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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

1.2 SIGNIFICANT DATES IN ACADEMIC YEAR

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

<table>
<thead>
<tr>
<th>Event</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Week</td>
<td>Sunday 2nd September 2018</td>
<td>Saturday 8th September 2018</td>
</tr>
<tr>
<td>Semester 1 - Teaching</td>
<td>Sunday 9th September 2018</td>
<td>Saturday 1st December 2018</td>
</tr>
<tr>
<td>Semester 1 - Examinations</td>
<td>Monday 3rd December 2018</td>
<td>Friday 14th December 2018</td>
</tr>
<tr>
<td>Semester 1 - Break</td>
<td>Sunday 16th December 2018</td>
<td>Saturday 5th January 2019</td>
</tr>
<tr>
<td>Semester 2 - Teaching</td>
<td>Sunday 6th January 2019</td>
<td>Saturday 30th March 2019</td>
</tr>
<tr>
<td>Semester 2 - Break</td>
<td>Sunday 31st March 2019</td>
<td>Saturday 20th April 2019</td>
</tr>
<tr>
<td>Semester 2 - Examinations</td>
<td>Monday 22nd April 2019</td>
<td>Friday 17th May 2019</td>
</tr>
<tr>
<td>Graduation</td>
<td>2-3 July 2019</td>
<td></td>
</tr>
<tr>
<td>Autumn Diet - Examinations (Resit)</td>
<td>Thursday 1st August 2019</td>
<td>Friday 9th August 2019</td>
</tr>
<tr>
<td>Graduation</td>
<td>26- 27 November 2019</td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Local Holiday</th>
<th>Proposed HWU Dubai Campus closed days *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Al-Hijra (Islamic New Year)</td>
<td>Wednesday 11&lt;sup&gt;th&lt;/sup&gt; September 2018</td>
</tr>
<tr>
<td>Mouloud (Prophet’s Birthday)</td>
<td>Friday 20&lt;sup&gt;th&lt;/sup&gt; November 2018</td>
</tr>
<tr>
<td>Commemoration Day / Martyr’s Day</td>
<td>Friday 30&lt;sup&gt;th&lt;/sup&gt; November 2018</td>
</tr>
<tr>
<td>UAE National Day</td>
<td>Sunday 2nd December 2018</td>
</tr>
<tr>
<td>New Year’s Day</td>
<td>Tuesday 1st January 2019</td>
</tr>
<tr>
<td>Leilat al-Meiraj (Ascension of the Prophet)</td>
<td>Wednesday 3&lt;sup&gt;rd&lt;/sup&gt; April 2019</td>
</tr>
<tr>
<td>Eid-Al-Fitr (End of Ramadan)</td>
<td>Wednesday 5&lt;sup&gt;th&lt;/sup&gt; June 2019 - Thursday 6th June 2019</td>
</tr>
<tr>
<td>Arafat Day and Eid-al-Adha (Feast of Sacrifice)</td>
<td>Saturday 11&lt;sup&gt;th&lt;/sup&gt; August 2019 to Monday 13&lt;sup&gt;th&lt;/sup&gt; August 2019</td>
</tr>
</tbody>
</table>

* 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 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 very pleased to welcome you to Heriot-Watt University!

I am delighted you have chosen to study at our innovative and distinctive University. You are now part of an unparalleled global community that connects students, staff and alumni.

At Heriot-Watt University you will have the opportunity to thrive, both personally and academically, during your time with us. As a student I invite you to contribute to our future together as we continue to develop the learning and teaching experience we deliver across the world – transforming people, society and the world we live in.

Our learning environment seeks to offer the very best in terms of study programmes which apply knowledge to real world challenges, together with the latest learning technologies, and outstanding support and facilities.

The University wants to encourage our students to see the world, then change it. We have developed opportunities for student mobility through our Go Global inter campus exchange, encouraging all our students to benefit from working and socialising in an international institution, whether at a single campus location or abroad.

Our graduates are sought by global professions and industries. The very nature of a Heriot-Watt research-informed education, underpinned by our values, ensures you will have the opportunity to develop the leadership skills and confidence, to be global citizens of the world who are specialists in their chosen field and experts in their professions.

I hope you thoroughly enjoy the experience of being a Heriot-Watt student and on behalf of all of the staff, we look forward to you commencing your studies with us.

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

<table>
<thead>
<tr>
<th>Point of Contact</th>
<th>Responsible Staff Name</th>
<th>Tel Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Vice-Principal of Heriot-Watt University and Head of Dubai Campus</td>
<td>Professor Ammar Kaka</td>
<td>+971 4 4358666</td>
</tr>
<tr>
<td>Reception</td>
<td>Mr Biju Prasad/ Ms Soleil Sanchez</td>
<td>+971 4 4358700 +971 4 4358701</td>
</tr>
<tr>
<td>Academic Administration Office</td>
<td>Mr. Mahesh Naik</td>
<td>+971 4 4358636</td>
</tr>
<tr>
<td>Visa Office</td>
<td>Mr. Ilyas Abdul Wahab</td>
<td>+971 4 4358628</td>
</tr>
<tr>
<td>Recruitment and Admissions Office</td>
<td>Dr Kishore Sirmani</td>
<td>+971 4 4358605</td>
</tr>
<tr>
<td>Finance Office</td>
<td>Mr Suresh Kumar</td>
<td>+971 4 4358675</td>
</tr>
<tr>
<td>Transport and Accommodation Office</td>
<td>Mr Anil Kumar</td>
<td>+971 4 4358621</td>
</tr>
<tr>
<td>Student President</td>
<td>Mr Antony Kingston D’Santos</td>
<td>+971 4 4358795</td>
</tr>
<tr>
<td>Student Engagement Officer</td>
<td>Ms Nicki Mitchell</td>
<td>+971 4 4358746</td>
</tr>
<tr>
<td>Library</td>
<td>Dr Ramakanta Rath</td>
<td>+971 4 4358661</td>
</tr>
<tr>
<td>IT Office (Help Desk)</td>
<td>Mr Nidhish Cherian</td>
<td>+971 4 4358685</td>
</tr>
<tr>
<td>Careers Development Officers</td>
<td>Ms Benita Maben</td>
<td>+971 4 4358793</td>
</tr>
<tr>
<td></td>
<td>Ms Kathryn Taylor</td>
<td>+971 4 4358791</td>
</tr>
<tr>
<td>Effective Learning Advisor</td>
<td>Dr Allyson Noble</td>
<td>+971 4 4358797</td>
</tr>
<tr>
<td>Disability Services</td>
<td>Ms Laetitia Grobbelaar</td>
<td>+971 4 4358796</td>
</tr>
<tr>
<td>Student Advisor</td>
<td>TBA</td>
<td>TBA</td>
</tr>
<tr>
<td>Dubai Student Service Centre (for all general enquiries)</td>
<td>Ms Therese Cooper O'Dell</td>
<td>+971 4 561 0311 +971 4 561 0312</td>
</tr>
</tbody>
</table>

4.2 Academic School Contacts

<table>
<thead>
<tr>
<th>Point of Contact</th>
<th>Responsible Staff Name</th>
<th>Direct line/Email/ Office location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dubai Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic Head</td>
<td>Mr Steve Gill</td>
<td>+971 4 4358761 <a href="mailto:S.Gill@hw.ac.uk">S.Gill@hw.ac.uk</a> F44, 3rd floor</td>
</tr>
<tr>
<td>Associate Director of Learning &amp; Teaching</td>
<td>Dr Mohamed Abdelshafy</td>
<td>+971 4 4358650 <a href="mailto:M.Abdelshafy@hw.ac.uk">M.Abdelshafy@hw.ac.uk</a> F85, 2nd floor</td>
</tr>
<tr>
<td>Programme Director of Studies (Undergraduate)</td>
<td>Mr Talal Shaikh</td>
<td>+971 4 4358762 <a href="mailto:T.A.G.Shaikh@hw.ac.uk">T.A.G.Shaikh@hw.ac.uk</a> F42, 3rd floor</td>
</tr>
<tr>
<td>Deputy Programme Director of Studies (Undergraduate)</td>
<td>Ms Smitha Kumar</td>
<td>+971 4 4358786 <a href="mailto:Smitha.Kumar@hw.ac.uk">Smitha.Kumar@hw.ac.uk</a> F68, 2nd floor</td>
</tr>
<tr>
<td>Edinburgh Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head of School</td>
<td>Professor Beatrice Pelloni</td>
<td><a href="mailto:B.Pelloni@hw.ac.uk">B.Pelloni@hw.ac.uk</a></td>
</tr>
<tr>
<td>Head of Computer Science</td>
<td>Professor Albert Burger</td>
<td><a href="mailto:A.Burger@hw.ac.uk">A.Burger@hw.ac.uk</a></td>
</tr>
<tr>
<td>Undergraduate Administrator</td>
<td>Mrs Lisa Kinnaird</td>
<td><a href="mailto:L.M.Kinnaird@hw.ac.uk">L.M.Kinnaird@hw.ac.uk</a></td>
</tr>
</tbody>
</table>
4.3 Academic Staff Contacts

<table>
<thead>
<tr>
<th>Point of Contact</th>
<th>Responsible Staff Name</th>
<th>Direct line/Email/ Office location</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Year Supervisor &amp; Personal Tutor</td>
<td>Dr Mohamed Abdelshafy</td>
<td>+971 4 4358650 <a href="mailto:M.Abdelshafy@hw.ac.uk">M.Abdelshafy@hw.ac.uk</a> F85, 2nd floor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>+971 4 4358786 <a href="mailto:Smitha.Kumar@hw.ac.uk">Smitha.Kumar@hw.ac.uk</a> F68, 2nd floor</td>
</tr>
<tr>
<td></td>
<td>Mr Talal Shaikh</td>
<td>+971 4 4358762 <a href="mailto:T.A.G.Shaikh@hw.ac.uk">T.A.G.Shaikh@hw.ac.uk</a> F42, 3rd floor</td>
</tr>
<tr>
<td></td>
<td>Dr Hani Ragab Hassen</td>
<td>+971 4 4358727 <a href="mailto:H.RagabHassen@hw.ac.uk">H.RagabHassen@hw.ac.uk</a> F67, 2nd floor</td>
</tr>
</tbody>
</table>

4.4 Support Staff Contacts

<table>
<thead>
<tr>
<th>Point of Contact</th>
<th>Responsible Staff Name</th>
<th>Direct line/Email/ Office location</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Lab</td>
<td>IT Help Desk</td>
<td>+971 4 4358681 to 85 or 87 <a href="mailto:DubaiHelpdesk@hw.ac.uk">DubaiHelpdesk@hw.ac.uk</a> 1st floor, left wing</td>
</tr>
<tr>
<td>PA to the Academic Head of Mathematical &amp; Computer Sciences</td>
<td>Ms Resmi Nair</td>
<td>+971 4 4358668 <a href="mailto:N.Resmi@hw.ac.uk">N.Resmi@hw.ac.uk</a> AAO, Ground floor</td>
</tr>
<tr>
<td>Senior Officer – Undergraduate, Academic Administration Office</td>
<td>Mr. Shiju Balan</td>
<td>+971 4 4358641 <a href="mailto:s.balan@hw.ac.uk">s.balan@hw.ac.uk</a> AAO, Ground floor</td>
</tr>
<tr>
<td>Administrator – Postgraduate, Academic Administration Office</td>
<td>Ms Resmi Nair</td>
<td>971 4 4358668 <a href="mailto:N.Resmi@hw.ac.uk">N.Resmi@hw.ac.uk</a> AAO, Ground floor</td>
</tr>
<tr>
<td>Dubai Student Services Centre</td>
<td>Counter Service</td>
<td>+971 4 45610311 <a href="mailto:dubaistudentservices@hw.ac.uk">dubaistudentservices@hw.ac.uk</a></td>
</tr>
</tbody>
</table>

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 Systems 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.

Degree Specialism
To graduate with the degree BSc Computer Systems (Computer Games Programming) candidates must take the mandatory courses F20GA 3D Graphics and Animation and F20GP Computer Games Programming and do at least one of F20SC Industrial Programming or F20AD Advanced Interaction Design and do an approved dissertation topic suitable for this specialism. You must inform the Academic Head, Steve Gill (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 supervisor. 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.

**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 reflect on what has gone well, or not so well, and how your 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:**

<table>
<thead>
<tr>
<th>Academic Head</th>
<th>Mr Steve Gill</th>
<th><a href="mailto:S.Gill@hw.ac.uk">S.Gill@hw.ac.uk</a></th>
</tr>
</thead>
</table>
Further information on the role of personal tutors can be found at: [https://www.hw.ac.uk/students/studies/personal-tutors.htm](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](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 supervisor 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](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
Students are required to complete all coursework at a satisfactory level. Coursework must be submitted by the deadline given. The default policy of the School is that coursework submitted late should have its given mark reduced by 10% for each working day it is late. Lecturers will supply details of how coursework will be submitted for their course.

Students who have serious concerns about meeting submission dates for coursework should consult the Course Leader as soon as possible. Any extension to the submission deadline must be approved by the Course Leader, and the reason for the extension will be recorded. Applications for extensions made after the due submission date will not normally be approved.

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.

Unauthorized Material
You must not have any unauthorized 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 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:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Minimum Mark</th>
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<tbody>
<tr>
<td>Grade A</td>
<td>Excellent</td>
<td>Overall mark of approximately 70% or more</td>
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<tr>
<td>Grade B</td>
<td>Very Good</td>
<td>Overall mark of approximately 60% to 69%</td>
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<tr>
<td>Grade C</td>
<td>Good</td>
<td>Overall mark of approximately 50% to 59%</td>
</tr>
<tr>
<td>Grade D</td>
<td>Satisfactory</td>
<td>Overall mark of approximately 40% to 49%</td>
</tr>
<tr>
<td>Grade E</td>
<td>Adequate</td>
<td>Minimum required for the award of credits but at least a grade D is needed for progression to subsequent courses</td>
</tr>
<tr>
<td>Grade F</td>
<td>Inadequate</td>
<td>Fail</td>
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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 Systems honours degree, the Examiners take into account 3rd and 4th year course marks in deciding the class of Honours. The final mark is the average of those marks, weighted as: 20% from 3rd year average, 50% from the 5 taught courses in 4th year and 30% from the individual dissertation in 4th 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](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](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](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](https://www.hw.ac.uk/students/studies/complaints-appeals.htm)
Programme Structure, Notes and Description

PROGRAMME DETAILS

Programme Code: F2CC-CSE

Department: Computer Science

Main Award: BSCH - Bachelor of Science Honours

Full Award Title: Bachelor of Science in Computer Systems

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
F2CC-CSE | BSCH | Bachelor of Science in Computer Systems

ACCREDITATION

N/A

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 knowledge of the aspects of management required to understand the commercial and business contexts within which information systems are used.

Scholarship, Enquiry and Research (Research Informed Learning)

- To gain an 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 present, analyse and interpret numerical and graphical data
- To be able to communicate effectively, informally or formally, to knowledgeable or lay audiences

### APPROACHES TO TEACHING AND LEARNING

Lectures, Tutorials (practicals, 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 blend of Computer Science and Information Systems. Students will gain expertise in management and socio-technical systems together with a theoretical foundation in, and applied skills with, Computer Science. They will also be provided with professional skills which will enable graduates to communicate clearly, work effectively and efficiently in industry and commerce.

### 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.
<table>
<thead>
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<th>Edinburgh</th>
<th>Dubai</th>
<th>Stage</th>
<th>Semester</th>
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<td>F20AD</td>
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<tr>
<td>X</td>
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<td>4</td>
<td>2</td>
<td>F20BD</td>
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<tr>
<td>X</td>
<td></td>
<td>4</td>
<td>2</td>
<td>F20DE</td>
<td>Digital and Knowledge Economy</td>
<td>15</td>
<td>10</td>
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<tr>
<td>X</td>
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<td>2</td>
<td>F20EC</td>
<td>e-Commerce Technology</td>
<td>15</td>
<td>10</td>
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<tr>
<td>X</td>
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<td>4</td>
<td>2</td>
<td>F20GP</td>
<td>Computer Games Programming</td>
<td>15</td>
<td>10</td>
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<tr>
<td>X</td>
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<td>4</td>
<td>2</td>
<td>F20NA</td>
<td>Network Applications</td>
<td>15</td>
<td>10</td>
</tr>
</tbody>
</table>

**ELECTIVES (UG)**

Stage 1: Any SCQF Level 7 course, which must be approved by the Board of Studies.

Stage 2: N/A

Stage 3: N/A

Stage 4: N/A
## COMPOSITION AND STAGE NOTES (UG)

<table>
<thead>
<tr>
<th>Stage</th>
<th>Courses Description</th>
</tr>
</thead>
</table>
| Stage 1 | 8 taught courses: 7 mandatory  
1 optional/elective in Edinburgh  
1 optional in Dubai  
Students in Edinburgh must choose either option or elective in semester 1 |
|         | Mandatory Credits: 105  
Optional Credits: 15  
Elective Credits: |
|         | Total Credits: 120 |
| Stage 2 | 8 taught courses: 6 mandatory and 2 optional.  
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: 90  
Optional Credits: 30  
Elective Credits: |
|         | Total Credits: 120 |
| Stage 3 | 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: 120  
Optional Credits:  
Elective Credits: |
|         | Total Credits: 120 |
| Stage 4 | 8 courses, 5 mandatory and 3 optional  
Students choose 3 optional courses in semester 1 and 2 optional course in semester 2.  
In any one year not all optional courses or combinations of optional courses may be offered.  
Guidance in course choice will be given by academic Personal Tutors.  
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.  
Students are required to undertake an individual dissertation project (F20PA, F20PB and F20PC) which shall run throughout the year |
|         | Mandatory Credits: 45  
Optional Credits: 75  
Elective Credits: |
|         | Total Credits: 120 |
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 exam average of 50% 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), Interactive Systems (F27IS), Web Design & Databases (F27WD), Introduction to Computer Systems (F27CS), Software Development 2 (F27SB) and Software Development 3 (F27SG) |
| Stage 2 | Interaction Design (F28IN) Web Programming (F28WP), Data Structures & Algorithms (F28DA), Database Management Systems (F28DM), Software Design (F28SD) and Programming Languages (F28PL) |
| 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

<table>
<thead>
<tr>
<th>Overall Credits</th>
<th>Specific Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Masters</td>
<td>600</td>
</tr>
<tr>
<td>Honours Degree (inc.MA)</td>
<td>480</td>
</tr>
<tr>
<td>Ordinary or General Degree</td>
<td>360</td>
</tr>
<tr>
<td>Diploma of Higher Education</td>
<td>240</td>
</tr>
<tr>
<td>Certificate of Higher Education</td>
<td>120</td>
</tr>
<tr>
<td>Part B. Mark/Grade Requirements</td>
<td>Overall Mark</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Integrated Masters</td>
<td>&gt;=50%</td>
</tr>
<tr>
<td>Honours Degree (inc.MA)</td>
<td>&gt;=40%</td>
</tr>
<tr>
<td>Ordinary or General Degree</td>
<td>&gt;=40%</td>
</tr>
<tr>
<td>Diploma of Higher Education</td>
<td>&gt;=40%</td>
</tr>
<tr>
<td>Certificate of Higher Education</td>
<td>&gt;=40%</td>
</tr>
</tbody>
</table>

**DURATION OF STUDY**

<table>
<thead>
<tr>
<th>IN MONTHS</th>
<th>Full-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Masters</td>
<td>60</td>
</tr>
<tr>
<td>Honours Degree</td>
<td>48</td>
</tr>
<tr>
<td>Ordinary or General Degree</td>
<td>36</td>
</tr>
<tr>
<td>Diploma of Higher Education</td>
<td>24</td>
</tr>
<tr>
<td>Certificate of Higher Education</td>
<td>12</td>
</tr>
</tbody>
</table>
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.
- **Heriot-Watt PGR 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.

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:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Academic Appeals</td>
<td>• Academic Registry</td>
<td>• Academic Skills Development</td>
<td>• Data Protection (or email <a href="mailto:foi@hw.ac.uk">foi@hw.ac.uk</a>)</td>
</tr>
<tr>
<td>• Accommodation Services:</td>
<td>• Accommodation (Dubai Campus)</td>
<td>• Accommodation (Edinburgh Campus)</td>
<td>• Disability Support</td>
</tr>
<tr>
<td></td>
<td>• Accommodation (Malaysia Campus)</td>
<td>• Accommodation (Orkney Campus)</td>
<td></td>
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<td></td>
<td>• Accommodation (Scottish Borders Campus)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Alumni</td>
<td>• Amendment to Enrolment</td>
<td>• Career Mentoring</td>
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</tr>
<tr>
<td>• Assessment</td>
<td>• Feedback on Assessment</td>
<td>• Careers Service</td>
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<tr>
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<td>• Assessment Results</td>
<td>• Change of Address</td>
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<td></td>
<td>• Assistive Software</td>
<td>• Complaints</td>
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<tr>
<td></td>
<td>• Attendance &amp; Absence</td>
<td>• Counselling</td>
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</tr>
</tbody>
</table>
• **Enrolment**
• **Equality and Diversity Services**
• **Erasmus+**
• **Exchanges**
• **Examinations & Examination Diets**
  - **Exam Diets**
  - **Exam Conduct and Identity Checks**
  - **Exams in Different Time Zones**
  - **Exam Timetables**
• **Exit Awards**
• **External Examiners Information**

• **Failing a Course**
• **Faith and Belief:**
  - **Edinburgh Campus**
  - **Dubai Campus (There are prayer rooms for students within the Dubai Campus)**
  - **Malaysia Campus (There are prayer rooms for students at the Malaysia Campus)**
• **Financial Services**

• **Go Global**
• **Guide to Student Life/New Student Guide:**
  - Edinburgh and Scottish Borders Campuses available [here](#)
  - Dubai Campus available [here](#)
  - Malaysia Campus available [here](#)
• **Graduate Attributes**
• **Graduation**

• **Heriot-Watt Assessment & Progression System (HAPS)**
• **Health and Wellbeing**

• **Ill Health & Mitigating Circumstances**
• **Inter-Campus Transfer**
• **Intermediate Awards**
• **International Student Support**
• **IT Skills & Resources**

• **Learning and Teaching Matters**
• **Library Facilities**

• **Oriam (Scotland’s Sport Performance Centre)**

• **People Finder**
• **Periods of Study (please refer to the appropriate Regulation(s) for your level**
| R | • Re-Assessment  
   • Requirements for Awards (please refer to the appropriate Regulation(s) for your level of study)  
   • Recognition of Prior Learning & Credit Transfer |
|---|---|
| S | • Sport and Exercise (Edinburgh campus)  
   • Student Council (Dubai Campus)  
   • Student Feedback  
   • Student Fees & Charges  
   • Student Policies and Guidance  
   • Student Service Centre:  
     - Dubai Campus (please contact dubaienquiries@hw.ac.uk)  
     - Edinburgh Campus  
     - Malaysia Campus  
   • Student Services & Student Support Services  
   • Study Spaces  
   • Student Union (Edinburgh, Orkney and Scottish Borders Campuses) |
| T | • Teaching Timetables  
   • Temporary Suspension of Studies  
   • Thinking of Leaving |
| U | • Use of Calculators in Examinations  
   • Use of Dictionaries in Examinations |
| V | • Visas & Immigration  
   • Vision |