



# **Undergraduate Programme Handbook**

## **BSc Information Systems**

**2019-2020**

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## PART A: SCHOOL INFORMATION

*The University operates the 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. You can also contact your Personal Tutor for information.*

### Introduction

This handbook contains information on the programme structure, notes, description and the courses offered on the Information 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](http://www.hw.ac.uk/selfservice).

### Degree Specialism

The degree can also be offered as BSc Information Systems (*Management*), BSc Information Systems (*Internet Systems*) or BSc Information Systems (*Interaction Design*) by specialising in courses in these areas in the final year.

To graduate with the degree BSc Information Systems (*Management*) candidates must take Information Systems Methodologies (F20IF) plus any C1 coded course from the approved list on the programme structure and do an approved dissertation topic suitable for this specialism.

To graduate with the degree BSc Information Systems (*Internet Systems*) candidates must take one of E-Commerce Technology (F20EC) or Digital Marketing (C10DM) and do an approved dissertation topic suitable for this specialism.

To graduate with the degree BSc Information Systems (*Interaction Design*) candidates must take Advanced Interaction Design (F20AD) and do an approved dissertation topic suitable for this specialism.

You must inform the 4<sup>th</sup> Year co-ordinator at the start of the honours/4th year if you want to exit with a degree specialism.

### Diploma in Industrial Training / Industrial Placements

The Department encourages students to undertake up to a year-long paid study-relevant work-placement during their studies. This can be done through the Diploma in Industrial Training (for eligible students only) or by temporarily suspending your studies. More information about the Diploma in Industrial Training can be found at:

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

In all cases the student is responsible for securing a work placement. The University's Careers Advisory Service and the DIT

Programme Director, Dr Lilia Georgieva, can advise anyone interested on how to go about researching and applying for a placement. You are strongly advised to contact the Careers Advisory Service for help on writing CVs, online tests and assessment centres.

**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>

**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>

**Programme 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. Contact hours through lecture, lab and tutorial slots, are only part of your study time for each course. You are expected to spend 10 hours in total per week on each of the 4 courses. 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 include all lectures, tutorials, computing labs, workshops, background reading, writing up notes, coursework, revision and examinations for the course.

**Timetable**

A timetable of classes will be available online at:  
<https://www.hw.ac.uk/students/studies/timetables.htm>

Any timetable problems should be notified to Jill Gunn (Room EM1.20)

**Session Dates**

Dates	Activity
9-13 September 2019	Welcome Week
16 September – 6 December 2019	Semester 1 teaching
9 – 20 December 2019	Semester 1 exams
23 December 2019 – 10 January 2020	Semester 1 break
13 January – 3 April 2020	Semester 2 teaching
6 – 24 April 2020 (Easter: 12 April)	Semester 2 break
21 April 2020	4 <sup>th</sup> Year Dissertation Submission
7 May 2020	4 <sup>th</sup> Year Poster Session (Dubai)
8 May 2020	4 <sup>th</sup> Year Poster Session (Dubai)
27 April – 22 May 2020	Semester 2 exams
23 – 26 June 2020 (Edinburgh Campus)	Graduations
6 – 14 August 2020	Resits
17 – 18 November 2020	Graduations

**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 3 teaching weeks 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, go along to the school office and ask for a form to request this. (It'll take a bit of time to get the paper out of archives). 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, normally, you will retain the same Personal Tutor as long as you are registered in the Department of Computer Science. The Personal Tutor is your main academic link with the University, and is there to provide you with help and advice about your studies. Under certain circumstances, with the permission of the Head of Computer Science, 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 **Notification of Special Circumstances**, p 10). With other problems, your Personal Tutor can put you in touch with the appropriate University support service (Chaplaincy, Medical Centre, Student Welfare Services or Student Association). ***Personal Tutors are there to help; do not hesitate to contact yours if you need them.***

Our Personal Tutoring team have been selected because they specialise in different areas of expertise. If you have a problem you can go to see your allocated Personal Tutor, or contact one of the others depending on the nature of your difficulty.

### **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.

*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.

Your personal tutor details can be found on the Student Service System.

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

Key Contacts

To direct dial a member of staff: (0131) 451 plus extension number

Jenny Coady 	IS degree specific Issues	J.Coady@hw.ac.uk	Ext 4178
Rob Stewart 	First Year Issues	R.Stewart@hw.ac.uk	Ext 3422
Phil Bartie 	Second Year Issues	Phil.Bartie@hw.ac.uk	Ext 3416

<b>Frank Broz</b> 	Third Year Issues	F.Broz@hw.ac.uk	Ext 3430
<b>Fairouz Kamareddine</b> 	Fourth and fifth Year Issues	F.D.Kamareddine@hw.ac.uk	Ext 3430
<b>Jenny Coady</b> 	Head Personal Tutor - help for students in crisis	J.Coady@hw.ac.uk	Ext 4178

### Staff-Student Liaison

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. The School Officer is a student appointed by the Heriot Watt Student Union to work closely with the class representatives and staff to make sure that the students' needs are met. For 2019/20 the School Officer is Alexander Lyon and he can be contacted at: [so.computerscience@hw.ac.uk](mailto:so.computerscience@hw.ac.uk)

If you have a request or suggestion 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 talk to the year co-ordinator or the Programme Director for your degree.

### 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 Programme Director or Personal Tutor, and then recorded on a Change of Course Form available from MACS School Office (EM1.25). The form must then be returned to Room EM1.25 for processing.

All course changes must be made **by the end of week 3** of each semester. Any changes submitted after this will incur a charge of £10 per course. No changes can take place after week 5 of each semester.



Course Requirements

Attendance

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 missed 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

<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 (see <http://www.hw.ac.uk/students/doc/withdrawalprocedures.pdf>).

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. The University guidelines on plagiarism can be found at:

<https://www.hw.ac.uk/students/studies/examinations/plagiarism.htm>

Submission of Coursework

All courses will include some coursework which must be done during the semester. Coursework Submission front sheets are available in the first floor corridor between the Earl Mountbatten Building and Colin Maclaurin (Near the MACS School Office). The coursework submission front sheets are printed on lilac coloured paper. The **CS/IS coursework box** can be found at the same location.

Please ensure that you:

1.	state which <b>degree programme</b> you are studying and <b>year of study</b>
2.	Complete your <b>personal details</b> on the form, i.e., your name, matriculation number.
3.	Write the <b>course code</b> and <b>course title</b> on the front sheet.
4.	<b>Sign</b> and <b>date</b> the front sheet to confirm that it is your “sole and original work .....”
5.	<b>Staple</b> the front sheet to your coursework <b>before</b> you put it in the CS/IT coursework box.

All coursework must be submitted by 3.30pm on the deadline date unless otherwise specified by the lecturer. A list of coursework deadlines will normally appear on the undergraduate student website from week 3 each semester, which will also detail the amount of effort that is expected for each piece of coursework. Penalties may be imposed for late submission of coursework.

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 in exceptional circumstances);
- Standard 30% deduction from the mark awarded (maximum of five working days);

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.

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 timetables (including resits) on the Registry web page <https://www.hw.ac.uk/students/studies/examinations.htm>. Some examinations are run as electronic-exams, in particular in Years 1 and 2. Details on how these electronic exams are run will be announced in the course.

Should you be required to be re-assessed in any examinations, you *must* make yourself available to take them. All exams must be taken at the Edinburgh Campus.

Past exam papers for F2 courses can be found at:  
<https://www.macs.hw.ac.uk/students/cs/past-exam-papers/>

**THESE 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>

**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.

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 including mobile phones 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.

**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 <b>but at least a grade D is needed for progression to subsequent courses</b>
Grade F	Inadequate	Fail

**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.

**Assessment Results and Progress Decisions**

You will get your assessment results online following the relevant Assessment Boards which take place in January, May and August (resit diet).

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 an email from the University containing a link to a summary of your results for the year and the Board’s progression decision, 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 for medical reasons. There are no re-sit opportunities for courses in Year 4.

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

**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 Information Systems 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.

**University Prizes**

Final Year Awards

***Watt Club Medal***

Awarded for exceptional merit and distinction in the **final year** of any degree course in the Department of Computer Science. No more than one medal can be awarded in each discipline within a School in any year.

***Don Godfrey Prize (£200)***

For the best student in the fourth year of the BSc Information Systems degree.

***Cooper-Walker Engineering Ltd Prize (£200)***

For outstanding project work in a degree course in the Department of Computer Science.

***Andrew Stewart Prize 1 (£200)***

For the most deserving student in the **fourth year** of a degree course in the Department of Computer Science.

## Continuing Years Awards

### **University Prizes, Years 1, 2 & 3 (£100)**

For outstanding merit (In practice an average mark of at least 70% is regarded as the minimum standard). Available to students on any undergraduate course in the Department of Computer Science.

### **Andrew Stewart Prize 2 (£200)**

For the most deserving student in the **second year** of a degree course in the Department of Computer Science.

### **Vindhya Liyanage Citizenship Award (£100)**

Awarded to a student, or group of students, who have shown exceptional citizenship in their 1st year of study within the Department of Computer Science.

### **Notification of Mitigating Circumstances**

If you have been affected by mitigating circumstances which have affected 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 at: and then complete the application form at: <http://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm>. This form along with any relevant evidence should be submitted to the School Office.

It is **very important** that you also 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, a medical certificate must be supplied to the School Office (EM1.25). 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 results are announced. 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.

### **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>

Miscellaneous

Lockers and Buildings Access Cards

All students may get access cards to enable them to enter the Earl Mountbatten Building until 10pm on a weekday and also during the weekends. In addition, lockers for use by students are available at a number of sites in the Earl Mountbatten Building. They are allocated for the duration of each academic year on a first-come first-served basis. Keys for lockers in the EM Building are available for a deposit of £10.

Mail

Mail (internal and external) to students is delivered to pigeon holes on the first floor of the Earl Mountbatten Building, inside the School Office (EM1.25). Check yours regularly.

Noticeboard

Various notices are posted on the noticeboard in the corridor along from the School Office.

Courses in the School of Management & Languages

For further information go to their undergraduate portal: <http://www.sml.hw.ac.uk/undergraduate/>

Departmental Contacts

To direct dial a member of staff: (0131) 451 plus extension number

Head of School	Beatrice Pelloni	B.Pelloni@hw.ac.uk	Ext 8306
Head of Computer Science	Andrew Ireland	A.Ireland @hw.ac.uk	Ext 3409
Director, Undergraduate Study and Computer Science/Software Engineering degree	Stefano Padilla	S.Padilla@hw.ac.uk	Ext 3424
Director, Information Systems Degree	Jenny Coady	J.Coady@hw.ac.uk	Ext 4178
Director of Studies, Year 1	Rob Stewart	R.Stewart@hw.ac.uk	Ext 3422
Director of Studies, Year 2	Phil Bartie	Phil.Bartie@hw.ac.uk	Ext 3416
Director of Studies, Year 3	Frank Broz	F.Broz@hw.ac.uk	Ext 3430
Director of Studies, Year 4 & 5	Fairouz Kamareddine	F.Kamareddine@hw.ac.uk	Ext 3868
Special Needs Advisor	Tessa Berg	T.Berg@hw.ac.uk	Ext 8223
Administrator	Lisa Kinnaird	L.M.Kinnaird@hw.ac.uk	Ext 3432

Full staff details can be found at: <https://www.hw.ac.uk/schools/mathematical-computer-sciences/staff-profiles.htm>

Non Departmental Contacts

School of Social Sciences

Department of Business Management (C1 coded courses)

For contact information for staff from the Department of Management please see:

<https://www.hw.ac.uk/schools/social-sciences/staff/business-management.htm>

In the first instance all undergraduate enquiries should be directed to the School Office room EM 1.25, email to [macs-schooloffice@hw.ac.uk](mailto:macs-schooloffice@hw.ac.uk)


Useful information can also be found in the School of MACS new website

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

Programme Structure & Notes – Information Systems

F2IS-ISY Bachelor of Science in Information Systems

PROGRAMME DETAILS					
Programme Code: F2IS-ISY					
Department: Computer Science					
Main Award: BSCH - Bachelor of Science Honours					
Full Award Title: Bachelor of Science in Information Systems					
Level: Undergraduate					



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

ASSOCIATED AWARDS		
Programme Code	Award	Title
F2IS-ISY	BSCH	Bachelor of Science in Information Systems

ACCREDITATION
British Computer Society

LEARNING OUTCOMES – SUBJECT MASTERY
Understanding, Knowledge and Cognitive Skills
<p>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.</p> <ul style="list-style-type: none"><li>To develop skills in working with technology users and members of organisations to find tailored technological solutions.</li><li>To know what general classes of problems are amenable to computer solution and be able to select the appropriate tools required for particular problems.</li><li>To develop the knowledge and skills required to meet the challenges of emerging technologies and methodologies.</li><li>To be aware of, and be able to respond to, statute law, directives, standards and emerging common law relating to the use of computers.</li><li>To develop knowledge of the aspects of management required to understand the commercial and business contexts within which information systems are used.</li><li>To develop the entrepreneurial skills required to identify and exploit opportunities which arise as a result of technological developments and new business paradigms</li></ul>
Scholarship, Enquiry and Research (Research Informed Learning)
<p>To be able to identify and exploit new opportunities; to analyse problem spaces and design creative solutions; to appraise material and ideas; to apply a methodical and innovative approach to problem solving; to integrate theory and practice.</p>

## **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 apply subject-mastery outcomes to monitor, analyse, model, specify, design, communicate, implement, evaluate, control and plan
- Exercise autonomy and initiative by planning and managing their own work; develop strategies for independently solving problems and taking the initiative.
- Take responsibility for their own and other's work by contributing effectively and conscientiously to the work of a group, actively maintaining good working relationships with group members, and leading the direction of the group where appropriate.
- Reflect on roles and responsibilities by critically reflecting on their own and others' roles and responsibilities.
- Deal with complex professional and ethical issues including working with human subjects and wider issues relating to technology in society
- To be aware of, and be able to respond to, the social and legal implications and consequences of the use of computers

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

- Use discipline appropriate software for data analysis, prototyping and learning.
- Present, analyse and interpret numerical and graphical data
- Communicate effectively, informally or formally, to knowledgeable or lay audiences

## **APPROACHES TO TEACHING AND LEARNING**

Active group based classes, lectures, tutorials, practical classes, laboratories. Coursework, (assignments, individual projects, group projects, essays, reports, presentations, log/journals, dissertation). The course has been designed around a social constructivist approach to learning and will be based on active, experiential 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 unique blend of computer science, management and socio-technical systems. The course will prepare students with the technical, interpersonal, managements and design skills required for IS management within organisations. They will also be provided with 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, commerce and the public sector, and will 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	Cours e Code	CourseTitle	SCQF Cr	SCQF Lvl
X									1	1	F27ID	<a href="#">Introduction to Interaction Design</a>	15	7
X									1	1	F27PX	<a href="#">Praxis</a>	15	7
X									1	1	F27SA	<a href="#">Software Development 1</a>	15	7
X									1	2	C17EC	<a href="#">Enterprise and its Business Environment</a>	15	7
X									1	2	F27CS	<a href="#">Introduction to Computer Systems</a>	15	7
X									1	2	F27TS	<a href="#">Technology in Society</a>	15	7
X									1	2	F27W D	<a href="#">Web Design and Databases</a>	15	7
X									2	1	C17EB	<a href="#">Management in a Global Context</a>	15	7
X									2	1	C18FM	<a href="#">Fundamentals of Marketing</a>	15	8
X									2	1	C19PT	<a href="#">Project Management</a>	15	9
X									2	1	F28ED	<a href="#">User-Centred Experimental Design</a>	15	8
X									2	2	C18OP	<a href="#">Operations Management</a>	15	8
X									2	2	F28CD	<a href="#">Creative Design Project</a>	15	8
X									2	2	F28DM	<a href="#">Database Management Systems</a>	15	8
X									2	2	F28SD	<a href="#">Software Design</a>	15	8
X									3	1	C18H M	<a href="#">Human Resource Management</a>	15	8
X									3	1	F29CT	<a href="#">Critical Thinking</a>	15	9
X									3	1	F29KM	<a href="#">Knowledge Management</a>	15	9
X									3	1	F29SO	<a href="#">Software Engineering</a>	15	9
X									3	2	C18OB	<a href="#">Organisational Behaviour</a>	15	8
X									3	2	C19M C	<a href="#">Marketing Communications</a>	15	9
X									3	2	F29PD	<a href="#">Professional Development</a>	15	9
X									3	2	F29SS	<a href="#">Sociotechnical and Soft Systems</a>	15	9
X									4	1	F20PA	<a href="#">Research Methods &amp; Requirements Engineering</a>	15	10
X									4	2	F20PB	<a href="#">Design &amp; Implementation</a>	15	10
X									4	2	F20PC	<a href="#">Project Testing and Presentation</a>	15	10

Optional Courses														
Edinburgh	SBC	Orkney	Dubai	HWUM	IDL	Coll. Partner	ALP	Other	Stage	Semester	Course Code	CourseTitle	SCQF Cr	SCQF Lvl
X									4	1	C10CW	<a href="#">The Contemporary Workforce</a>	15	10
X									4	1	C10RS	<a href="#">Retail Marketing</a>	15	10
X									4	1	F20CL	<a href="#">Computing in the Classroom</a>	15	10
X									4	1	F20IF	<a href="#">Information Systems Methodologies</a>	15	10
X									4	1	F20IM	<a href="#">Information Technology Master Class</a>	15	10
X									4	1	F20SF	<a href="#">Software Engineering Foundations</a>	15	10
X									4	2	C10DM	<a href="#">Digital Marketing</a>	15	10
X									4	2	C10SM	<a href="#">Marketing and Management of SMEs</a>	15	10
X									4	2	F20AD	<a href="#">Advanced Interaction Design</a>	15	10
X									4	2	F20BD	<a href="#">Big Data Management</a>	15	10
X									4	2	F20DE	<a href="#">Digital and Knowledge Economy</a>	15	10
X									4	2	F20EC	<a href="#">e-Commerce Technology</a>	15	10

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	
Stage 5	
N/A	

**COMPOSITION AND STAGE NOTES (UG)**

<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>	8 courses , 3 mandatory and 5 optional. The student will choose 3 optional courses in semester 1 and 2 optional courses 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.  Candidates are required to undertake an individual dissertation project (F20PA/F20PB/F20PC) which shall run throughout the year.  Honours degree classification is determined by performance in: · Stage 3 averaged over all 8 courses (20%) at the first attempt · The 5 assessed courses in Stage 4 (50%) · The individual dissertation project in Stage 4 (30%)
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 exam 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	7 Mandatory courses and 1 Optional  Software Development (F27SA), Introduction to Interaction Design (F27ID), Web Design & Databases (F27WD), Introduction to Computer Systems (F27CS), Enterprise and its Business Environment (C17EC)
Stage 2	User-Centred Experimental Design (F28ED), Database Management Systems (F28DM), Software Design (F28SD), Management in a Global Context (C17EB), Project management (C19PT), Operations Management (C18OM), Fundamentals of Marketing (C18FM)
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	
Part B. Mark/Grade Requirements			
	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 us to nurture innovation and leadership and show our commitment to continuous development in all our activities. They are:

- **Belong** to a diverse, inclusive and international community working together across boundaries and cultures
- **Inspire** curiosity to learn and find solutions that transform lives
- **Collaborate** by working in partnership to shape the future whilst taking responsibility for our own actions
- **Celebrate** excellence and take pride in the achievements of our students, staff and alumni

Find out more about the [Heriot-Watt values https://strategy2025.hw.ac.uk/our-new-values/](https://strategy2025.hw.ac.uk/our-new-values/) and what they mean to us.

### B2. Student Partnership Agreement

Heriot Watt University and the Heriot Watt University Student Representative Bodies work in partnership to develop a Student Partnership Agreement (SPA) each year. The Agreement identifies the main, agreed priorities for working in partnership each academic year and outlines an associated action plan.

Heriot-Watt University has a long and proud tradition of student engagement in institutional governance and decision-making and the Student Partnership Agreement sets out our ambition to continue to work in partnership across all of our campus locations, with the aim of increasing engagement with the institution, enhancing the student experience and engendering a sense of belonging to the University community.

The Student Partnership Agreement is available  
<https://www.hw.ac.uk/services/docs/learning-teaching/policies/spa-agreement.pdf>

### 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 your 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.
- Appointments: Book Careers & Wellbeing appointments through your student portal
- Need to speak to someone at the Student Service Centre? Use our app to join a queue to talk to our counter staff.

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

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

The following provides a guide to the academic and support services available to you during your studies which are arranged alphabetically under four heading:

- **Learning and Teaching**
- **Our Community**
- **Supporting Success**
- **Developing Your Skills**

Clicking on the subject heading allows you to find relevant information on the student web pages. Please make sure that you check myHWU the Student Portal, and the University web pages throughout the year for the most up-to-date information.

##### **[Learning & Teaching](#)**

###### **[Academic Appeals](#)**

An academic appeal is a formal request by a student for the review of a decision made by the University on the student's progression, assessment or academic award. There are [valid and invalid grounds](#) for an appeal. Appeals cannot be made on the basis of academic judgment (for example, thinking that your work deserves a higher grade). You are strongly advised to seek advice before starting an appeal, and to try and seek an informal resolution before making a

formal appeal

### [Assessment](#)

Assessment is an essential part of learning at university. Make sure you are aware of the guidelines and regulations around University assessment.

### [Assessment Feedback](#)

Heriot-Watt University aims to support students in becoming confident, independent learners; feedback is a key part of the student learning experience, as it is designed to help students to learn and improve. It's also important to know [what to do with the feedback](#) when you receive it.

### [Assessment Results:](#)

Once your course results have been released, you will automatically be sent an email (to your Heriot-Watt email address) to inform you that new assessment results are available online to view/download via the [Student Self-Service \(SSS\)](#).

### [Examinations & Examination Diets](#)

**There are three examination diets (assessment periods): December, Spring and the Resit Diet in the Summer.**

### [Exam Conduct and Identity Checks](#)

Make sure you know what is required and permitted within each of your exams and understand the University exam conduct.

### [Exam Timetables](#)

Information on the exam timetable and when it will be available. Please note that exam timetables are subject to change so check regularly – we recommend checking the morning of each exam for any adjustments.

### [Exit Awards](#)

You will receive an award if you successfully complete your programme of study, however, if you leave the University part way through your programme, you may still have met the required criteria for receiving a Certificate of Higher Education, a Diploma of Higher Education or an Ordinary/Bachelors Degree as an exit award (see also intermediate awards).

### [External Examiners Information](#)

External Examiners ensure that students are judged fairly according to academic standards. In addition, they ensure that the processes for assessment, examination and determination of awards are sound and fairly operated.

### [Heriot-Watt Assessment & Progression System \(HAPS\)](#)

The Heriot-Watt Assessment and Progression System (HAPS) specifies the key assessment rules to be followed in taught programmes of study.

### [Intermediate Awards](#)

Certificates given before your final award are known as intermediate awards. Certificates for intermediate awards are not issued automatically when you have obtained sufficient credits.

### [Learning and Teaching Matters](#)

Across our campuses and global community of students, we are promoting learning and teaching with a series of key messages to provide you with advice and information at crucial points during



your Heriot-Watt experience.

### [Periods of Study](#)

Refer to the regulation(s) that are appropriate for your level of study. These regulations will explain the maximum time allowed to complete a degree and the circumstances where this may be extended.

### [Plagiarism](#)

Plagiarism is the act of taking the ideas, writings or inventions of another person and using these as if they were your own, whether intentionally or not. [Here you can find out more about plagiarism, how the University responds to it and guidance on how to avoid plagiarism in your academic work.](#)

### [Reassessment](#)

If you fail an assessment during the first or second semester of an academic year, then you will have to sit a reassessment for that course before being able to progress. This page contains information on reassessment procedures, how to register and pay for reassessments on your campus, reassessment diet dates, and information about additional reassessment opportunities.

### [Requirements for Awards](#)

Refer to the regulation(s) that are appropriate for your level of study. These regulations explain the number of credits required to receive an award from the University.

### [Recognition of Prior Learning & Credit Transfer](#)

If you have previously been in higher education, have passed courses or have academically relevant professional experience, then this could count as credit towards your Heriot-Watt degree. In the linked page, scroll down to 'Recognition of Prior Learning & Credit Transfer to view the policy and procedures relating to this, as well as other information.

### [Submission of Coursework Policy](#)

You will have a set submission deadline for each piece of coursework. This policy explains how the deadline works.

### [Teaching Timetables](#)

Use the link above to find out when and where your lectures, tutorials, or labs will be taking place on your campus.

### [Use of Calculators in Examinations](#)

Refer to the link above to find out when you can use a calculator in an examination, and what kind of calculators are permitted.

### [Use of Dictionaries in Examinations](#)

Dictionaries are generally not permitted in exams. However, the following link details the exceptions and circumstances when a dictionary may be permitted.

## **Our Community**

### [Alumni](#)

Information on the opportunities available to students after they graduate from Heriot-Watt. These include membership of The Watt Club (Heriot-Watt's alumni association), how to network and connect with other alumni, and how alumni can give back to the University after they have left.

### **Accommodation**

Information about student accommodation at each of our campuses

[Accommodation \(Dubai Campus\)](#)

[Accommodation \(Edinburgh Campus\)](#)

[Accommodation \(Malaysia Campus\)](#)

[Accommodation \(Scottish Borders Campus\)](#)

[Accommodation \(Orkney Campus\)](#)

### **Faith and Belief**

Heriot-Watt University respects religious and cultural diversity and aims to support individuals in their religious and cultural observance.

[Faith and Belief: Edinburgh Campus](#)

[Faith and Belief: Scottish Borders Campus](#)

[Faith and Belief: Orkney Campus](#)

[Faith and Belief: Dubai Campus](#)

[Faith and Belief: Malaysia Campus](#)

### **Sport and Exercise**

Opportunities for a range of sport and exercise activities are available at all our campuses

[Sport and Exercise: Edinburgh Campus](#)

[Sport and Exercise: Scottish Borders Campus](#)

[Sport and Exercise: Orkney Campus](#)

[Sport and Exercise: Dubai Campus](#)

[Sport and Exercise: Malaysia Campus](#)

### **Student Representation**

All students have representative bodies for their campus who will also oversee clubs and societies and organise events for students.

[Heriot-Watt University Student Union \(Edinburgh, Orkney and Scottish Borders Campuses\)](#)

All Heriot-Watt students at Scottish campuses are a member of the Student Union. In addition to the wide range of societies, the Student Union offers volunteering opportunities for students to get involved in and make friends and connections during their time at university. The Union regularly hold events and host campaigns for good causes. The Student Union can also provide advice and support for all Heriot-Watt students via the [Advice Hub](#).

[Heriot-Watt University Dubai Student Council](#) is the primary representative body for all students at Dubai campus. Further details can be found on the Student Council's [Facebook](#) page

[Heriot-Watt University Malaysia Student Association](#) represents students at Malaysia campus, manages clubs, implements welfare projects and organises events for students.

### **Supporting Success**

#### [Academic Registry](#)

Academic registry is part of the professional services and covers information on Registry Operations and Academic Quality. Registry operations can help with student enrolment, examinations and assessment, graduation and timetabling. The academic quality service provide support on a number of policies across the University.

#### [Amendment to Enrolment](#)

Amendments can be made to a student's enrolment at any point during their studies. This can include Temporary Suspension of Studies, extension of study period or amendment to study level or method.

### [Assistive Technology](#)

We have a variety of assistive technology available at Heriot-Watt University. Our Technology Assistant is here to help you with the enabling technology that we have and can assist you with any queries or support needs.

### [Assistive Technology at Edinburgh Campus](#)

### [Assistive Technology at Scottish Borders Campus](#)

### [Assistive Technology at Orkney Campus](#)

### [Assistive Technology at Dubai Campus](#)

### [Attendance and Absence](#)

It is extremely important that you keep the University informed if you are unable to attend classes. Absence may affect your academic progress, so you should discuss with your personal tutor whether you may need to temporarily suspend your studies or apply for Mitigating Circumstances. If you are unable to attend an exam or complete an assessment due to an unforeseen absence beyond your control, such as significant illness, you will need to make an application for consideration of Mitigating Circumstances in writing with supporting evidence.

### [Big White Wall](#)

Big White Wall is an online support resource 24 hours a day every day which you can sign up to with your university email address then choose an anonymous username for your time on Big White Wall. You can use Big White Wall for help with a wide range of mental health and wellbeing issues.

### [Care Experienced Students](#)

We recognise that individuals with care experience are under-represented in higher education and are committed to offering support for these applicants to study at Heriot-Watt. We can provide access to the advice, guidance, financial support and accommodation required to allow those with care experience the opportunity to succeed at university. We offer a named point of contact and support within the University, from pre-entry advice through to support during your time at the University.

### [Caring Responsibilities](#)

Heriot-Watt University is committed to supporting students who are carers. A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

### **Change of Address**

For legal, academic and administrative purposes it is very important that the information the University holds about you is correct and up to date, including your address details. You can check and amend your personal information by logging in to [Student Self Service](#).

### **Childcare**

There is a nursery based at Edinburgh campus run by an independent company called [Pinocchio's](#). At Scottish Borders campus the [Osito](#) Nursery is near the campus and provides childcare for children aged between four weeks to eight years old. You are advised to ensure that any nursery or childminder you use is registered with the Care Commission. Information about childcare provision in your area is available from the [Scottish Family Information Service](#). You may be eligible for help with childcare fees through the Childcare Fund. Students wishing to apply must be home students who are fulltime, undergraduate and eligible for student loan support. Students must have applied for the maximum student loan available.

### [Complaints](#)

If for any reason you are unhappy with action taken (or not taken) by the University, or by the standard of service you have received, you may be able to make a formal complaint using the University's Complaints Procedure.

#### [Counselling](#)

Being a student can be a very positive experience but there are also many challenges to deal with such as being away from home, being in a new country, exam pressures and building new relationships with friends. If you are worried about any issue or are thinking about dropping out of University we can offer you counselling, support, and information to help you deal with the difficulties you may face. It may be that you only need one appointment but can attend more if you wish

#### [Data Protection](#)

Information about how the University uses and protects data.

#### [Disability Support](#)

The Disability Service can provide support and advice for students with a range of disabilities. It is important that you inform us if you have a disability so the appropriate support can be arranged and you may be eligible for additional funding from the Disabled Students Allowance.

#### [Discipline](#)

The University can take action against any student if they have committed an academic offence (such as plagiarism, collusion or cheating in an exam) or a non-academic offense such as improper use of, or damage to, university property, or unacceptable behaviour.

#### [Discretionary Credit](#) (Please refer to the appropriate Regulation[s] for your level of study.)

A student who has not achieved the minimum number of credit points necessary to qualify for consideration of an award or the minimum number of credit points to progress from one stage to another may be awarded the requisite credit points at the discretion of the Award Board or Progression Board, as appropriate.

#### [Email](#)

Make sure you keep checking your Heriot-Watt email at least every day and use it if you need to contact the University. Sometimes mail from personal e-mail addresses is blocked by the University's IT systems, so use your Heriot-Watt e-mail to be sure your message gets through to us.

#### [Enrolment](#)

Enrolment is the formal process of becoming a student of the University, agreeing to abide by its rules and accepting any liability for fees or other costs associated with your studies. All new and continuing students must be enrolled while studying at Heriot Watt University. The enrolment process must be completed online at the start of each new academic year.

#### [Equality and Diversity](#)

As well as meeting our [legal requirements](#) we make sure that people across the University Community understand how they contribute to a Culture of Inclusion for All. This holistic approach helps us maintain an open and accessible working, living and learning environment where all are supported to reach their full potential.

#### [Erasmus+](#)

Erasmus+ enables you to study or work in Europe as part of your degree programme, usually for a full academic year. At Heriot Watt students have the opportunity to study at a wide range of institutions in Europe.

#### [Exchanges](#)

An exchange can be arranged with an institution abroad. This can be arranged with your school Exchange Coordinator but it is the responsibility of the student to complete the application for that institution.

#### [Failing a course](#)

Failing a course may be a setback, but it is not necessarily a disastrous one. Students who have failed can go on to pass resits and still graduate with a good degree. If you fail a course it is important you discuss this with your personal tutor in the first instance. Your personal tutor will be able to offer advice on how to obtain detailed feedback and suggest sources of support.

#### [Go Global](#)

Go Global is the University's inter-campus transfer opportunity and offers students the opportunity to study at a different Heriot-Watt campus.

#### [Graduate Attributes](#)

Through your experience at Heriot-Watt University you will develop the skills and qualities of the four graduate attributes: specialist, creative, professional and global.

#### [Graduation](#)

All the information you need to apply for and attend your graduation ceremony.

#### [Guide to Student Life](#)

**This A to Z guide aims to provide you with essential information on a range of issues you may encounter.**

#### [Harassment and Bullying](#)

Heriot-Watt University is committed to a working, learning and living environment that is free of discrimination and intimidation. If you feel that the

#### [Health and Wellbeing](#)

During your time at University it is important to look after yourself and use the resources available to help you with this, including Wellbeing Services, and medical and dental services.

#### [Ill Health & Mitigating Circumstances](#)

There are circumstances which, through no fault of your own, may have affected your performance in an assessment (exams or other assessment), meaning that the assessment has not accurately measured your ability. These circumstances are described as 'mitigating circumstances' (previously 'special circumstances'). You can submit an application to have mitigating circumstances taken into account.

#### [Library Essentials](#)

Library essentials covers how to navigate the library service across campuses at the University. If you need to borrow a book or book out a study space this can be accessed from the library essentials webpage.

#### [Library Resources for your Subject](#)

There is a dedicated Academic Support and Liaison Librarian for each School. See also the [subject guides](#) for useful information about books, journals, and online resources for each subject area.

#### [Managing Your Money](#)

As a student you will find there is a lot to think about financially. For some of you, studying at university will be the first time you have had to manage your money and keep your expenditure within a fixed budget. Advice and support on money matters is available at all Heriot-Watt campuses.

### [Maternity and Paternity](#)

The University has a set of published guidelines to ensure that students who become pregnant during their studies know where to seek advice and support, including on matters such as returning to study following a period of maternity leave and on requests for shared leave or paternity leave.

### [Mental Health](#)

If you experience a mental health difficulty while at the University you can discuss any issues and concerns with a professional counsellor or Student Advisor

### [Next Steps: Post result help](#)

Next Steps is a simple guide that can help you after you have received your course assessment results. The guide has information about importance of obtaining feedback from your assessments, and how to reflect and act on feedback to ensure you are more successful in your studies.

### [People Finder](#)

Find a key person on campus by using People Finder

### [Personal Tutors](#)

Every student has a member of academic staff allocated to them as a personal tutor who is your first point of contact if you need advice on any issue, both academic and non-academic. Personal tutors can also advise you of other support sources as appropriate. The name of your personal tutor is available on Student Self Service.

### [Sexual Misconduct](#)

The University is committed to providing a safe environment that allows you to work, study, and fulfil your potential without fear of sexual misconduct and has a policy to combat sexual misconduct.

### [Student Success Advisors](#)

Nobody knows the challenges of being a Heriot-Watt student better than those who have been through it all themselves. With the benefit of recent experience and successful study at Heriot-Watt, the Student Success Advisors will be able to offer advice to students based on their own experiences. They will also have an overview of the other support resources available at Heriot-Watt and point you in the right direction if you need it.

### **Student Service Centre**

The Student Service Centre offers help and support relating to matters on enrolment, examinations, paying tuition fees, graduation, as well as advice for students holding a visa.

Dubai Campus: please contact

[dubaistudentservices@hw.ac.uk](mailto:dubaistudentservices@hw.ac.uk)

[Edinburgh Campus](#)

[Malaysia Campus](#)

### [Student Fees, Funding and Additional Charges](#)

The University can give you advice about paying your tuition fees as well as information on scholarships and bursaries, and other means of financial support.

### [Student Policies and Guidance](#)

Our list of student policies can give you information on University regulations and guidance relating to issues including attendance, mitigating circumstances, mental health, and programme transfer.

### [Student Support Services](#)

[Information on our Disability and Careers services, as well as information for students who are care experienced or have caring responsibilities.](#)

### [Student Surveys](#)

[Feedback from students is extremely important as it allows the University to further improve and enhance what it offers to students. Surveys give students the opportunity to feedback their thoughts and opinions to the University.](#)

### [Students With Caring Responsibilities](#)

The University seeks to support students who care “unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support”.

### [Temporary Suspension of Studies](#)

In certain situations it may be in a student’s best interests for them to suspend their studies temporarily to enable them to deal with particular issues and return at an agreed date. A Temporary Suspension of Studies (TSS) can be applied for and approved on the basis of genuine medical, personal, financial reasons or military service.

### [Thinking of Leaving](#)

If you are thinking about leaving university for whatever reason please talk through your decision with a member of staff at the university. Many students think about leaving university at some stage during their studies. If anything is bothering you or you are thinking about leaving, you can come along to a drop in to speak to a member of support staff to explore and understand all of your options.

### **Visa Advice**

Advice on visa requirements for studying at Heriot-Watt is available at all our campuses.

[Visa Advice: UK Campuses](#)

[Visa Advice: Dubai Campus](#)

[Visa Advice: Malaysia Campus](#)

### **Virtual Learning Environment (Vision)**

Vision is Heriot-Watt’s Virtual Learning Environment (VLE) and is a vital learning and communication tool for you and your lecturers, so make sure you log in and check Vision every day. A Student Guide to VISION can be found [here](#).

## **Developing Your Skills**

### [Careers](#)

Careers advice and guidance is available to all students and recent graduates to help:

- Develop your employability skills
- Identify your potential career options
- Help you to find work experience/part time work
- Market yourself to employers

[Careers: UK Campuses](#)

Careers: Dubai Campus, contact Benita Maben, Careers Advisor, [B.Maben@hw.ac.uk](mailto:B.Maben@hw.ac.uk)

[Careers: Malaysia Campus](#), contact [MYCareers@hw.ac.uk](mailto:MYCareers@hw.ac.uk)

### [Career Mentoring](#)

Career Mentoring can connect a student with a professional working in a student's area of interest. The programme gives students an opportunity to gain an insight into what it is like working in a certain field. A mentor will also be able to support a student with their long-term career planning. This programme is mostly aimed at students in their penultimate year, however all students are welcome to apply.

### [Enhanced Transcript](#)

An Enhanced Transcript is a formal University document which will include not only details of your award and grades, but also a range of academic and extra-curricular activities undertaken whilst at University. The Transcript is designed to help you to maximise your employability as it records your University achievements in one document which you can share with prospective employers and postgraduate recruiters.

### [Skills Development](#)

Studying at university gives you the opportunity to learn new skills or build on existing skills you already have. Information Services provide many workshops and resources to help you gain or develop the skills you will need to have a successful time at university.

### [Study Spaces](#)

Heriot-Watt provide a large number of modern and contemporary study spaces for both individuals and groups in convenient locations. Some of these spaces are open late, and offer IT access as well as food and drink.

### **Volunteering**

Volunteering offers you the opportunity to develop your skills and experience while helping your fellow students, your community or a charitable organisation. There are numerous opportunities for [volunteering](#) within and outside the University. The Careers service also provide [advice](#) on volunteering. Your experience as a volunteer can be logged and evidenced, and help enhance your employability.