Graduate Level Apprenticeship Handbook
BSc Software Development for Business

2017 – 2018

Heriot-Watt University is a Charity registered in Scotland, SC000278
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PART A: SCHOOL INFORMATION

1. School and Discipline Information
The School of Mathematical and Computer Sciences (MACS) is comprised of three departments, Computer Science (CS), Mathematics (Maths) and Actuarial Mathematics and Statistics (AMS), based at our three campuses: Edinburgh, Dubai and Malaysia. The BSc Software Development for Business, Graduate Level Apprenticeship is a CS programme delivered at the Edinburgh Campus.

1.1 Useful Contacts
1.1.1 Key Contacts for Graduate Level Apprentices

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

<table>
<thead>
<tr>
<th>Jessica Chen-Burger</th>
<th>Programme Director BSc Software Development for Business (Graduate Level Apprenticeship)</th>
<th><a href="mailto:Y.J.ChenBurger@hw.ac.uk">Y.J.ChenBurger@hw.ac.uk</a></th>
<th>Ext 3434</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Room EM G.38</td>
<td></td>
</tr>
<tr>
<td>Andrew Ireland</td>
<td>Head of Computer Science</td>
<td><a href="mailto:A.Ireland@hw.ac.uk">A.Ireland@hw.ac.uk</a></td>
<td>Ext 3409</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Room EM G.57</td>
<td></td>
</tr>
<tr>
<td>Idris Skloul Ibrahim</td>
<td>GLA Teaching Fellow</td>
<td><a href="mailto:I.S.Ibrahim@hw.ac.uk">I.S.Ibrahim@hw.ac.uk</a></td>
<td>Ext 4179</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Room EM G.53</td>
<td></td>
</tr>
<tr>
<td>Santiago Chumbe</td>
<td>GLA Teaching Fellow</td>
<td><a href="mailto:S.Chumbe@hw.ac.uk">S.Chumbe@hw.ac.uk</a></td>
<td>Ext 3762</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Room EM G.41</td>
<td></td>
</tr>
</tbody>
</table>
1.1.2 Additional Contacts
To direct dial a member of staff: (0131) 451 plus extension number

<table>
<thead>
<tr>
<th>Head of School</th>
<th>Beatrice Pelloni</th>
<th><a href="mailto:B.Pelloni@hw.ac.uk">B.Pelloni@hw.ac.uk</a></th>
<th>Ext 8306</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Director of Studies, Year 1</strong></td>
<td>Michael Lones</td>
<td><a href="mailto:M.Lones@hw.ac.uk">M.Lones@hw.ac.uk</a></td>
<td>Ext 8434</td>
</tr>
<tr>
<td><strong>Director of Studies, Year 2</strong></td>
<td>Lilia Georgieva</td>
<td><a href="mailto:L.Georgieva@hw.ac.uk">L.Georgieva@hw.ac.uk</a></td>
<td>Ext 8159</td>
</tr>
<tr>
<td><strong>Director of Studies, Year 3</strong></td>
<td>Fairouz Kamareddine</td>
<td><a href="mailto:F.D.Kamareddine@hw.ac.uk">F.D.Kamareddine@hw.ac.uk</a></td>
<td>Ext 3868</td>
</tr>
<tr>
<td><strong>Director of Studies, Year 4</strong></td>
<td>Alasdair Gray</td>
<td><a href="mailto:A.J.G.Gray@hw.ac.uk">A.J.G.Gray@hw.ac.uk</a></td>
<td>Ext 3429</td>
</tr>
<tr>
<td><strong>Special Needs Advisor</strong></td>
<td>Tessa Berg</td>
<td><a href="mailto:T.Berg@hw.ac.uk">T.Berg@hw.ac.uk</a></td>
<td>Ext 8223</td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td>School Office</td>
<td><a href="mailto:macs-schooloffice@hw.ac.uk">macs-schooloffice@hw.ac.uk</a></td>
<td>Ext 3324</td>
</tr>
</tbody>
</table>

In the first instance all enquiries should be directed to the School Office Room EMG.45

1.1.3 Lecturer Contact Details

<table>
<thead>
<tr>
<th>Lecturers</th>
<th>E-Mail</th>
<th>Room</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prof Ruth Aylett</td>
<td><a href="mailto:R.Aylett@hw.ac.uk">R.Aylett@hw.ac.uk</a></td>
<td>EM1.59</td>
<td>4189</td>
</tr>
<tr>
<td>Prof Lynne Baillie</td>
<td><a href="mailto:L.Baillie@hw.ac.uk">L.Baillie@hw.ac.uk</a></td>
<td>EMG.30</td>
<td>4160</td>
</tr>
<tr>
<td>Dr Diana Bental</td>
<td><a href="mailto:D.S.Bental@hw.ac.uk">D.S.Bental@hw.ac.uk</a></td>
<td>EM1.05</td>
<td>3367</td>
</tr>
<tr>
<td>Dr Tessa Berg</td>
<td><a href="mailto:T.Berg@hw.ac.uk">T.Berg@hw.ac.uk</a></td>
<td>EMG.35</td>
<td>8223</td>
</tr>
<tr>
<td>Dr Frank Broz</td>
<td><a href="mailto:F.Broz@hw.ac.uk">F.Broz@hw.ac.uk</a></td>
<td>EM1.46</td>
<td>3430</td>
</tr>
<tr>
<td>Prof Albert Burger</td>
<td><a href="mailto:A.G.Burger@hw.ac.uk">A.G.Burger@hw.ac.uk</a></td>
<td>EMG.36</td>
<td>3428</td>
</tr>
<tr>
<td>Prof Mike Chantler</td>
<td><a href="mailto:M.J.Chantler@hw.ac.uk">M.J.Chantler@hw.ac.uk</a></td>
<td>EM1.48</td>
<td>3352</td>
</tr>
<tr>
<td>Dr Jessica Chen-Burger</td>
<td><a href="mailto:Y.J.Chenburger@hw.ac.uk">Y.J.Chenburger@hw.ac.uk</a></td>
<td>EMG.38</td>
<td>3434</td>
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<td>Dr Santiago Chumbe</td>
<td><a href="mailto:S.Chumbe@hw.ac.uk">S.Chumbe@hw.ac.uk</a></td>
<td>EMG.41</td>
<td>3762</td>
</tr>
<tr>
<td>Ms Jenny Coady</td>
<td><a href="mailto:J.Coady@hw.ac.uk">J.Coady@hw.ac.uk</a></td>
<td>EMG.37</td>
<td>4178</td>
</tr>
<tr>
<td>Prof David Corne</td>
<td><a href="mailto:D.W.Corne@hw.ac.uk">D.W.Corne@hw.ac.uk</a></td>
<td>EMG.39</td>
<td>3410</td>
</tr>
<tr>
<td>Dr Chris Fensch</td>
<td><a href="mailto:C.Fensch@hw.ac.uk">C.Fensch@hw.ac.uk</a></td>
<td>EMG.29</td>
<td>3416</td>
</tr>
<tr>
<td>Dr Jamie Gabbay</td>
<td><a href="mailto:M.Gabbar@hw.ac.uk">M.Gabbar@hw.ac.uk</a></td>
<td>EMG.50</td>
<td>3425</td>
</tr>
<tr>
<td>Dr Lilia Georgieva</td>
<td><a href="mailto:L.Georgieva@hw.ac.uk">L.Georgieva@hw.ac.uk</a></td>
<td>EMG.54</td>
<td>8159</td>
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<td>3429</td>
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<tr>
<td>Prof Helen Hastie</td>
<td><a href="mailto:H.Hastie@hw.ac.uk">H.Hastie@hw.ac.uk</a></td>
<td>EM 1.42</td>
<td>3344</td>
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<td>4179</td>
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<td><a href="mailto:A.Ireland@hw.ac.uk">A.Ireland@hw.ac.uk</a></td>
<td>EMG.57</td>
<td>3409</td>
</tr>
<tr>
<td>Dr Mike Just</td>
<td><a href="mailto:M.Just@hw.ac.uk">M.Just@hw.ac.uk</a></td>
<td>EM1.37</td>
<td>3336</td>
</tr>
<tr>
<td>Prof Fairouz Kamareddine</td>
<td><a href="mailto:F.D.Kamareddine@hw.ac.uk">F.D.Kamareddine@hw.ac.uk</a></td>
<td>EM1.65</td>
<td>3868</td>
</tr>
<tr>
<td>Dr Ekaterina (Katya) Komendantskaya</td>
<td><a href="mailto:E.Komendantskaya@hw.ac.uk">E.Komendantskaya@hw.ac.uk</a></td>
<td>EMG26</td>
<td>8283</td>
</tr>
<tr>
<td>Prof Oliver Lemon</td>
<td><a href="mailto:O.Lemon@hw.ac.uk">O.Lemon@hw.ac.uk</a></td>
<td>EM1.40</td>
<td>3782</td>
</tr>
<tr>
<td>Dr Katrin Lohan</td>
<td><a href="mailto:L.Lohan@hw.ac.uk">L.Lohan@hw.ac.uk</a></td>
<td>EM1.44</td>
<td>8338</td>
</tr>
<tr>
<td>Dr Hans-Wolfgang Loidl</td>
<td><a href="mailto:H.W.Loidl@hw.ac.uk">H.W.Loidl@hw.ac.uk</a></td>
<td>EMG.48</td>
<td>3421</td>
</tr>
<tr>
<td>Dr Michael Lones</td>
<td><a href="mailto:M.Lones@hw.ac.uk">M.Lones@hw.ac.uk</a></td>
<td>EMG.31</td>
<td>8434</td>
</tr>
<tr>
<td>Dr Manuel Maarek</td>
<td><a href="mailto:M.Maarek@hw.ac.uk">M.Maarek@hw.ac.uk</a></td>
<td>EM1.63</td>
<td>3287</td>
</tr>
<tr>
<td>Dr Kenneth Mcleod</td>
<td><a href="mailto:Kenneth.Mcleod@hw.ac.uk">Kenneth.Mcleod@hw.ac.uk</a></td>
<td>EMG.43</td>
<td>4397</td>
</tr>
</tbody>
</table>
1.2 Links to Further Information/Services

School Student Website
This website provides useful information for all current MACS students for each stage of your journey from Enrolment through to Graduation. You will find documentation about your chosen programme and courses, important dates throughout the year, core academic staff and links to useful resources. [http://www.macs.hw.ac.uk/students/](http://www.macs.hw.ac.uk/students/)

University Student Website
[https://www.hw.ac.uk/students/index.htm](https://www.hw.ac.uk/students/index.htm)

Student Portal
You can access the University’s Student Portal at: [http://portal.hw.ac.uk/](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/](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).

Administration and Support Services
[http://www.hw.ac.uk/home/dir/28/student-administration-and-support-services](http://www.hw.ac.uk/home/dir/28/student-administration-and-support-services)

University Academic Registry
[http://www.hw.ac.uk/registry/](http://www.hw.ac.uk/registry/)

Timetable
A timetable of classes will be available online at: [https://www.hw.ac.uk/students/studies/timetables.htm](https://www.hw.ac.uk/students/studies/timetables.htm)

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

1.3 Significant Dates in the Academic Year

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 - 8 September 2017</td>
<td>Welcome Week</td>
</tr>
<tr>
<td>11 September – 1 December 2017</td>
<td>Semester 1 teaching</td>
</tr>
<tr>
<td>4 – 15 December 2017</td>
<td>Semester 1 exams</td>
</tr>
<tr>
<td>18 December 2017 – 5 January 2018</td>
<td>Semester 1 break</td>
</tr>
</tbody>
</table>
8 January – 29 March 2018   Semester 2 teaching
30 March – 20 April 2018 (Easter: 1 April)   Semester 2 break
23 April – 18 May 2018   Semester 2 exams
21 May – 10 Aug 2018   Semester 3
2 – 10 August 2018   Resits
15 – 16 November 2018   Graduations

1.4 Graduate Attributes
The SDB programme will instil its students all four of Heriot-Watt University’s Graduate Attributes - Global, Professional, Creative and Specialist. Many participating employers will be international companies or companies with international clients. In particular, the approach of work-based-learning enables the student to be:

- Global:
  - Apply their knowledge and skills in international and multi-cultural academic or professional contexts.
  - Be aware of, and respond to, key challenges.

- Professional:
  - Communicates in a confident, informed and inclusive way.
  - Act with integrity and an ethical approach, accepting personal responsibility.
  - Value and be adept at team-working and collaboration.
  - Adept at evaluating, managing and presenting information.
  - Take on increased responsibility.
  - Have an appetite for lifelong learning.
  - Be reflective and critical.
  - Be reliable, dedicated and self-motivated.

- Creative:
  - Be flexible and able to adapt to rapidly changing environments.
  - Seek and progress opportunities for change and growth.

- Specialist:
  - Possess a breadth and depth of knowledge in their specialist area.
  - Be adept at utilising and applying knowledge in practical or academic contexts.

1.5 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.

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 your personal tutor, the year supervisor or the Programme Director.
1.6 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.

1.7 Assessment

Grades

Grades for each course are awarded as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Overall mark range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent</td>
<td>Approximately 70% or more</td>
</tr>
<tr>
<td>B</td>
<td>Very Good</td>
<td>Approximately 60% to 69%</td>
</tr>
<tr>
<td>C</td>
<td>Good</td>
<td>Approximately 50% to 59%</td>
</tr>
<tr>
<td>D</td>
<td>Satisfactory</td>
<td>Approximately 40% to 49%</td>
</tr>
<tr>
<td>E</td>
<td>Adequate</td>
<td>Minimum required for award of credits but at least a grade D is needed for progression to subsequent courses</td>
</tr>
<tr>
<td>F</td>
<td>Inadequate</td>
<td>Fail</td>
</tr>
</tbody>
</table>

Examinations for Taught Courses

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](https://www.hw.ac.uk/students/studies/examinations.htm)

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 taught F2 courses can be found at:

[https://www.macs.hw.ac.uk/students/cs/past-exam-papers/](https://www.macs.hw.ac.uk/students/cs/past-exam-papers/)

THESE ARE ONLY ACCESSIBLE ON-CAMPUS OR IF YOU USE THE VPN ([https://hwvpn.hw.ac.uk/workplace/access/home](https://hwvpn.hw.ac.uk/workplace/access/home))

Assessment for Work Based-Blended Learning Courses and Industrial Projects

Details of assessment methods, deadlines and online examination schedules will be provided on each Vision course.

Coursework

All courses will include some coursework which must be done during the semester. There are two main methods of submitting coursework:

- Online Via Vision (details of which will be posted on each Vision course).
- Hard Copy via the coursework submission boxes.

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:

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

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.

**Late submission of coursework**
Coursework that is submitted late will normally be subject to a penalty. The standard penalty system is that 10% of the maximum available mark is deducted from the mark awarded for each day late. Days are counted as working days for the School Office. Any coursework submitted more than five days late will be awarded a mark of zero.

**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.

**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.

See information at: [https://www.hw.ac.uk/students/studies/examinations/plagiarism.htm](https://www.hw.ac.uk/students/studies/examinations/plagiarism.htm)
Assessment Results and Progression Decisions
You will get your provisional assessment results for taught course online following the relevant Assessment Boards which take place in January, May and August (resit diet). For Work-based-Blended Learning (which run through-out the entire academic year) and Industrial Project Courses (which normally take place during semester 3 or cover entire academic year), results will be released following the Progression Board.

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. 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.

Degree Classification
Honours degree classification is determined by performance in:

- Stage 3 averaged over all courses (20%) at the first attempt
- The assessed courses in Stage 4 (50%)
- The individual dissertation project in Stage 4 (30%)

1.8 University Prizes

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. There is one prize per academic year per year of study.

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.

1.9 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.

1.10 Miscellaneous

Lockers and buildings access cards
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 at School’s Office EM1.25 for a deposit of £10. In addition, final year students may request extended access to enter the Earl Mountbatten Building until 10pm on a weekday and also during the weekends. If you wish to access the building in those hours, please see Alistair Houstin in room EM 1.31
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.

2. Welcome and Introduction

2.1 Welcome to Heriot-Watt University from the Principal and Vice Chancellor
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.

As one of the most progressive and international Institutions based in Scotland, here 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.

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 Head of the School
The School of Mathematical and Computer Science welcomes you warmly to our first year of the Graduate Level Apprenticeship scheme. We are looking forward to the contribution you will make to our School and to shaping this new programme. We will help you achieve your potential, and make the most of the opportunities the programme will offer you.

On behalf of everyone in the School, I wish every success in your work and your studies.

Professor Beatrice Pelloni
Head of School

2.3 Welcome from the Academic Head of Computer Science
We are very proud of our Computer Science heritage here at Heriot-Watt University. We were the first university in Scotland to launch a BSc degree in Computer Science back in 1966. Today within Computer Science we have a very strong portfolio of undergraduate and postgraduate degree programmes. We pride ourselves on our research-led teaching where advanced courses reflect the many research strengths of the department.

As our first intake onto the Graduate Level Apprenticeship programme in Software Development for Business, you are part of an exciting new development. We have a long history of working closely with industry, and we are looking forward to developing even closer links through the Graduate Level Apprenticeship programme. We believe that the Graduate Level Apprenticeship initiative will
provide unique benefits to all those involved - but most importantly to you as you progress towards your degree through work-based learning.

My colleagues and I are looking forward very much to working with you and supporting you in your studies. I hope that you enjoy your time here at Heriot-Watt.

Professor Andrew Ireland  
Head of Computer Science

3. Information for New Students
Getting started is always the hardest part, knowing where to go and who to see. This section is specifically aimed at those who are just joining the University either as 1st year students or as direct entrants to later years of the programme.

3.1 What goes on in the School?
The University is structured into a number of Schools which administer the degree programmes and manage the teaching resources allocated to specific subject areas. The BSc Software Development for Business programme is offered by the Computer Science Department. The programme also contains courses offered by the School of Social Sciences.

3.2 How do I find my way around?
Although the University may seem very large and strange at first, you will very quickly become familiar with your new surroundings.

You will find that lectures are scattered across the campus and your timetable will indicate which room and which building you are meant to be in. Buildings across the campus are designated by a two letter code, some examples are:

- EM  Earl Mountbatten (Computer Science)
- CM  Colin Maclaurin (Mathematics)
- JW  James Watt Study Hub
- PC  Post Graduate Centre

If in doubt, don’t be afraid to ask, but keep a copy of the campus map handy.  
https://www.hw.ac.uk/documents/edinburgh-campus-map.pdf

3.3 Who do I see if I have problems?
Of course we very much hope that you do not experience problems in your time at Heriot-Watt, but the reality is that many people need a little extra help and guidance on academic or personal matters at various stages. At such times it is very important to remember that you are not alone and that confidential help is always available from several sources. It is best to face and deal with any problems as they arise; please don’t ignore them or let them drag on as this generally only makes things worse. People who you can see, in order of preference are:

- for a specific academic problem, related to a course, the lecturer for that particular subject should be your first point of contact,
- your Personal Tutor – all students are allocated a personal tutor who may be able to offer more advice, especially on any issue that may be affecting your health or studies.
- the Programme Director for more serious issues, and
• Student Welfare – your Personal Tutor may suggest that you see Student Support and Accommodation in the University or Student Welfare in the Students Association. You can of course make an appointment to see them yourself.

For problems in the workplace, your Workplace Mentor should be your first choice for discussion and advice.

3.3.1 Your Lecturer
There will always be a member of academic staff responsible for the academic content of a course. This may be the lecturer who you see in timetabled slots, or who organises teaching sessions or your Workplace Tutor. If you have a technical issue with the content of the course, or a problem with a tutorial question then you should try and see the lecturer or teaching assistant. You should however have attended the tutorial sessions and made use of these to address questions you might have first before making any additional arrangement with a member of staff. It is often easier to arrange to see the lecturer concerned by making an appointment, as lecturers other duties may mean that they can’t see you immediately if you just turn up at their office.

3.3.2 Your Personal Tutor
All apprentices will be assigned a Personal Tutor – a member of academic staff who will advise you during the whole of your apprenticeship. Your Personal Tutor should be the first person that you go to see if you have problems of any type - academic or personal. You have our guarantee that anything you tell your Personal Tutor in confidence will be kept strictly confidential. If your Personal Tutor cannot help you directly, he or she is very likely to know someone who can. In an emergency you should visit your Personal Tutor’s office without an appointment if you are on campus; if you’re off-campus you should call your Personal Tutor (and leave a message with a number where you can be contacted) and go to your Workplace Mentor.

ALL discussions between you and your Personal Tutor are strictly confidential. Your Personal Tutor may offer to talk to someone else on your behalf, but they will never talk to someone else without your permission.

Your Personal Tutor:

• is the first point of contact for advice on academic and non-academic issues, which might include programme options as well as health, financial and welfare problems,
• will discuss your examination marks from previous semesters with you,
• will monitoring your academic progress,
• can advising on the appeals procedure,
• can advise who to see if you have a problem elsewhere,
• can provide references for employers and accommodation,
• can provide support in difficult circumstances, and
• will represent your interests at meetings of the Board of Examiners.

Your Personal Tutor meet with you regularly and liaise with your Workplace Mentor in order to:

• agree and update your Individual Learning Plan
• check that the work and projects set for you are appropriate
• check that you fully understand the requirements of the apprenticeship
• check that the apprenticeship is progressing well for you and the company
• encourage you to reflect on your experiences and review your portfolio of evidence
• address any difficulties and conflicts that occur
• help identify other opportunities to support your development
• evaluate and record your progress
• discuss the content of your reports

At the very least, **YOU MUST SEE YOUR PERSONAL TUTOR ONCE PER SEMESTER.** This allows you to discuss how things are going, comparing your evidence of learning and competence against your Individual Learning Plan and, where necessary, updating your Individual Learning Plan. For this reason it is important that you keep your portfolio of evidence up-to-date.

### 3.3.3 Programme Director
The Programme Director is responsible for running your Graduate Level Apprenticeship. Ultimately any decision regarding problems encountered by students and staff will reach the Programme Director. You can make an appointment to see the Programme Director should the lecturer concerned or your Personal Tutor not be able to resolve your problem or on their advice. Amongst other things, the Programme Director is responsible for:

• making sure that the programme runs smoothly,
• ensuring that appropriate examination questions and papers are produced for assessment,
• ensuring that other forms of assessment are appropriate,
• collating the marks and grades after each examination diet, and
• advising students on any issues arising from examination results that might hinder the student’s progression to the next year of the programme.

### 3.3.4 Student Welfare Services
The University has two additional support mechanisms for students. You will find more details of the range of support systems place in section B of this handbook. Your Personal Tutor may advise you to seek support from either of these systems, both of which are completely confidential.

### 3.3.5 Other University Contacts
Here is a list of other useful numbers in case you need additional help:

<table>
<thead>
<tr>
<th>Tel. No.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Welfare Services</td>
<td>3386</td>
</tr>
<tr>
<td>Student Counselling</td>
<td>3387</td>
</tr>
<tr>
<td>Carol Murray – Senior Counsellor</td>
<td>3387</td>
</tr>
<tr>
<td>Lorraine Vallance – Special Needs Adviser</td>
<td>3509</td>
</tr>
<tr>
<td>University Chaplaincy</td>
<td>4508</td>
</tr>
<tr>
<td>Emergency Services (red emergency telephone)</td>
<td>2222</td>
</tr>
</tbody>
</table>

### 3.3.6 Student Information
Information on each student is held on the University computer system which includes contact addresses, academic records and notes regarding financial information. Staff across the University have partial access to key items of information on this database. Additional information, such as medical certificates, letters to students, appeals etc. are held in the MACS School Office in each student’s personal file and may be referred to by members of academic staff. All information is regulated under Data Protection and Freedom of Information.
3.4 Medical Facilities
All students who are not living at home and consequently do not have access to their family doctor during semester-time are strongly advised to register with a doctor in the Edinburgh area. If you are living on the Riccarton campus or in its vicinity you are recommended to register with the on-campus University Health Service which provides both Medical and Dental facilities, and is located in the Health Centre on the Avenue. The phone number is (0131) 451 3010.

In each academic building, you will find a list of staff (with photographs) who are qualified to administer First Aid.

3.5 Student Services & Accommodation
The University has a very efficient and helpful Student Services and Accommodation department designed to aid students with any academic, personal or financial problems that may arise. This department is also responsible for the Halls of Residence and helping to find off-campus accommodation. This service operates completely independently from the School and individual academic departments, and all discussions are strictly confidential. The advisers have vast experience of helping students through difficulties and their services include

- a free and confidential Counselling service
- financial advice
- exam anxiety workshops

Appointments are made through the Student Services and Accommodation Office located in the Hugh Nisbet Building. Additional advice can be sought from the Students Association Advice and Support Centre. Your personal tutor may suggest that you make an appointment or may offer to make an appointment on your behalf. Either way, your conversation with an advisor or counsellor from Student Support and Accommodation is confidential.

3.6 How is University Different from School or College?
Although on the face of it, both types of institution may seem to have the same purpose, there is a wealth of difference in your involvement in, and management of, the learning process between the two levels of education. At Heriot-Watt, as with any good university, your lecturers and Tutors will do their utmost to help you learn, but the responsibility for ensuring that the learning is actually done is very much down to you. The cliché “you get out what you put in” is rarely more true.

While school is a legal requirement, you have gained a place at university because you chose to follow this path. It is up to you to take responsibility for learning, and the University reserves the right to remove students from a programme if they do not perform or attend at the required level. It is very important that you adopt a professional attitude to your studies. This can be more difficult than it sounds, unless you adopt a disciplined approach. You must get your priorities right and realise that your primary purpose for being here is to study. If you don’t get this right, it’s very easy for other things to take over, so try to keep things in perspective. By all means enjoy an extensive and active sporting and social life, but also ensure that you are fulfilling your academic and employment responsibilities.

At university your studying should be geared to achieving a professional education, not only in your chosen discipline, but in a range of transferable skills that are valuable in the workplace. Thus your learning should focus not just on the idea of passing courses, but on the understanding of the subject matter and on developing strategies to solve problems. With understanding comes insight.
and also deeper enjoyment and pleasure in knowing and being able to apply your chosen field of study. Your skills from school and employment will stand you in good stead, but you will need to learn lots of new ones – if you don’t, things will seem much more difficult.

Guidance on how to study and learn is freely available from academic staff at all times, and some information is also given in this Handbook. Always remember that what you learn is built on in later years, so all the effort expended in Year 1 will pay off later in the programme, but taking it easy in Year 1 usually means harder work to catch up in later years.

Remember also that, merely passing the courses is not enough! As you progress through the programme the emphasis is more on solving open-ended problems that require understanding of fundamental principles and not memory.

Try to be disciplined with yourself in your academic work. If you adopt an effective and efficient working method in Year 1, this will stand you in good stead for the more challenging material in later years of the programme, so it is really important to develop good work habits from day one. Lecturers will not chase you to work in the same way that your teachers at school or college may have done – the responsibility to study is yours.

Many students struggle because they fail to start their programme in the correct manner and put off studying until examinations loom over them. This is not a good idea! Advice on studying is available from your Personal Tutor.

3.7 Apprentice Portfolio

To act as a focus for your regular discussions with your Personal Tutor, and to provide you with an overview of your performance, you are required to keep an up-to-date portfolio of evidence that you are progressing through the programme. This document will be valuable to you, allowing you to chart your academic development, providing the evidence to support your annual appraisal and to aid you in defining your own learning needs. It is also designed to encourage you to look back at your self-development profile, and hence identify any changes you should make, or any help you need, to achieve a successful outcome in your studies. The value of these documents is directly proportional to the effort you invest in them and the seriousness with which you treat them. Please give them due care and attention.

4. The Graduate Level Apprentice Programme in Software Development for Business

4.1 About Graduate Apprenticeships

Graduate Level Apprenticeships (GLAs) are a new way of obtaining a degree through a combination of academic study and work-based learning. As a Graduate Level Apprentice you will be an employee of a company and spend most of your time at work. Your activities at work will be assessed against a framework of outcomes, and this assessment will contribute to your degree alongside the traditional academic learning at the university. Your activities in the workplace provide you with opportunities to:

- Apply your knowledge of your subject in the workplace
- Relate your academic learning to how this is used in the workplace
- Gain new knowledge and learn new skills in the workplace
• Identify and analyse why theoretical concepts need to be modified to suit real-world application, and discuss these with experienced work colleagues
• Experience the workplace environment including workload allocation, resourcing and identification and achievement of company objectives
• Develop the workplace and interpersonal skills that enable employees to work efficiently as individuals and in teams to achieve a set of goals
• Acquire new knowledge through independent and collaborative learning in the workplace

During your apprenticeship you are both a student of the University and an employee of a company. The University will continue to support you and review your progress while you are at work. It is a requirement that your employer assigns a Work-Based Mentor who will support and guide you in the workplace.

4.2 Apprentice Responsibilities
As an apprentice the University expects you to:

• follow all safety regulations and procedures at all times, and follow the instructions of university and company staff with regard to safety,
• adopt a professional approach to your work and study at all times, and to put in the necessary level of effort to achieve a successful outcome,
• attend all timetabled classes for your programme of study, and to pay attention, be courteous and participate fully in the work of the class.
• complete the required for the Work-based Blended Learning Courses tasks as set on Vision BEFORE attending class.
• supplement the material given in those lectures by reading appropriate texts. If you miss any lectures you should take copies of handouts from one of your classmates, continued absence from lectures without good reason can lead to de-registration,
• attempt tutorial questions in advance of the tutorials and use the timetabled sessions to get help with any problems you might have,
• submit all fully completed assignments on schedule and by the appropriate route. Late coursework is subject to penalty and coursework handed in by an inappropriate route that is discovered after the deadline is still late. It is a programme requirement that all coursework is submitted and failure to do so will require remedial coursework to be completed,
• 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.
• have 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
• in any cases where you experience difficulty, discuss (in confidence) the matter with your Personal Tutor (or year Director of Studies) or your workplace line manager or mentor as soon as possible, and
• if you miss any classes or work, inform your Personal Tutor or year Director of Studies as soon as possible. For prolonged periods, i.e. more than 3 days, this must be accompanied by a medical certificate or equivalent.
• if you can’t make a scheduled meeting with a staff member, notify them in advance rather than just not turning up
• check your email and log into Vision at least every other day
• reply to email from staff within 5 working days (if it requires a reply!)
• pay attention to the feedback we give you, and to attempt to improve your work based on that feedback.
• 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!

There are a number of things that you must do as a bare minimum to ensure that you stand the best chance of progressing through the programme. You MUST:

• attend regular meetings with your Personal Tutor,
• attend other scheduled meetings with your personal tutor or advise him/her in advance if you cannot attend,
• submit ALL coursework by the deadline and by the agreed route,
• attend lecture, tutorial and lab sessions as timetabled, and advise the appropriate lecture of any absence (in advance if possible),
• take good notes in lectures and remember that it is important to note the key points of what lecturers say as well as things on overheads or the board,
• check your University e-mail regularly; you should also check VISION for the courses on which you are registered for announcements specific to those courses, urgent messages will be announced at the beginning of lectures or circulated by e-mail,
• attend ALL examinations for the courses that you are taking – it is YOUR responsibility to ensure that you know the dates of your exams and the courses for which you are registered. Please make sure that you have checked the FINAL exam timetable, and
• NOT schedule holidays during any exam period, including the resit period in August.

The dates of assessment periods are shown in the dates of the academic year in section 1.3.

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.

4.2.1 Enrolment
It is your responsibility to make sure you are enrolled properly and that you are enrolled on the correct programme. If you are not enrolled, or you think your enrolment is incomplete or incorrect, you MUST contact your Personal Tutor. If you are not enrolled properly this has issues for tuition fees (i.e. the wrong person receiving the bill or the wrong amount being billed) and potentially your student record.

You must also make sure that we know how to contact you and your Work-Based Mentor by both telephone and e-mail. It is also your responsibility to ensure that you inform your Personal Tutor if your contact details change during your employment. It is also your responsibility to keep your personal details update on Student Self Service http://www.hw.ac.uk/selfservice.

4.2.2 Apprenticeship Duration
Your GLA programme is 4 years long unless you qualified for advanced entry. You must complete all 4 years, unless you have been given advanced entry due to your previous qualifications and
experience, in which case you must complete all subsequent years. Any holiday entitlement should be negotiated with your employer and should be taken at times agreed with your Work-Based Mentor and your Personal Tutor.

4.2.2 Good Working Practice
Experience obtained from monitoring students over many years tells us that you will get the most out of your apprenticeship if you understand what you are being asked to do, why you are being asked to do it and are proactive about how you approach the work. By being proactive you are likely to gain more experience and be a more highly valued member of the team, and therefore be given more interesting, challenging and responsible tasks. You will be required to keep a portfolio that should contain your reflections on what you have done, why you have done it, how you have done it, what you have learned and what you could do better is a requirement of this programme; this portfolio will form the basis of your quarterly formal meetings with your Personal Tutor.

Not all of your allocated work will be interesting or even challenging. This is a normal part of the world of work where some tasks just need to get done, and while they might be mundane they are an essential part of most companies’ success. It should be easy for you to complete these tasks efficiently when you have been shown how to do them.

Throughout your apprenticeship you represent Heriot-Watt University and your employer. and you are expected to behave in a professional way at all times. Bringing the University into disrepute during your apprenticeship could lead to formal disciplinary procedures which could impact on the outcome of your apprenticeship and your degree. The following are some examples of behaviour which is considered unprofessional:

- Dismissal from the workplace due to, for example,
  - Work performance fails to meet a given standard, especially over a period of time, due to incompetence, laziness, neglect or inability to perform duties
  - Chronic absence, lateness or other attendance issues
  - Unprofessional manner or inappropriate conduct
  - Damage caused to the employer or contractors through negligence
  - Minor violations of workplace rules, despite advice from your Work-Based Mentor or Personal Tutor

- Unprofessional conduct while on apprenticeship

You are also a representative of your employer and you have responsibilities to their clients, contractors and employees. You should always behave in a professional manner when dealing with your colleagues, customers and clients.

There is also a requirement that you adhere to your employers’ policy on confidentiality of information, both business and personal. You are very strongly advised to consider all information you receive as confidential and get advice from your Work-Based Mentor if you have any doubt. There can be serious implications for anyone who willingly or unwillingly divulges confidential information.

4.2.3 Company Culture
Every company has its own way of doing things and this may be very different to what you are used to. These differences may include style of leadership and management structures as well as procedures and protocols for day-to-day activities. As a new member of staff you will need to adapt to this culture in order to become integrated into the company and therefore get the most out of
your apprenticeship. If you are unsure of any of the policies and procedures you should ask your Work-Based Mentor to explain them to you. You may find that a significant part of your induction to the company includes information on these policies and procedures.

Some companies have an official dress code and you will be expected to adhere to this. It is advisable to ask your Work-Based Mentor about this before you start work. If you are in any doubt it is best to dress formally for the first few days, but you should be prepared to be smart at all times.

### 4.2.4 Accommodation

It is your responsibility to find accommodation. Your Personal Tutor or Work-Based Mentor may provide references for you if you need them.

### 4.2.5 Doctor

You should sign up with a General Practitioner (G.P.) close to your employer or accommodation.

### 4.2.6 What to do if there are any problems in the workplace

Your first point of contact if there are any problems in the workplace is your Work-Based Mentor. If the problem cannot be resolved, then you should contact your Personal Tutor. You should bear in mind that open and honest communication is the best route to preventing and solving problems. Some examples of problems that may arise are:

**I’m not sure what my role is/I don’t like my role/I’m not receiving any training**

You should first raise these issues with your Work-Based Mentor who should be able to help you determine your role, explain where it fits in to the team, company or both; and suggest how you can make your role more enjoyable. Your Work-Based Mentor should also be able to identify any in-house training that you can take advantage or someone who can help you develop your knowledge/skills in the problem area.

Before you have a discussion of this type with your Work-Based Mentor you should read over your job description and identify what you are unclear about or any differences you perceive between it and the role you are actually performing.

If you think you have not received appropriate training then you should discuss this with your Personal Tutor.

**I am experiencing problems with my line manager**

In the first instance you should try talking directly to your line manager about these problems. It is advisable not to make accusations or blame your line manager. If this doesn’t work then you could talk to either your Work-Based Mentor or your Personal Tutor for further advice.

**I’m having personal problems that are impacting on my work**

If you experience any personal problems during your apprenticeship that might prevent or impede your progress or completion of your apprenticeship, you should contact your Personal Tutor for advice as soon as possible. Alternatively, you can talk to your Work-Based Mentor, the Programme Director or the University’s Counselling and Support service on Student Support and Accommodation. Do not be afraid to ask for help if you need it.
I want to resign from my employment

If your problems cannot be resolved or you are still unhappy with your apprenticeship and you want to leave the company, then you should contact your Personal Tutor BEFORE you take any action. You should think very carefully about this, as it may not be possible to transfer directly to the same point in a traditional degree programmes because of incompatibility of the degree programmes or funding issues. Following this discussion we would normally allow you to resign from the organisation giving the required notice period to your employer – you should find details of this in your employment contract. It is also courteous to discuss your intention to resign with your Work-Based Mentor.

If you do decide to leave and there is no possibility of transferring onto the traditional degree programme, the University will consider you for an exit qualification. You can discuss this with your Personal Tutor. However, you may be able to complete your apprenticeship with another company.

Dismissal from your apprenticeship

If your employer is not satisfied with your performance they can dismiss you. We would normally expect them to consult with your Personal Tutor before taking this action. If we think they are justified in taking this action, we will consider whether your actions leading to the dismissal are cause for disciplinary action within the University, for example if you have brought the University into disrepute.

It may be possible to continue your apprenticeship with another company, but this may depend on availability and the reason you were originally dismissed. If there is no possibility of transferring onto the traditional degree programme, the University will consider you for an exit qualification. You can discuss this with your Personal Tutor.

4.3 University Staff Responsibilities

The University’s goal is to provide you with the best possible academic and vocational education. To do this we will work in partnership with your employer, and possibly other organisations.

- we will give you support, encouragement and the technical back-up to develop your skills as a practising professional,
- we will set coursework designed to challenge your knowledge, skills and understanding, and ensure that you are developing your professional competencies,
- we will provide you with a Personal Tutor who will guide you through your entire apprenticeship,
- we will make available any advice and help you may need to cope successfully with your programme, or, where more appropriate, direct you to alternative sources of help, for example Student Services, and
- we will monitor your progress and provide feedback and guidance.

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.

You should not expect university staff to provide all the information required to successfully complete a programme. Higher education does not seek to produce graduates who can simply memorise and reproduce facts, but seeks to develop each student’s analytical skills by requiring him/her to seek out information and apply independent thought to it; that is, to produce graduates who can think for themselves. Students who learn new skills, are prepared to think about problems and start to become professionals in their chosen area are the students who find it easiest to progress.

5 Mitigating Circumstances, Appeals and Grievances

5.1 Mitigating Circumstances
If there are any circumstances at work, at university or in your personal life that may affect your performance on the academic work, your work-based activities or both, you should discuss these with your Work-Based Mentor or Personal Tutor. Circumstances that would normally be recognised as grounds for consideration of mitigating circumstances might include:

• Significant illness or accident affecting the student
• Bereavement – death of a close relative or significant other
• Significant adverse personal or family circumstances
• Other significant exceptional factors that are outside the student’s control (e.g. Jury Service, although student assessments would normally be a reason for a student to be permitted to stand down), or for which there is evidence of stress caused
• Circumstances affecting the University’s ability to schedule, set or deliver courses and/or assessments, including marking of assessments, e.g. staff participation in industrial action, or problems affecting infrastructure or IT systems
• Severe adverse weather, political unrest or natural disaster

Events or circumstances that would not normally be considered grounds for consideration of mitigating circumstances include:

• Holidays or other events that were planned or could reasonably have been expected
• Assessments that are scheduled close together or on the same day, or that clash due to incorrect registration by the student
- Misreading the timetable for examinations or otherwise misunderstanding the requirements for assessment
- Inadequate planning or time management
- Last-minute or careless travel arrangements
- Consequences of paid employment
- Exam stress or panic attacks not supported by medical evidence

Further information on the Mitigating Circumstances Policy and the Application Form can be found at https://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm

5.2 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. Appeals are a means of redress for students where the University may not have acted in accordance with its own procedures or made a decision that is unfair or inappropriate in a student's particular circumstances. There are valid and invalid grounds for an appeal. Appeals made on the basis of academic judgment (if a student thinks they deserve a higher mark than the one awarded) or not being aware of published procedures are not grounds for an appeal.

It is worth noting that prior to the formal appeal process there is a capacity for informal resolution of the student’s issue and students are urged to pursue this with their Personal Tutor or other relevant member of staff.

If you are thinking about making an appeal, you should discuss this with your Personal Tutor or Programme Director at the earliest opportunity in order that it can be resolved effectively and on an appropriate timescale. Also, the University will not address appeals, complaints or grievances that are brought to its attention after a significantly delay unless there is a good reason. If you know that something may affect your performance, then you should inform your Personal Tutor at the time, not wait until you see your grade. Before you make an appointment to discuss a potential appeal with your Personal Tutor, please make sure you have read the University’s Student Appeal Policy and Procedures, which can be found at https://www.hw.ac.uk/students/doc/appealprocedures.pdf

The Student Union Advice Hub can offer independent advice on submitting an academic appeal and have produced a guidance leaflet on this topic.


The University will make every effort to deal with appeals, complaints and grievances in a confidential and sympathetic way. A formal decision on the appeal will be provided at the conclusion of the investigation of the appeal. You may request that information regarding the appeal, complaint or grievance remain confidential and you should do this at the time you make you first approach your Personal Tutor. In exceptional circumstances it may be difficult or impossible to maintain complete confidentiality, for instance if a criminal offence has been committed. In some instances it may be difficult to investigate the completely if confidentiality has to be maintained. This should be discussed with the Programme Director.

There are clear timescale for the submission of appeals:

Stage 1 Appeal to Head of School. The Appeal Form must be submitted by the appellant not later than 10 working days after receipt of the information which forms the basis of the appeal coming to the appellant's knowledge.
Stage 2 Appeal to Vice Principal. The Appeal Form must be submitted not later than 20 working days after confirmation of the outcome of the Stage 1 appeal has been issued to the appellant.

6 Legal Considerations

6.1 Health and Safety

Even though you are employed, the University recognises that health and safety is of paramount importance in the workplace. The University has a duty of care to ensure that your safety is protected while you are at work as described in the University’s Work Placement Policy (https://www.hw.ac.uk/services/docs/studentplacements.pdf).

It is your responsibility to ensure that you follow the health and safety rules of your employer and the University. Not following the health and safety rules of your employer or the University is a disciplinary matter. Your induction to the company should include details of the company’s health and safety policies and procedures. If you have any questions you should ask your line manager in the first instance.

You should include details of any element of health and safety in which you are involved in your portfolio. This should include any type of risk assessment, LOPA and HAZOP. You should make sure that you report any safety incidents that you are involved in to your line manager and Personal Tutor immediately. Even the most minor incident should be reported.

6.2 Anti-discrimination legislation and regulations

University policy and practice is directed at the prevention of any action deemed to be discriminatory and on the promotion of equality and justice. Discrimination can be direct or indirect, or covert or overt. It is illegal to discriminate on the basis of gender, race, religion, culture, nationality, colour or race. It is also illegal to discriminate on the grounds of disability except where it is lawful to do so. This includes students seeking, securing and undertaking an apprenticeship.

6.3 Freedom of Information and Data Protection

The Freedom of Information Act allows individuals and organisations to request information held by a public authority, including central and local government. The University is also counted as a public authority in the terms of the Act. Any information at all can be requested, but some information may be withheld where an exemption exists. If the authority withholds information it must specify that information has been withheld and which exemption covers the unreleased information. Information is normally requested within 20 days.

Requests by an individual for information on themselves are covered by the Data Protection Act. This act has slightly different specifications and data holders have longer to respond compared to requests covered under the Freedom of Information Act. The Data Protection Act also details restrictions on the holding and processing of sensitive personal data, such as racial and ethnic origin, political opinions, religious or other beliefs, membership of a trade union, physical or mental health, and any court records or allegations. Since October 2001 individuals can request all manually stored or computer files held on them and can make complaints, have records corrected or claim damages.

An organisation can also only use stored data for the original purpose for which it was collected. It is illegal to pass this information to another organisation. Personal information must be stored confidentially and securely; and you must comply with the Employer’s policies and procedures on storage of sensitive information.
6.4 Your Salary

Your salary is a matter between you and your employer and should be part of your contract of employment, along with your vacation entitlement. You should discuss any issues with your salary or vacations with your employer.

7 Graduate Level Apprenticeship Requirements

The Graduate Level Apprenticeship is an alternative way to get a degree from the traditional full-time attendance at university route. It is based on Work-Based Learning, where a lot of the learning and assessment happens in the workplace. The exact details of how this is done is provided in the Programme Description in Section 8 of this Handbook.

In general, the minimum requirements to progress and eventually graduate are no different from any other university programme:

- Achieve 120 credits each year to progress to the next year
- Achieve 480 credits in total to graduate

There may be additional requirements for your particular programme (see Section 8). This may be because there are particular requirements of the relevant Professional Body.

You are also required to keep a portfolio of evidence that demonstrates your learning and skills development in the workplace. This will form the basis of discussion at your quarterly meetings with your Personal Tutor.

7.1 Learning Outcomes

The Graduate Level Apprenticeships are based on a Framework containing Learning Outcomes. Each GLA has its own Framework that has been developed by Skills Development Scotland in collaboration with relevant employers and universities. For each Framework there are a set of high-level outcomes that must be evidenced as part of the assessment process. The assessment of these outcomes could be by coursework, examination (more likely for the taught elements), observation or demonstration. The exact form of the assessment will be determined based on your programme and opportunities available to you in the workplace.

For each high-level outcome, there are a number of example lower-level outcomes that provide a guide to what might be expected in terms of the individual elements of assessment.
8. Programme Structure and Notes – Software Development for Business

8.1 Programme Overview

The Software Development for Business programme consists of 8 courses per full academic year. Each course is worth 15 Credits, totally 120 Credits per year. There are three types of course delivery modes, as below. This blended academic and work-based learning ensures GLA students enjoy the best of the both academic and commercial worlds.

Taught courses: this type of course will be delivered on-campus via standard methods where GLA students will enjoy campus facilities and mixed with our main stream students;

Work-based Blended Learning (WBL) courses: course materials will be delivered on-line (through the entire academic year), assisted by on-campus hands-on lab sessions and tutorials, where appropriate. Apprentices’ progress will be monitored and assessed on-line and/or via e-assessment; face-to-face and virtual meetings are available, when needed;

Industrial Project (IP) courses: such courses require larger, real/realistic industry-specific project implementation.

Year 1

<table>
<thead>
<tr>
<th>Semester 1 (Taught)</th>
<th>Semester 2 (Taught)</th>
</tr>
</thead>
<tbody>
<tr>
<td>F27SA Software Development 1</td>
<td>F27SB Software Development 2</td>
</tr>
<tr>
<td>F27IS Interactive Systems</td>
<td>F27SG Software Development 3</td>
</tr>
</tbody>
</table>

All Academic Year (WBL)

- F27CX Introduction to Computer Systems (GLA)
- F27IX Industrial Praxis (GLA)
- F27WX Web Design and Databases (GLA)

Semester 3 (IP)

- F27IP Industrial Project: Software Development Methods (GLA)

Progression Requirements: 120 Credits and minimum Grade D in the following Courses: F27SA, F27IS, F27CX, F27WX, F27SB & F27SG.

Year 2

<table>
<thead>
<tr>
<th>Semester 1 (Taught)</th>
<th>Semester 2 (Taught)</th>
</tr>
</thead>
<tbody>
<tr>
<td>F28IN Interaction Design</td>
<td>F28HS Hardware-Software Interface</td>
</tr>
<tr>
<td>F28DA Data Structures &amp; Algorithms</td>
<td>C17EC Enterprise and Business Environment</td>
</tr>
</tbody>
</table>

All Academic Year (WBL)

- F28LL Programming Languages (GLA)
- F28DD Database Management Systems (GLA)
- F28SX Software Design (GLA)

Semester 3 (IP)*Select 1 Option

- F28IP Industrial Project: Web Programming (GLA)*
- F28JP Industrial Project: Structured Programming (GLA)*

Progression Requirements: 240 Credits and minimum Grade D in the following Courses: F28IN, F28DA, F28HS, F28PL, F28DD & F28SX.
Year 3

<table>
<thead>
<tr>
<th>Semester 1 (Taught)</th>
<th>Semester 2 (Taught)</th>
</tr>
</thead>
<tbody>
<tr>
<td>F29SO Software Engineering</td>
<td>C38GA Accounting For Managers</td>
</tr>
<tr>
<td>F29DC Data Communications &amp; Networking</td>
<td></td>
</tr>
<tr>
<td><strong>All Academic Year (WBL)</strong></td>
<td></td>
</tr>
<tr>
<td>F29AX Artificial Intelligence and Intelligent Agents (GLA)</td>
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</tr>
<tr>
<td>C18GH Human Behaviour in the Workplace</td>
<td></td>
</tr>
<tr>
<td>C18GO Operations Management</td>
<td></td>
</tr>
<tr>
<td>C18PD IT Management for Business Professional Development Review 1</td>
<td></td>
</tr>
<tr>
<td><strong>All Academic Year (IP)</strong></td>
<td></td>
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<tr>
<td>F29RD Professional Development (GLA)</td>
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</tbody>
</table>

**Progression Requirements:** 360 Credits, Overall average of 50% in the first attempt and minimum Grade D in the following Courses: F29DC, F29AX, F29So &, F29RD.

**Re-assessment in Stage 3 is available for credit only and not to improve overall average.**

Year 4

<table>
<thead>
<tr>
<th>Semester 1 (Taught Courses)</th>
<th>Semester 1 (IP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>F20CN Computer Network Security</td>
<td>F20PP Industrial Project: Research Methods &amp; Requirements Engineering</td>
</tr>
<tr>
<td><strong>All Academic Year (WBL)</strong></td>
<td></td>
</tr>
<tr>
<td>F20MX Mobile Communications &amp; Programming</td>
<td></td>
</tr>
<tr>
<td>C19GP Project Management</td>
<td></td>
</tr>
<tr>
<td>C19GS Strategic Management</td>
<td></td>
</tr>
<tr>
<td><strong>All Academic Year (IP)</strong></td>
<td></td>
</tr>
<tr>
<td>F20DX Industrial Project: Data Mining and Machine Learning</td>
<td></td>
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<tr>
<td>F20PQ Industrial Project: Design &amp; Implementation</td>
<td></td>
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<tr>
<td>F20PR Industrial Project: Testing &amp; Presentation</td>
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</tbody>
</table>

**Honours degree classification:** is determined by performance in:

- Stage 3 averaged over all courses (20%) at the first attempt
- The assessed courses in Stage 4 (50%)
- The individual dissertation project in Stage 4 (30%)

*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. You can also contact your Personal Tutor for information.*

8.2 Detailed Programme Structure, Notes and Course Descriptors

Link to Detailed Programme Structured and Progression Rules: [http://www.macs.hw.ac.uk/macshome/structures18/F211-SDB_201718.pdf](http://www.macs.hw.ac.uk/macshome/structures18/F211-SDB_201718.pdf)

Link to Software Development For Business Programme Overview and Course Descriptors: [https://www.macs.hw.ac.uk/students/cs/ug-programmes/bsc-software-development-for-business/](https://www.macs.hw.ac.uk/students/cs/ug-programmes/bsc-software-development-for-business/)
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:

<p>| | |</p>
<table>
<thead>
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</table>
| A | **Academic Appeals**  
 | **Academic Registry**  
 | **Academic Skills Development**  
 | **Accommodation Services:**  
 | Accommodation (Dubai Campus)  
 | Accommodation (Edinburgh Campus)  
 | Accommodation (Malaysia Campus)  
 | Accommodation (Orkney Campus)  
 | Accommodation (Scottish Borders Campus)  
 | **Alumni**  
 | **Amendment to Enrolment**  
 | **Assessment**  
 | Feedback on Assessment  
 | Assessment Results  
 | **Assistive Software**  
 | **Attendance & Absence**  |
| C | **Career Mentoring**  
 | **Careers Service**  
 | **Change of Address**  
 | **Complaints**  
 | **Counselling**  |
| D | **Data Protection (or email foi@hw.ac.uk)**  
 | **Disability Support**  
 | **Discipline**  |
| E |  • Discretionary Credits (please refer to the appropriate Regulation(s) for your level of study)  
  • 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  |
|---|---|
| F |  • 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  |
| G |  • 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  |
| H |  • Heriot-Watt Assessment & Progression System (HAPS)  
  • Health and Wellbeing  |
| I |  • Ill Health & Mitigating Circumstances  
  • Inter-Campus Transfer  
  • Intermediate Awards  
  • International Student Support  
  • IT Skills & Resources  |
| L |  • Learning and Teaching Matters  
  • Library Facilities  |
| O |  • Oriam (Scotland’s Sport Performance Centre)  |
| P |  • People Finder  
  • Periods of Study (please refer to the appropriate Regulation(s) for your level of study)  
  • Personal Tutors  
  • Plagiarism  
  • Professional Development Planning  |
| 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 |

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1 HWU Graduate Attributes, May 2013. URL: http://www.hw.ac.uk/internal/ltb/lts-gradattributesdiagram.pdf