 44xxxx for extensions 3xxx
+44 (0)1784 41xxxx for extensions 4xxx
+44 (0)1784 27xxxx for extensions 6xxx

Email addresses are of the form <name>@rhul.ac.uk

Posts within the department	Responsible person	Room	Tel	Email
Programme Director	Lakis Kaounides	IN234	6534	lakis.kaounides
Programme Deputy Director	Amany Elbanna	MX103	6697	amany.elbanna
Senior Faculty Administrator	Tim Simmons	T115	3448	tim.simmons
Departmental Administrator	Claire Porter	W155	6464	claire.porter

Academic Staff	Course Title	Room	Tel	Email
Rupert Bruce	Advanced Project Funding, Finance and Risk Management Managing Projects 1: International Management of Mega-Projects	IN224	3745	rupert.bruce
Andy Coaton	Introduction to Project Management in the context of Strategic Management	IN224	3745	andy.coaton
Mike Dormer	Managing and Financing Projects in the TV and Film Industries	IN224	3745	mike.dormer
Amany Elbanna	Information Technology Project Management	MX103	6697	amany.elbanna
Richard Granger	International Strategic and Technology Management	IN224	3745	richard.granger
Lakis Kaounides	Operations and Quality Management International Strategic and Technology Management Corporate Governance, Ethics and Sustainability	IN234	3745	lakis.kaounides
Vanessa Torres	Advanced Applied Project Management and Planning	IN224	3745	vanessa.torres