

**Programme Handbook**  
BSc Computer Science  
Dubai Campus

**2019 – 2020**

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## PART A – CAMPUS AND PROGRAMME INFORMATION

### 1 SUMMARY OF KEY INFORMATION

#### 1.1 KEY CONTACTS

Professor Ammar Kaka is the Head of the Heriot-Watt University Dubai Campus (HWUDC). There are 8 Academic Schools functioning within the Heriot Watt University Dubai Campus and each of them is managed by the Associate Head of School based in Dubai. Each Academic programme is led by a Programme Coordinator, supported by an experienced academic staff team located at the University's campus at Dubai International Academic City. The address and contact details are noted overleaf. In the first instance, students should contact us via our Reception staff who will be pleased to help direct queries to the appropriate person.

Heriot-Watt University Dubai Campus  
Dubai International Academic City  
PO Box 294345  
Dubai  
UAE  
Tel: +971 4 4358700/ 8701/ 8702  
Fax: +971 4 4477344 Web: [www.hw.ac.uk/dubai.htm](http://www.hw.ac.uk/dubai.htm)

#### 1.2 SIGNIFICANT DATES IN ACADEMIC YEAR

HWU operates a two twelve-week semester system as shown below:

Event	Start	End
Welcome Week	Sunday 8th September 2019	Saturday 14 <sup>th</sup> September 2019
Semester 1 - Teaching	Sunday 15 <sup>th</sup> September 2019	Friday 6 <sup>th</sup> December 2019
Semester 1 - Examinations	Monday 9 <sup>th</sup> December 2019	Friday 20 <sup>th</sup> December 2019
Semester 1 - Break	Sunday 22 <sup>nd</sup> December 2019	Thursday 9 <sup>th</sup> January 2020
Semester 2 - Teaching	Sunday 12 <sup>th</sup> January 2020	Friday 3 <sup>rd</sup> April 2020
Semester 2 - Break	Sunday 5 <sup>th</sup> April 2020	Thursday 23 <sup>rd</sup> April 2020
Semester 2 - Examinations	Monday 27 <sup>th</sup> April 2020	Wednesday 22 <sup>nd</sup> May 2020
Graduation	7-8 July 2020	
Autumn Diet - Examinations (Resit)	Thursday 6 <sup>th</sup> August 2020	Friday 14th August 2020
Graduation	22- 23 November 2020	

The Teaching Timetable for each Semester would be published on the link <http://www.hw.ac.uk/students/studies/timetables/dubai.htm> before the start of each Semester.

All examinations take place during the assessment blocks. Resit examinations are scheduled during the summer vacation. Full details of examination timetabling are published at the campus and can be found at: <http://www.hw.ac.uk/students/studies/examinations/timetables.htm>

## OFFICIAL UAE LOCAL HOLIDAYS & HERIOT-WATT UNIVERSITY DUBAI CAMPUS CLOSED DAYS

The official National holidays in the United Arab Emirates (UAE) are listed below. The Heriot-Watt University Dubai Campus will be closed on the approximate dates mentioned below:

Local Holiday	Proposed HWU Dubai Campus closed days *
Commemoration Day	Sunday 1 <sup>st</sup> December 2019
UAE National Day	Monday 2 <sup>nd</sup> December 2019
New Year's Day	Wednesday 1 <sup>st</sup> January 2020
Eid-Al-Fitr (End of Ramadan)	24 <sup>th</sup> May 2020 - 26 <sup>th</sup> May 2020
Arafat Day and Eid-al-Adha (Feast of Sacrifice)	30 <sup>th</sup> July 2020 to 2 <sup>nd</sup> August 2020
Hijri New Year	Sunday 23 <sup>rd</sup> August 2020

\* All dates given, especially for Islamic holidays and special observations, are approximate dates only and will be confirmed nearer the time, along with any University closed days

### 1.3 LINKS TO FURTHER INFORMATION/SERVICES

Please refer to the University's websites at [www.hw.ac.uk](http://www.hw.ac.uk) and <http://www.hw.ac.uk/dubai.htm> which contain detailed information about Heriot-Watt University and the Dubai Campus.

University Academic Registry : <http://www1.hw.ac.uk/registry/>

Online Course Material: <http://vision.hw.ac.uk/>

Student Self Service: <http://www.hw.ac.uk/selfservice>

Online Enrolment: <http://www.hw.ac.uk/onlineenrolment>

Online Results: <http://www.hw.ac.uk/selfservice>

Forms: <http://www.hw.ac.uk/registry/forms.htm>

Graduation: <http://www.hw.ac.uk/students/studies/graduation.htm>

## 2 WELCOME AND INTRODUCTION

### 2.1 Welcome from the Principal

I am delighted you have chosen to study at our innovative and distinctive University. You are now part of an unparalleled community, which has since 1821 been at the forefront of pioneering education and future thinking.

Throughout your studies you will have the opportunity to thrive both personally and academically, and I would encourage you to take advantage of all that our campus, student societies and community has to offer you. Our approach to teaching and learning is focused on offering you the very best study programmes that apply knowledge to real world challenges. We do this by combining innovative learning technologies and ideas with our outstanding support and facilities, both on-campus and through our digital services.

As a University committed to preparing you for your future, we're delighted to offer opportunities for students to gain a global perspective, whether at a single campus or abroad. Our Go Global programme offers inter-campus transfers and exchanges across our campuses in Dubai, Scotland and Malaysia, allowing you to study, socialise or experience new cultures and places.

Our graduates are sought by global professions and industries all over the world. The very nature of a Heriot-Watt education is one that allows you to benefit from our research-informed approach, underpinned by our rich heritage and values. We're dedicated to providing you with the confidence and leadership skills to be a global citizen, and the expertise to one day become a leader in your chosen field or career.

So on behalf of all the staff, we look forward to supporting you to be a successful graduate of Heriot-Watt University.

Professor Richard A. Williams OBE  
Principal and Vice-Chancellor

### 2.2 Welcome from the Head of Dubai Campus

It is with great pleasure that we welcome you to the University's Dubai Campus

Heriot-Watt University is proud to be here in the UAE, providing a range of high quality programmes, relevant to the Middle East region, to the UAE and to the aspirations of its people. Heriot-Watt has a long tradition of providing vocationally relevant academic programmes, with strong industry and research links. There are currently over 500 Heriot-Watt Alumni living and working in the UAE and the Gulf States as well as our current students, so you will be joining a successful and vibrant community!

We welcome you to your chosen degree programme either as a postgraduate or undergraduate student and look forward to working with you to help you achieve your personal ambitions and goals.

Professor Ammar Kaka  
*A Vice Principal of Heriot-Watt University and  
Head of Heriot-Watt University Dubai Campus*

## 2.3 Welcome from Head of School

I am delighted to echo my colleagues' welcome to our University and to our Dubai campus. It is also my pleasure to welcome you to the School of Mathematical and Computer Sciences. You are joining a thriving School with a strong tradition of research, scholarship and teaching in Computer Science and Information Technology. You are about to start on a well-established undergraduate programme leading to a highly regarded and internationally recognised qualification. As our student, you will enjoy the professionalism, enthusiasm and friendliness of our Dubai-based staff, confident that you are receiving the same high standards of teaching and assessment as your fellow students in Scotland.

I trust that you will find studying with us both stimulating and rewarding.

Professor Beatrice Pelloni  
*Head of the School of Mathematical & Computer Sciences*

## 3 GENERAL INFORMATION ABOUT HERIOT-WATT UNIVERSITY AND THE DUBAI CAMPUS

Heriot-Watt University is an international university, based in Edinburgh, the capital of Scotland in the UK, with campuses in the north and south of Scotland, Dubai and Malaysia. The University also has a worldwide network of Learning Partners.

Wherever they are located, Heriot-Watt students have the opportunity to study programmes which will equip them to contribute immediately to the economy and wellbeing of the region in which they choose to work. This ethos of "doing things that matter" stretches right back to the origins of Heriot-Watt in 1821, when programmes were run to suit the needs of developing industries in Scotland.

The Heriot-Watt University Dubai Campus is located in the Dubai International Academic City. The University is the first to operate from this rapidly-developing site, and is offering programmes that meet the demands of the region and beyond.

The Dubai Campus is certified and permitted by Knowledge and Human Development Authority (KHDA) which is part of the Dubai Government (UAE). Heriot-Watt is running all its Programmes and activities of higher education in UAE under the rules and regulations of KHDA.

4 **KEY STAFF AND CONTACT DETAILS**

**4.1 Campus Contacts**

Campus Contacts	Staff Name	Tel Number	Email
A Vice-Principal of Heriot-Watt University and Head of Dubai Campus	Professor Ammar Kaka	+971 4 4358666	provostdubai@hw.ac.uk
Reception	Mr Biju Prasad/ Ms Soleil Sanchez	+971 4 4358700 +971 4 4358701	DubaiEnquires@hw.ac.uk
Academic Administration Office	Mr. Mahesh Naik	+971 4 4358636	dubaiaao@hw.ac.uk
Visa Office	Mr. Ilyas Abdul Wahab	+971 4 4358628	i.abdul.wahab@hw.ac.uk
Recruitment and Admissions Office	Dr Kishore Sirnani	+971 4 4358605	DubaiEnquiries@hw.ac.uk
Finance Office	Mr Suresh Kumar	+971 4 4358675	Dubai-Finance@hw.ac.uk
Transport and Accommodation Office	Mr Anil Kumar	+971 4 4358621	Anil.Kumar@hw.ac.uk
Student President	Mr Soehl Mathew Abraham	+971 4 4358795	council.president@hw.ac.uk
Student Engagement Officer	Ms Nicki Mitchell	+971 4 4358746	nicola.mitchell@hw.ac.uk
Library	Dr Ramakanta Rath	+971 4 4358661	DubaiLibHelp@hw.ac.uk
IT Office (Help Desk)	Mr Nidhish Cherian	+971 4 4358685	dubaihelpdesk@hw.ac.uk
Careers Development Officers	Ms Benita Maben Ms Kathryn Taylor	+971 4 4358793 +971 4 4358791	benita.maben@hw.ac.uk k.taylor@hw.ac.uk
Effective Learning Advisor	Dr Allyson Noble	+971 4 4358797	a.noble@hw.ac.uk
Disability Services	Ms Laetitia Grobelaar	+971 4 4358796	L.grobelaar@hw.ac.uk
Student Advisor	TBA	TBA	studet.advisor@hw.ac.uk
Dubai Student Service Centre (for all general enquiries)	Ms Therese Cooper O'Dell	+971 4 561 0311 +971 4 561 0312	dubaistudentservices@hw.ac.uk

**4.2 Academic School Contacts**

Point of Contact	Responsible Staff Name	Direct line/Email/ Office location
<b>Dubai Campus</b>		
Academic Head	Mr Steve Gill	+971 4 4358761 <a href="mailto:S.Gill@hw.ac.uk">S.Gill@hw.ac.uk</a> S3-13, 3 <sup>rd</sup> floor
Deputy Academic Head	Dr Hind Zantout	+971 4 43588764 <a href="mailto:H.Zantout@hw.ac.uk">H.Zantout@hw.ac.uk</a> S3 12, 3rd Floor
Associate Director of Learning & Teaching	Ms Smitha Kumar	+971 4 4358786 <a href="mailto:Smitha.Kumar@hw.ac.uk">Smitha.Kumar@hw.ac.uk</a> S2-34, 2 <sup>nd</sup> floor
Undergraduate Director of Studies	Mr Talal Shaikh	+971 4 4358762

		<a href="mailto:T.A.G.Shaikh@hw.ac.uk">T.A.G.Shaikh@hw.ac.uk</a> S3-11, 3 <sup>rd</sup> floor
Director of Postgraduate Studies	Dr Mohammad Hamdan	+971 4 4358789 <a href="mailto:M.Hamdan@hw.ac.uk">M.Hamdan@hw.ac.uk</a> S2 14, 3 <sup>rd</sup> floor
Director of the Institute of Applied Information Security	Dr Hani Ragab Hassen	+971 4 4358727 <a href="mailto:H.RagabHassen@hw.ac.uk">H.RagabHassen@hw.ac.uk</a> F67, 2 <sup>nd</sup> floor
Director of Research	Dr.Neamat El Gayar,	+971 4 5610308 <a href="mailto:n.elgayar@hw.ac.uk">n.elgayar@hw.ac.uk</a> S2 55, 2 <sup>nd</sup> floor
<b>Edinburgh Campus</b>		
Head of School	Professor Beatrice Pelloni	<a href="mailto:B.Pelloni@hw.ac.uk">B.Pelloni@hw.ac.uk</a>
Head of Computer Science	Professor Andrew Ireland	<a href="mailto:A.Ireland@hw.ac.uk">A.Ireland@hw.ac.uk</a>
Undergraduate Administrator	Mrs Lisa Kinnaird	<a href="mailto:L.M.Kinnaird@hw.ac.uk">L.M.Kinnaird@hw.ac.uk</a>

#### 4.3 Academic Staff Contacts

Point of Contact	Responsible Staff Name	Direct line/Email/ Office location
First Year co-ordinator & Personal Tutor	Dr Adrian Turcanu	+971 4 4358784 <a href="mailto:a.turcanu@hw.ac.uk">a.turcanu@hw.ac.uk</a> S2-36, 2 <sup>nd</sup> floor
Second Year co-ordinator & Personal Tutor	Dr.Ryad Soobany	TBA
Third Year co-ordinator & Personal Tutor	Dr Abrar Ullah	TBA
Fourth Year co-ordinator & Personal Tutor	Dr Hani Ragab Hassen	+971 4 4358727 <a href="mailto:H.RagabHassen@hw.ac.uk">H.RagabHassen@hw.ac.uk</a> F67, 2 <sup>nd</sup> floor

#### 4.4 Support Staff Contacts

Point of Contact	Responsible Staff Name	Direct line/Email/ Office location
IT Lab	IT Help Desk	+971 4 4358681 to 85 or 87 <a href="mailto:DubaiHelpdesk@hw.ac.uk">DubaiHelpdesk@hw.ac.uk</a> 1 <sup>st</sup> floor, left wing
PA to the Academic Head of Mathematical & Computer Sciences	Ms Resmi Nair	+971 4 4358668 <a href="mailto:N.Resmi@hw.ac.uk">N.Resmi@hw.ac.uk</a> AAO, Ground floor
Senior Officer – Undergraduate, Academic Administration Office	Mr. Shiju Balan	+971 4 4358641 <a href="mailto:s.balan@hw.ac.uk">s.balan@hw.ac.uk</a> AAO, Ground floor
Academic Administrator – Postgraduate, Academic Administration Office	Ms Malisha Louis Pinto	971 4 4358631 <a href="mailto:m.pinto@hw.ac.uk">m.pinto@hw.ac.uk</a> AAO, Ground floor

Dubai Student Service Centre	Counter Service	+971 4 5610311/12, <a href="mailto:DubaiStudentServices@hw.ac.uk">DubaiStudentServices@hw.ac.uk</a>
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## 5 PROGRAMME OVERVIEW

Heriot-Watt University reserves the right to update materials from time to time and will ensure that advance notification concerning changes to materials is provided to students on the relevant section of the University website. It is the responsibility of students to check the website, particularly if they are returning to studies after a period during which their studies have been suspended.

## 6 PROGRAMME STRUCTURE AND DELIVERY

The University operates a Heriot-Watt Assessment and Progression System (HAPS) which specifies minimum progression requirements. Schools have the option to apply progression requirements above the minimum University requirement, which are approved by the Studies Committees. Students should refer to the programme specific information on progression requirements. This information is detailed later in this handbook.

### **Introduction**

This handbook contains information on the programme structure, notes, description and the courses offered on the Computer Science degree.

### **School Student Website**

Lots of information regarding MACS programmes and courses can be found at:

<http://www.macs.hw.ac.uk/students/>

### **University Student Website**

<https://www.hw.ac.uk/students/index.htm>

### **Student Portal**

You can access the University Student Portal at: <http://portal.hw.ac.uk/>

### **Virtual Learning Environment (VLE)**

Most courses have on-line material available at the University's Virtual Learning Environment (VISION) which can be found at: <http://vision.hw.ac.uk/>

### **Student Self Service**

This is where you can update your address and where you will get your on-line results - [www.hw.ac.uk/selfservice](http://www.hw.ac.uk/selfservice).

### **Degree Specialisms:**

The degree of BSc Computer Science can also be offered as BSc Computer Science (*Artificial Intelligence*), BSc Computer Science (*Computer Games Programming*), BSc Computer Science (*Software Engineering*) and BSc Computer Science (*Data Science*) by specialising in courses in these areas in the final year.

To graduate with the degree BSc Computer Science (Artificial Intelligence) candidates must take two of the following courses in Stage 4, Biologically Inspired Computation (F20BC), Data Mining & Machine Learning (F20DL), Intelligent Robotics (F20RO) and do an approved dissertation topic suitable for this specialism.

To graduate with the degree BSc Computer Science (Computer Games Programming) candidates must take the two mandatory course in Stage 4, 3D Graphics & Animation (F20GA) and Computer Games Programming (F20GP), and take at least one of Industrial Programming (F20SC) or Advanced Interaction Design (F20AD) and do an approved dissertation topic suitable for this specialism.

To graduate with the degree BSc Computer Science (Software Engineering) candidates must take the two mandatory courses in Stage 4, Rigorous Methods for Software Engineering (F20RS) and Advanced Interaction Design (F20AD) and do an approved dissertation topic suitable for this specialism.

To graduate with the degree BSc Computer Science (Data Science) candidates must take the two mandatory course in Stage 4, Data Mining & Machine Learning (F20DL) and Big Data Management (F20BD), and take at least one of Data Visualisation & Analytics (F20DV) or Statistical Modelling & Analysis (F20SA) and do an approved dissertation topic suitable for this specialism.

You must inform the Academic Head, Steve Gill ([S.Gill@hw.ac.uk](mailto:S.Gill@hw.ac.uk)), at the start of the honours/4th year if you want to exit with this degree specialism

### **Graduate Attributes**

As a student of Heriot-Watt University, you are part of our global community. You will meet new people, discover new interests, develop your life skills and enhance your employability and career prospects.

The University will provide you with opportunities to develop skills, qualities and academic abilities during your time as a Heriot-Watt student. These are known as the **Four Heriot-Watt Graduate Attributes**:

- ***Specialist***
- ***Creative***
- ***Global***
- ***Professional***

Further information can be found at:

<https://www.hw.ac.uk/students/doc/StudentGraduateAttributes.pdf>

### **Degree Structure**

Our academic year is divided into 2 semesters corresponding to 30 weeks. There will be 12 weeks teaching in each semester. You are expected to study 4 courses each semester, giving a total of 8 courses in a full year. Each course is worth 15 credits. Courses may be mandatory or optional.

Mandatory courses: These courses are compulsory.

Optional courses: Students are required to choose from a specified list of courses relevant to the subject area of their degree discipline.

All undergraduate courses are designed to be of equal length in terms of student effort. The average student is expected to put in a total effort of 150 hours per course. These 150 hours includes all lectures, tutorials, computing labs, workshops, background reading, writing up notes, coursework, revision and examinations for the course.

### **Staff/Student Expectations**

#### **What you can expect from staff**

Teaching is one of the most important duties for staff. Although we have research and admin duties which need our attention too, we promise students:

- ◆ Commitment to helping you learn
- ◆ Politeness and respect
- ◆ A regular office hour slot for face to face meetings
- ◆ Written feedback and a mark for coursework within 15 working days after the hand-in time.

- ◆ A reply to general email questions within 5 working days
- ◆ A response from your personal tutor within 2 working days
- ◆ If you would like to see your exam script to see where you went wrong, send a signed letter to the Academic Head to request this. (It may take a bit of time to get the paper scanned if it has been sent to Edinburgh). You can also make an appointment with the lecturer to get further advice on how to improve your work.
- ◆ Sometimes staff members are away on university business (for example at a research project meeting outside the UK), and won't be able to respond as quickly as normal. If this happens, they will tell you about it (e.g. on an "out of office" message) and will advise you who to contact instead.

### **What staff can expect from students**

Most importantly, we expect you to take charge of your own learning. This is your degree! To get the most of your time at university you need to be independent and proactive. We understand that you have other demands on your time, such as paid employment, but as full time students, your studies should come first.

- ◆ Commitment to your learning
- ◆ Politeness and respect
- ◆ Attendance at classes, unless they are specifically identified as voluntary. During semester it is your responsibility to be available on campus to attend classes and in particular class tests.
- ◆ Attention, courtesy and participation during classes
- ◆ Preparation and practice for classes as specified by the lecturers, such as reading or coding. For every hour of timetabled class, we expect you to spend 2-3 hours in private study.
- ◆ Practice, practice practice! In order to become a good programmer, you need to program regularly. If you are having trouble we will help, but the most useful thing you can do for yourself is devote time to programming.
- ◆ Basic organisation skills, such as coming to classes with pen and paper ready to take notes, and using a calendar so you don't forget deadlines and appointments
- ◆ If you can't make a scheduled meeting with a staff member, please notify them in advance rather than just not turning up
- ◆ Check your email and logging into Vision at least every other day
- ◆ A reply to email from staff within 5 working days (if it requires a reply!)
- ◆ We expect you to pay attention to the feedback we give you, and to attempt to improve your work based on that feedback.
- ◆ We encourage you to keep yourself informed about new and interesting developments in computer science above and beyond what you learn in the taught courses. The department is full of experts in a wide range of areas who would love to chat to keen students about their research. Seek them out!
- ◆ If you have a problem which is interfering with your studying, please discuss it with your personal tutor. We are here to help.

### **Personal Tutor**

You will be allocated a personal tutor when you arrive at the University and this is normally the year co-ordinator. Your personal tutor is your main academic link with the University, and will help you choose courses and register for courses at the beginning of the session. Under certain circumstances, with the permission of the Academic Head in Dubai, it may be possible to change your personal tutor.

Every year a few students run into personal difficulties (e.g. family illness, accommodation, financial, etc.). As well as being generally supportive, personal tutors can help in a number of practical ways. For example, if illness prevents you from completing project work or sitting examinations, your personal tutor can sometimes help with re-scheduling or making alternative arrangements for assessment. However, you must notify your personal tutor as soon as possible,

or there is very little that can be done. This is particularly important if illness affects your Examinations. Also, it is essential to provide a medical certificate (see **Mitigating Circumstances**, p 14). With other problems, your personal tutor can put you in touch with the appropriate University support service. **Personal tutors are there to help; do not hesitate to contact yours if you need them.**

### **Meetings with your Personal Tutor**

Your personal tutors will offer a face to face meeting on at least three points during the academic year.

#### **Key contact points for new students (first year and direct entrants)**

*Welcome Week:* during your induction programme you will find out about the personal tutoring system and have the opportunity to ask any questions.

*By the end of teaching week 2:* you will be invited to a meeting to discuss settling in and check that things are going well.

*Week 8 or 9:* you will meet with your personal tutor to discuss end of semester assessments. It is an opportunity for you to discuss any anxieties you have over assessments, seek guidance on revision, and reflect on your learning and the academic skills they need to develop to be successful in your assessments.

*Post-assessment:* early in semester 2, you will be invited to a meeting to discuss your semester 1 results. This is an opportunity for you to discuss what has gone well, or not so well, and how the 1st semester experience will help in semester 2 and beyond.

In addition, you may be invited to other meetings throughout the year and should attend. You may request meetings at other times if you need to talk to your personal tutor, you don't have to wait until the next scheduled meeting.

#### **Key contact points for continuing students**

*By the end of teaching week 5:* you will be invited to discuss how you are settling in to the new academic year, if any optional courses you have chosen are going well and if there are any points of discussion arising from the previous semester's assessments.

*Semester 2 post assessments:* early in semester 2 you will be invited to a meeting to discuss your semester 1 results. This is an opportunity for you to reflect on what has gone well, or not so well, and how your 1st semester experience will help you in semester 2 and beyond.

In addition, you may be invited to other meetings throughout the year and should attend. You may request meetings at other times if you need to talk to your personal tutor, you don't have to wait until the next scheduled meeting.

#### **Dubai Contacts:**

Academic Head

Mr Steve Gill

[S.Gill@hw.ac.uk](mailto:S.Gill@hw.ac.uk)

Undergraduate Director of Studies

Mr Talal Shaikh

[T.A.G.Shaikh@hw.ac.uk](mailto:T.A.G.Shaikh@hw.ac.uk)

Further information on the role of personal tutors can be found at: <https://www.hw.ac.uk/students/studies/personal-tutors.htm>

#### **Go Global**

At Heriot-Watt, you have the opportunity to become a global student by taking part in an Inter-Campus Transfer, Erasmus+ or Exchange. Studying abroad is a unique opportunity and likely to provide some of your most memorable life experiences. Further information can be found at:

<https://www.hw.ac.uk/students/studies/go-global.htm>

### **Staff-Student Liaison Meetings**

Students are asked to elect a class representative at the start of every academic year. Your representative will keep the staff up to date with any problems which students in the year have identified, and they also keep students informed of actions taken by staff to address these problems. Also, every semester, staff and students meet regularly to discuss how the courses are going. We are keen to get feedback from students on how we could improve our teaching and facilities. The class representatives for each year will be present, as well as the year co-ordinator and the Director of Undergraduate Studies. All students from the relevant year groups are also very welcome to attend. Look out for emails with the dates and topics for these meetings.

If you have a complaint about a course, the first thing to do is to talk to the lecturer in question, or ask the class representative to do this for you. If that doesn't work, you can bring it to the consultation meetings.

### **Enrolment for Courses**

You must be enrolled for the courses which you are studying. This will be done initially during on-line enrolment.

Any subsequent changes to optional choices must be agreed between you and your Director of Studies or personal tutor, and then recorded on a Change of Course Form available from Academic Administration Office. The form must then be returned to AAO for processing.

All course changes must be made by the end of week 3 of each semester. No changes can take place after week 5 of each semester.

### **Feedback**

Feedback is a two-way process. Feedback is provided to students in a variety of ways in order to help you to reflect on and to evaluate your progress and to assist you to take steps to improve before the next relevant assessment. For most courses, students can expect feedback on assessed coursework within three teaching weeks of the coursework due date.

Feedback is sought from students via Student-Staff Liaison Committees and various surveys so that the School can continue to enhance the student learning experience. Your feedback is valued by the School, so please be sure to provide feedback whenever it is sought.

### **Attendance Requirements**

In order to achieve course and programme learning outcomes, students are expected to attend all scheduled course learning sessions (e.g. timetabled lectures, tutorials, lab sessions, etc). Should you have to miss a timetabled session due to ill health or other legitimate reasons, you should submit a self-certification or medical certification or an application for consideration of Mitigating Circumstances – details can be found at:

<https://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm>

Students who fail to satisfy course attendance requirements may, after due warning, be disallowed from presenting themselves for examination in the course.

Coursework must be handed in by the stipulated dates, and students are required to see their personal tutors at agreed times. Students who fail to submit compulsory coursework may also be disallowed from presenting themselves for examination in the relevant courses.

All lectures, tutorials and laboratories are compulsory and registers of attendance may be taken.

If you are absent from class due to illness for four days or less, you should complete a self-certification form, obtainable from the Student Services and return it to the Student Services within a week of your return. If you are absent for more than four days, you must supply a medical certificate to the Student Services within a week of your return.

## **Plagiarism & Cheating**

Cheating in examination and plagiarism, which is, the presentation of another person's ideas or work as one's own, are very serious offences and are dealt with severely. They carry a range of penalties up to and including expulsion from the University.

Students are responsible for familiarizing themselves with University policy on these matters. For more detail, see the Student Guide to Plagiarism at:

<https://www.hw.ac.uk/students/doc/plagiarismguide.pdf>

## **Submission of Coursework Policy**

The University recognises that, on occasion, students may be unable to submit coursework and dissertations by the submission date. As such, the University has agreed a new policy from 2018/19 which states:

- No individual extensions are permitted under any circumstances (unless course coordinators decide to give an extension to an entire class);
- Standard 30% deduction from the mark awarded (maximum of five working days);
- Alternative options if students cannot submit coursework or their dissertation on time

In the case where you submit coursework up to five working days late and you have valid mitigating circumstances, the mitigating circumstances policy will apply and appropriate mitigation will be applied.

Formative feedback will be provided on all coursework submitted up to five working days late.

Any coursework submitted after five calendar days of the set submission date shall be automatically awarded a no grade with no formative feedback provided.

There will be no extensions granted to coursework (this includes undergraduate and postgraduate taught dissertations).

A link to the policy can be found here <https://www.hw.ac.uk/services/docs/CourseworkPolicyFinal.pdf> .

## **Examinations**

It is the student's responsibility to check all relevant examination information at: <https://www.hw.ac.uk/students/studies/examinations.htm>.

You must not **book holidays or take on any other commitments during the assessment diet**.

Should you be required to resit any exams, you must be available to take them during the re-assessment diet in August.

All examinations must be taken at the Dubai Campus.

## Calculators, Dictionaries & Electronic Devices

Where a calculator is required for the completion of an examination, a student may use any basic scientific calculator, except the following: graphics calculator, programmable calculator and a calculator which features text storage or retrieval facilities. You must bring your own calculator to the examination as the University do not provide them.

No translation dictionaries are permitted in any of the University's examinations. The only exception to the policy is in the case of individual students who had been assessed by the University's Disability Service as requiring access to a translation dictionary.

Students are not allowed to have mobile phones or other communication devices on or about their person during examinations. Phones may be left at the front of the examination room but must be switched off.

### Unauthorised Material

You must not have any unauthorised pre-printed materials or electronic devices or in the examination room. Cheating in an examination is treated very seriously by the University. If you do have any material relevant to the exam which you have brought in by mistake, you must hand it over to an invigilator before the start of the examination. Invigilators will carry out checks on authorised materials and calculators.

Information on examinations, including timetables, re-assessment procedures etc can be found at:  
<https://www.hw.ac.uk/students/studies/examinations.htm>

Past exam papers for can be found at:

<http://www.macs.hw.ac.uk/students/cs/>

**Past exam papers are only accessible on-campus or if you use the VPN:**

<https://www.hw.ac.uk/services/is/it-essentials/virtual-private-network-vpn.htm>

### **Grades & Assessments**

Grades for each course are awarded as follows:

Grade A	Excellent	Overall mark of approximately 70% or more
Grade B	Very Good	Overall mark of approximately 60% to 69%
Grade C	Good	Overall mark of approximately 50% to 59%
Grade D	Satisfactory	Overall mark of approximately 40% to 49%
Grade E	Adequate	Minimum required for the award of credits but at least a grade D is needed for progression to subsequent courses
Grade F	Inadequate	Fail

### **Assessment Results and Progression Decisions**

The official mechanism for receiving all your assessment results is on-line. You can find out details at:  
<https://www.hw.ac.uk/students/studies/examinations/results.htm>

You will officially receive the provisional results of your semester 1 assessments in mid-January. You will receive the final results of your semester 1 & 2 assessments by 10 June (June graduating students) or 1 July (continuing or non-graduating students). Re-assessment results are released no later than 26 August.

The Progression Board meets at the end of the academic year to decide which students will be allowed to proceed to the next year of their degree programme. You will receive notification from the University when your on-line results and the Board's progression decision are available on-line, and whether you must resit any courses.

In years 1, 2 and 3 if you do not pass a course at the first attempt, you have one opportunity to resit the course during the resit diet in early August. In Year 3, re-assessment is for credit only and you cannot improve your overall average (which accounts for 20% of your final degree results) unless you are re-sitting because of mitigating circumstances. There are no re-sit opportunities for courses in Years 4.

If you receive a pass/proceed decision that allows you to progress at the Summer Progression Board you can enrol on-line from mid-August. If you have resits, and are able to progress following the Resit Progression Board, you may enrol on-line once you have received your Assessment Results.

## **Final Degree Assessment**

The Award Board meets in the last week of May to consider the assessment marks and make recommendations on degree classifications.

For the BSc Computer Science honours degree, the Examiners take into account 3<sup>rd</sup> and 4<sup>th</sup> year course marks in deciding the class of Honours. The final mark is the average of those marks, weighted as: 20% from 3<sup>rd</sup> year average, 50% from the 5 taught courses in 4<sup>th</sup> year and 30% from the individual dissertation in 4<sup>th</sup> year. In broad terms, an average mark of over 70% for first class honours, 60% - 70% for upper second class honours, 50% - 60% for lower second class honours, and 40% - 50% for third class honours, would be required, subject to the agreement of the Examiners. (Note that 480 credits are required for the award of an honours degree.).

## **Graduation**

When you have completed your degree your award is conferred at a graduation ceremony. Details on graduation, including how to apply, deadlines for applying and the cost, can be found at: <https://www.hw.ac.uk/students/studies/graduation.htm>.

This website also includes details of gown hire and guest tickets.

## **Mitigating Circumstances**

If you experience any Mitigating circumstances which affect your ability to complete your assessments you must notify us as soon as possible.

You should read the University's Policy on Mitigating Circumstances in Relation to Assessment and then complete the application form at: <https://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm>. This form along with any relevant evidence (eg medical certificates) should be submitted to the Academic Administration Office.

Evidence submitted after your results have been published cannot be taken into account.

It is **very important** that you notify your personal tutor **as soon as possible** of any mitigating circumstances, such as illness or bereavement, which could adversely affect your assessment performance. In the case of illness, medical evidence must be supplied to the Academic Administration Office. The Examiners will always take such circumstances into account where appropriate, but the later the notification, the less scope there is to do so.

In particular, notification should be before the examination diet concerned, and certainly no later than the Examiners Meeting. Late notification will mean that either no account can be taken, or that formal procedures have to be invoked. In the latter case, final year students will not be permitted to graduate until these procedures have been completed. For further details, see the University Regulations in Part B of this handbook.

## **Thinking of Leaving**

Many students think about leaving university at some stage during their studies. If anything is bothering you or you are thinking about leaving, please speak to a member of staff to explore and understand what you can do.

There may be other options such as additional help (perhaps advice on how to improve your academic skills), a temporary suspension of studies or transferring to another programme.

Further information is available at: <https://www.hw.ac.uk/students/studies/leaving.htm>

## **Complaints and Appeals**

Our aim at Heriot-Watt is to ensure that your experience while studying with us is of the highest quality. However, we recognise that during your time at the University there may be circumstances that occur where you feel you need to make a complaint or to appeal a decision.

Further information is available at: <https://www.hw.ac.uk/students/studies/complaints-appeals.htm>

## Undergraduate Programme Structure & Notes Template

### PROGRAMME DETAILS

**Programme Code:** F291-COS

**Department:** Computer Science

**Main Award:** BSCH - Bachelor of Science Honours

**Full Award Title:** Bachelor of Science in Computer Science

**Level:** Undergraduate

### LOCATION OF STUDY

Edinburgh	Y	Scottish Borders	N	Orkney	N
Dubai	Y	Malaysia	N	Approved Learning Partner	N
Independent Distance Learners	N	Collaborative Learning Partner	N	Other	N

### ASSOCIATED AWARDS

Programme Code	Award	Title
F291-COS	BSCH	Bachelor of Science in Computer Science
F291-ZZZ	BSCO	Bachelor of Science in Computer Science

### ACCREDITATION

British Computer Society

### LEARNING OUTCOMES – SUBJECT MASTERY

#### Understanding, Knowledge and Cognitive Skills

To develop knowledge and skills in the elicitation and analysis of user requirements, design and evaluation of solutions, and the implementation and quality assurance of the chosen solution.

- To be able to develop well-structured, efficient, usable and well-documented programs.
- To know what general classes of problems are amenable to computer solution and be able to select the appropriate tools required for particular problems.
- To be able to develop an abstract model for a given problem and devise appropriate mechanized techniques to solve the problem.
- To develop the knowledge and skills required to meet the challenges of emerging technologies and methodologies.

#### Scholarship, Enquiry and Research (Research Informed Learning)

- To gain an in depth understanding of the theoretical foundations of computation and its relevance to everyday computing.
- To be able to design, implement, document, verify and validate relatively large heterogeneous software systems.
- To be able to assess the quality of software systems, both in terms of their functional and non-functional properties.

## **LEARNING OUTCOMES – PERSONAL ABILITIES**

### **Industrial, Commercial and Professional Practice**

- To maintain and update technical knowledge; to take responsibility for personal and professional development.
- To appraise the impact of computers on society and the influence of society on the development of the technology and use of computers.
- To assess aspects of the law related to computer-based information, or the role of standards in safety, quality and security, of security issues and of the BCS Codes of Practice and Conduct.

### **Autonomy, Accountability and Working With Others**

- To undertake self-directed work; to assimilate information from multiple sources; to examine results and generate conclusions; to impart ideas effectively in visual, verbal or written form.
- To work effectively either individually or as part of a team.
- To apply subject-mastery outcomes to monitor, analyse, model, specify, design, communicate, implement, evaluate, control and plan.
- To be aware of, and be able to respond to, the social and legal implications and consequences of the use of computers.
- To be able to analyse problem spaces; develop and work with abstractions; appraise material and ideas; to apply a methodical and innovative approach to problem solving; to integrate theory and practice

### **Communication, Numeracy & Information and Communications Technology**

- To be able to communicate with peers, more senior colleagues and specialists. In addition, communicate using appropriate methods to a range of audiences, i.e. specialists and non-specialists.
- To be able to undertake critical evaluation/analysis of a wide range of numerical and graphical data.

## **APPROACHES TO TEACHING AND LEARNING**

Lectures, Tutorials (practical's, laboratories), Coursework, (assignments, individual projects, group projects, essays, reports, presentations, log/journals, dissertation), self-study are linked to lecture-based, resource-based and problem-based teaching styles, to relate with motivational, assimilative, consolidative and evaluative phases of learning.

Approaches to teaching and learning are continually reviewed and developed with the aim of matching them to the abilities and experiences of students, with regard also for the subject area. Specific details about teaching and learning methods are provided in the appropriate module descriptors.

## **EDUCATIONAL AIMS OF THE PROGRAMME**

The educational aim is to provide students with a theoretical foundation and applied skills in Computer Science in addition to other professional skills which will enable graduates to communicate clearly, work independently and co-operate effectively. The balance of skills will enable graduates to work effectively and efficiently in industry and commerce and prepare them for postgraduate study.

## **ASSESSMENT POLICIES**

The following assessment methods are used:

Understanding, knowledge and subject specific skills are assessed through the range of methods reflected by written examinations, coursework assignments, software artefacts, group and individual projects, written reports and oral presentations. Diagnostic, formative, continuous and summative types of assessment aim to correlate with methods of assessment.

Approaches to assessment are continually reviewed. Specific details about methods of assessment are provided in the appropriate course descriptors.

PROGRAMME STRUCTURE														
Mandatory Courses														
Edinburgh	SBC	Orkney	Dubai	HWUM	IDL	Coll. Partner	ALP	Other	Stage	Semester	Course Code	CourseTitle	SCQF Cr	SCQF Lvl
X			X						1	1	F17LP	<a href="#">Logic and Proof</a>	15	7
X			X						1	1	F27ID	<a href="#">Introduction to Interaction Design</a>	15	7
X			X						1	1	F27PX	<a href="#">Praxis</a>	15	7
X			X						1	1	F27SA	<a href="#">Software Development 1</a>	15	7
X			X						1	2	F17SC	<a href="#">Discrete Mathematics</a>	15	7
X			X						1	2	F27CS	<a href="#">Introduction to Computer Systems</a>	15	7
X			X						1	2	F27SB	<a href="#">Software Development 2</a>	15	7
X			X						1	2	F27WD	<a href="#">Web Design and Databases</a>	15	7
X			X						2	1	F28DA	<a href="#">Data Structures and Algorithms</a>	15	8
X			X						2	1	F28ED	<a href="#">User-Centred Experimental Design</a>	15	8
X			X						2	1	F28PL	<a href="#">Programming Languages</a>	15	8
X			X						2	1	F28WP	<a href="#">Web Programming</a>	15	8
X			X						2	2	F17SC	<a href="#">Discrete Mathematics</a>	15	7
X			X						2	2	F28DM	<a href="#">Database Management Systems</a>	15	8
X			X						2	2	F28HS	<a href="#">Hardware-Software Interface</a>	15	8
X			X						2	2	F28SD	<a href="#">Software Design</a>	15	8
X			X						3	1	F29AI	<a href="#">Artificial Intelligence and Intelligent Agents</a>	15	9
X			X						3	1	F29DC	<a href="#">Data Communications and Networking</a>	15	9
X			X						3	1	F29FA	<a href="#">Foundations 1</a>	15	9
X			X						3	1	F29SO	<a href="#">Software Engineering</a>	15	9
X			X						3	2	F29FB	<a href="#">Foundations 2</a>	15	9
X			X						3	2	F29LP	<a href="#">Language Processors</a>	15	9
X			X						3	2	F29OC	<a href="#">Operating Systems &amp; Concurrency</a>	15	9
X			X						3	2	F29PD	<a href="#">Professional Development</a>	15	9
X			X						4	1	F20PA	<a href="#">Research Methods &amp; Requirements Engineering</a>	15	10
X			X						4	2	F20PB	<a href="#">Design &amp; Implementation</a>	15	10
X			X						4	2	F20PC	<a href="#">Project Testing and Presentation</a>	15	10

Optional Courses													SCQF Cr	SCQF Lvl
Edinburgh	SBC	Orkney	Dubai	HWUM	IDL	Coll. Partner	ALP	Other	Stage	Semester	Course Code	CourseTitle		
X		X							4	1	F20BC	<a href="#">Biologically Inspired Computation</a>	15	10
X									4	1	F20CL	<a href="#">Computing in the Classroom</a>	15	10
X		X							4	1	F20CN	<a href="#">Computer Network Security</a>	15	10
X		X							4	1	F20DL	<a href="#">Data Mining and Machine Learning</a>	15	10
X		X							4	1	F20GA	<a href="#">3D Graphics and Animation</a>	15	10
X		X							4	1	F20IF	<a href="#">Information Systems Methodologies</a>	15	10
X		X							4	1	F20RO	<a href="#">Intelligent Robotics</a>	15	10
X		X							4	1	F20RS	<a href="#">Rigorous Methods for Software Engineering</a>	15	10
X		X							4	1	F20SA	<a href="#">Statistical Modelling and Analysis</a>	15	10
X		X							4	1	F20SC	<a href="#">Industrial Programming</a>	15	10
X		X							4	2	F20AD	<a href="#">Advanced Interaction Design</a>	15	10
X		X							4	2	F20AN	<a href="#">Advanced Network Security</a>	15	10
X		X							4	2	F20BD	<a href="#">Big Data Management</a>	15	10
X									4	2	F20CA	<a href="#">Conversational Agents and Spoken Language Processing</a>	15	10
X									4	2	F20DP	<a href="#">Distributed and Parallel Technologies</a>	15	10
X		X							4	2	F20DV	<a href="#">Data Visualisation and Analytics</a>	15	10
X		X							4	2	F20EC	<a href="#">e-Commerce Technology</a>	15	10
X		X							4	2	F20GP	<a href="#">Computer Games Programming</a>	15	10

ELECTIVES (UG)														
Stage 1														
N/A														
Stage 2														
N/A														
Stage 3														
N/A														
Stage 4														
N/A														
Stage 5														
N/A														

<b>COMPOSITION AND STAGE NOTES (UG)</b>	
<b>Stage 1</b>	8 taught courses, all mandatory
Mandatory Credits 1	120
Optional Credits 1	
Elective Credits 1	
Total 1	120
<b>Stage 2</b>	8 taught courses, all mandatory. Direct entrants to Stage 2 and internal transfers from other degrees will be expected have an appropriate background in programming and database technology
Mandatory Credits 2	120
Optional Credits 2	
Elective Credits 2	
Total 2	120
<b>Stage 3</b>	8 taught courses, all mandatory Direct entrants to Stage 3 will be expected have appropriate programming experience and background knowledge. Candidates shall pursue a group project throughout the year, which shall be synoptically assessed in conjunction with material from the associated courses (F29SO and F29PD).
Mandatory Credits 3	120
Optional Credits 3	
Elective Credits 3	
Total 3	120

<b>Stage 4</b>	<p>8 taught courses, 3 mandatory and 5 optional.</p> <p>Students choose 3 courses in semester 1 and 2 courses in semester 2.</p> <p><b>In any one year not all optional courses or combinations of optional courses may be offered.</b> Guidance on course choice will be given by academic Personal Tutors.</p> <p>Students must apply to take the course F20CL Computing in the Classroom prior to the end of Stage 3 to allow time for placements to be organised.</p> <p>Candidates are required to undertake an individual dissertation project which shall run throughout the year.</p> <p>Honours degree classification is determined by performance in:</p> <ul style="list-style-type: none"> <li>• Stage 3 averaged over all 8 courses (20%) at the first attempt</li> <li>• The 5 assessed courses in Stage 4 (50%)</li> <li>• The individual dissertation project in Stage 4 (30%)</li> </ul>
Mandatory Credits 4	45
Optional Credits 4	75
Elective Credits 4	
Total 4	120
<b>Stage 5</b>	
Mandatory Credits 5	
Optional Credits 5	
Elective Credits 5	
Total 5	0

## ASSESSMENT AND PROGRESSION (UG)

### Reassessment Opportunities

1. A student who has been awarded a Grade E or a Grade F in a course may be re-assessed in that course.
2. A student shall be permitted only one re-assessment opportunity to be taken at the Resit diet of examination following the first assessment of the course.
3. A student shall not be re-assessed in any qualifying course taken in the final stage of a course of study.
4. The Progression Board may permit a student to be re-assessed in any qualifying course not taken in the final stage in order to gain credits for the course, provided that the mark or grade obtained in the first assessment of any such course is used in determining the classification of the degree to be awarded.

### Progression Requirements

Part A. The minimum number of credits required to progress through each stage are as follows

Stage 1 to 2	120 credits (8 courses)
Stage 2 to 3	240 credits (16 courses)
Stage 3 to 4	360 credits (24 courses) and an overall assessment average of 50% or above at the first attempt
Stage 4 to 5	N/A

Part B. The minimum grade of D is required in the following courses

Stage 1	Software Development (F27SA), Introduction to Interaction Design (F27ID), Logic & Proof (F17LP), Web Design & Databases (F27WD), Introduction to Computer Systems (F27CS), Software Development 2 (F27SB) and Discrete Mathematics (F17SC)
Stage 2	User-Centred Experimental Design (F28ED) Web Programming (F28WP), Data Structures & Algorithms (F28DA), Database Management Systems (F28DM), Software Design (F28SD), Programming Languages (F28PL), Hardware-Software Interface (F28HS), Discrete Mathematics (F17SC)
Stage 3	6 courses including Software Engineering (F29SO) & Professional Development (F29PD). Re-assessment in Stage 3 is available for credit only and not to improve overall average
Stage 4	N/A

## AWARDS, CREDITS AND LEVEL (UG)

### Part A. Credit Requirements

	Overall Credits	Specific Requirements
Integrated Masters	600	600 SCQF credits including a minimum of 120 credit at Level 11
Honours Degree (inc.MA)	480	480 SCQF credits including a minimum of 180 credit at Level 9 and 10 of which at least 90 credits at Level 10
Ordinary or General Degree	360	360 SCQF credits including a minimum of 60 credit at Level 9
Diploma of Higher Education	240	240 SCQF credits including a minimum of 90 credit at Level 8
Certificate of Higher Education	120	120 SCQF credits including a minimum of 90 credit at Level 7

<b>Part B. Mark/Grade Requirements</b>			
	Overall Mark	Overall Grade	Basis of Overall Mark/Grade
Integrated Masters	>=50%	C	Credit Weighted Average >=50% over all qualifying courses at Grades A-D
Honours Degree (inc.MA)	>=40%	D	1st: Credit Weighted Average >=70% Over all qualifying courses at grades A-D. 2.1 : Credit Weighted Average >=60% Over all qualifying courses at grades A-D. 2.2 : Credit Weighted Average >=50% Over all qualifying courses at grades A-D. 3rd: Credit Weighted Average >=40% Over all qualifying courses at grades A-D.
Ordinary or General Degree	>=40%	D	Minimum of grade D in all pre-requisite courses.
Diploma of Higher Education	>=40%	D	Minimum of grade D in all pre-requisite courses.
Certificate of Higher Education	>=40%	D	Minimum of grade D in all pre-requisite courses.

<b>DURATION OF STUDY</b>	
IN MONTHS	Full-time
Integrated Masters	60
Honours Degree	48
Ordinary or General Degree	36
Diploma of Higher Education	24
Certificate of Higher Education	12

## PART B: UNIVERSITY INFORMATION

**The Academic Registry is responsible for producing Part B of the handbook to provide information and assistance on University policies and support services.**

**Please note that the following sections are standard sources of information provided to all students. However, certain aspects are programme-specific and you should refer to Part A where directed. Students are advised that the University will make changes to study programmes and progression requirements from time to time in accordance with strategic developments and it is therefore important to ensure that you check the most recent version of the handbook for up-to-date information.**

### **B1. Our Values**

At Heriot-Watt, we have an established set of values that help up to nurture innovation and leadership and show our commitment to continuous development in all our activities. They are:

- Value and Respecting Everyone
- Pursuing Excellence
- Pride and Belonging
- Shaping the Future
- Outward Looking

Find out more about the [Heriot-Watt values](#) and what they mean to us.

### **B2. Student Learning Code of Practice**

The Student Learning Code of Practice outlines information about the University, its culture, policies, regulations and the expectation for students and staff. Please familiarise yourself with the relevant Code that is located within the [Learning and Teaching Policy Bank](#).

### **B3. University Policies and Support Services**

Heriot-Watt University has a detailed set of rules that governs the operation and management of University business. These are referred to as Ordinances and these Ordinances are set by the Court, which is the governing body of the University. The Ordinances provide a regulatory framework for corporate governance. The University Ordinances are supported by University Regulations which provide a regulatory framework for the governance of academic-related matters which staff and student must adhere to for all academic matters. Wherever practicable, University policy is designed to include all members of the University's community, both within and outwith the main campus environments.

Read more about the University [Policies, Ordinances and Regulations](#).

As part of your University enrolment, you signed the Student Declaration and agreed to abide by the regulations of the University and conform to its policies, procedures, ordinances and regulations that underpin the Ordinances and Regulations. During your time at Heriot-Watt, the following policies, procedures, reference information and support services may be relevant and useful guidance for you.

#### **B4. Your Student Portal**

The Student Portal brings together your services and relevant information in one place. Below is a summary of the services available to you via the portal:

- Office 365 suite: through single sign-on, all of your Office 365 services will be accessible through the Portal.
- Library: whether you want to search for books or view your loans & reservations, the Portal allows you to do this on your phone or desktop.
- Vision: your Portal will present you with announcements and tasks related to this course.
- Student Information: all university-level regulations and policies relating to your studies can be found on the Portal.
- Campus and School News: the Portal enables the University to promote events and experiences which will help you develop your skills.
- Personalised: You can hide, add and move tiles on your dashboard.
- AskHWU: You can find everything you need to help you navigate your time at HWU through the new AskHWU search tile. Ask questions of the University and enquire directly with members of staff to get information about exams, enrolment, careers, wellbeing services and much more.

You can access your student portal [here](#).

#### **B5. Quick Finder Guide to Academic and Support Services**

The following provides an A-Z guide on the academic and support services available to you during your studies.

By clicking on the subject heading you will link to the relevant information in the student portal/website. Please ensure that you check the portal/web at the regular times throughout the year for the most up-to-date information:

<b>A</b>	<ul style="list-style-type: none"><li>• <a href="#">Academic Appeals</a></li><li>• <a href="#">Academic Registry</a></li><li>• Accommodation Services:<ul style="list-style-type: none"><li>➢ <a href="#">Accommodation (Dubai Campus)</a></li><li>➢ <a href="#">Accommodation (Edinburgh Campus)</a></li><li>➢ <a href="#">Accommodation (Malaysia Campus)</a></li><li>➢ <a href="#">Accommodation (Orkney Campus)</a></li><li>➢ <a href="#">Accommodation (Scottish Borders Campus)</a></li></ul></li><li>• <a href="#">Alumni</a></li><li>• <a href="#">Amendment to Enrolment</a></li><li>• <a href="#">Assessment</a><ul style="list-style-type: none"><li>➢ <a href="#">Feedback on Assessment</a></li><li>➢ <a href="#">Assessment Results</a></li></ul></li><li>• <a href="#">Assistive Software</a></li><li>• <a href="#">Attendance &amp; Absence</a></li></ul>
<b>C</b>	<ul style="list-style-type: none"><li>• <a href="#">Care Leavers</a></li><li>• <a href="#">Career Mentoring</a></li><li>• <a href="#">Careers Service</a></li><li>• <a href="#">Change of Address</a></li></ul>

	<ul style="list-style-type: none"> <li>• <a href="#">Complaints</a></li> <li>• <a href="#">Counselling</a></li> </ul>
<b>D</b>	<ul style="list-style-type: none"> <li>• <a href="#">Data Protection (or email <a href="mailto:foi@hw.ac.uk">foi@hw.ac.uk</a>)</a></li> <li>• <a href="#">Disability Support</a></li> <li>• <a href="#">Discipline</a></li> <li>• <a href="#">Discretionary Credits (please refer to the appropriate Regulation(s) for your level of study)</a></li> </ul>
<b>E</b>	<ul style="list-style-type: none"> <li>• <a href="#">Email</a></li> <li>• <a href="#">Enrolment</a></li> <li>• <a href="#">Equality and Diversity Services</a></li> <li>• <a href="#">Erasmus+</a></li> <li>• <a href="#">Exchanges</a></li> <li>• <a href="#">Examinations &amp; Examination Diets</a> <ul style="list-style-type: none"> <li>➤ <a href="#">Exam Diets</a></li> <li>➤ <a href="#">Exam Conduct and Identity Checks</a></li> <li>➤ <a href="#">Exams in Different Time Zones</a></li> <li>➤ <a href="#">Exam Timetables</a></li> </ul> </li> <li>• <a href="#">Exit Awards</a></li> <li>• <a href="#">External Examiners Information</a></li> </ul>
<b>F</b>	<ul style="list-style-type: none"> <li>• <a href="#">Failing a Course</a></li> <li>• <a href="#">Faith and Belief:</a> <ul style="list-style-type: none"> <li>➤ <a href="#">Edinburgh Campus</a></li> <li>➤ <a href="#">Dubai Campus</a></li> <li>➤ <a href="#">Malaysia Campus</a></li> </ul> </li> <li>• <a href="#">Financial Services</a></li> </ul>
<b>G</b>	<ul style="list-style-type: none"> <li>• <a href="#">Go Global</a></li> <li>• <a href="#">Guide to Student Life</a></li> <li>• New Student Information: <ul style="list-style-type: none"> <li>➤ Edinburgh and Scottish Borders Campuses available <a href="#">here</a></li> <li>➤ Dubai Campus available <a href="#">here</a></li> <li>➤ Malaysia Campus available <a href="#">here</a></li> </ul> </li> <li>• <a href="#">Graduate Attributes</a></li> <li>• <a href="#">Graduation</a></li> </ul>
<b>H</b>	<ul style="list-style-type: none"> <li>• <a href="#">Harassment and Bullying</a></li> <li>• <a href="#">Heriot-Watt Assessment &amp; Progression System (HAPS)</a></li> <li>• <a href="#">Health and Wellbeing</a></li> </ul>
<b>I</b>	<ul style="list-style-type: none"> <li>• <a href="#">Ill Health &amp; Mitigating Circumstances</a></li> <li>• <a href="#">Information Services (Library &amp; IT) guides</a></li> <li>• <a href="#">IT Essentials</a></li> <li>• <a href="#">Inter-Campus Transfer</a></li> <li>• <a href="#">Intermediate Awards</a></li> <li>• <a href="#">International Student Support</a></li> </ul>

<b>L</b>	<ul style="list-style-type: none"> <li>• <a href="#">Learning and Teaching Matters</a></li> <li>• <a href="#">Library Essentials</a></li> <li>• <a href="#">Library Resources for your Subject</a></li> </ul>
<b>M</b>	<ul style="list-style-type: none"> <li>• <a href="#">Maternity and Paternity</a></li> </ul>
<b>O</b>	<ul style="list-style-type: none"> <li>• <a href="#">Oriam (Scotland's Sport Performance Centre)</a></li> </ul>
<b>P</b>	<ul style="list-style-type: none"> <li>• <a href="#">People Finder</a></li> <li>• <a href="#">Periods of Study (please refer to the appropriate Regulation(s) for your level of study)</a></li> <li>• <a href="#">Personal Tutors</a></li> <li>• <a href="#">Plagiarism</a></li> </ul>
<b>R</b>	<ul style="list-style-type: none"> <li>• <a href="#">Re-Assessment</a></li> <li>• <a href="#">Requirements for Awards (please refer to the appropriate Regulation(s) for your level of study)</a></li> <li>• <a href="#">Recognition of Prior Learning &amp; Credit Transfer</a></li> </ul>
<b>S</b>	<ul style="list-style-type: none"> <li>• <a href="#">Sexual Misconduct</a></li> <li>• <a href="#">Skills Development</a></li> <li>• <a href="#">Sport and Exercise (Edinburgh campus)</a></li> <li>• <a href="#">Student Council (Dubai Campus)</a></li> <li>• <a href="#">Student Feedback</a></li> <li>• <a href="#">Student Fees, Funding and Additional Charges</a></li> <li>• <a href="#">Student Policies and Guidance</a></li> <li>• Student Service Centre: <ul style="list-style-type: none"> <li>➢ Dubai Campus (please contact <a href="mailto:dubaistudentservices@hw.ac.uk">dubaistudentservices@hw.ac.uk</a>)</li> <li>➢ <a href="#">Edinburgh Campus</a></li> <li>➢ <a href="#">Malaysia Campus</a></li> </ul> </li> <li>• <a href="#">Student Services</a></li> <li>• <a href="#">Student Support Services</a></li> <li>• <a href="#">Student Surveys</a></li> <li>• <a href="#">Study Spaces</a></li> <li>• <a href="#">Student Union (Edinburgh, Orkney and Scottish Borders Campuses)</a></li> <li>• <a href="#">Student Wellbeing Services</a></li> <li>• <a href="#">Students with Caring Responsibilities</a></li> </ul>
<b>T</b>	<ul style="list-style-type: none"> <li>• <a href="#">Teaching Timetables</a></li> <li>• <a href="#">Temporary Suspension of Studies</a></li> <li>• <a href="#">Thinking of Leaving</a></li> </ul>
<b>U</b>	<ul style="list-style-type: none"> <li>• <a href="#">Use of Calculators in Examinations</a></li> <li>• <a href="#">Use of Dictionaries in Examinations</a></li> </ul>