PGCERT OSTEOPATHIC SPORTS CARE
BCOM and University of Plymouth Partner Student Handbook
2018-19
If you require any part of this Student Handbook in larger print, or an alternative format, please contact:

Fiona Hashani (BCOM Registrar)
Tel: (0207 435 6464)
E-mail: (Registrar@bcom.ac.uk)

Please note:

All the information in this handbook is correct at the time of printing.

BCOM is proud of its teaching and research and it undertakes all reasonable steps to provide educational services in the manner set out in this Handbook and in any documents referred to within it. It does not, however, guarantee the provision of such services. Should industrial action or circumstances beyond the control of the Institution interfere with its ability to provide educational services, the University undertakes to use all reasonable steps to minimise the resultant disruption to those services.
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</tbody>
</table>
Dear Student,

Important – please note

The University will do its best to provide appropriate support for students with a disability. In the context of Higher Education study the term disability covers a range of impairments, medical conditions, mental health issues and specific learning difficulties. We have put in place a number of changes to procedures and to our campus to make our courses more accessible, and this is reflected in the diversity of students studying with us. However, it is important for us to consider any individual requirements sufficiently far in advance to enable us to advise you on the range of options available and to put in place appropriate arrangements.

So please ensure you have told us about any disability even if you do not think it will affect you while you are at the University

If you have already told us about a disability we may ask you for further information or invite you for an information meeting (with the Head of Osteopathy and Registrar) if necessary. We can then properly assess, in discussion with you, your individual requirements and ensure that we have the best possible chance of having any necessary adjustments in place at the start of your course. We can also advise you further about claiming for Disabled Students’ Allowance.

If you have a disability but have not yet told us about it, please contact the BCOM Registrar at Registrar@bcom.ac.uk / 0207 435 6464, or the University’s Disability Assist Services on 01752 587676 or by email ds@plymouth.ac.uk. While we can make reasonable adjustments to our provision, we may not be able to meet your individual requirements if we do not have the opportunity to assess them in advance, and that could impact negatively on your experience of the course or even your ability to complete your course, or to take up your place.

Please respond positively to any requests from us for information. We can then explore with you the support available such as assistive technologies, study skills sessions and personal enablers. We can also address any health and safety issues and relevant academic or professional expectations and if necessary advise you on alternative options. Any information you give us will be dealt with in confidence and only shared within the University with your consent and on a ‘need to know’ basis. We want to give you the best possible chance to take up your place, to be ready for study and to be able successfully to complete your university course.
Who’s Who

Welcome and Introduction

This Student Handbook contains important information, including:

- The Institution Procedures, facilities and opportunities
- Programme Information
- Academic Regulations including Extenuating Circumstances
- Student Support including careers education, information and guidance
- Financial information and guidance on funding
- Learning Resources
- Study Skills Support including key resources on Referencing and Plagiarism

Welcome to the British College of Osteopathic Medicine

Welcome to the PgCert in Osteopathic Sports Care delivered by the British College of Osteopathic Medicine.

This is the Course Handbook for the PgCert in Osteopathic Sports Care. All the staff in the British College of Osteopathic Medicine and the University of Plymouth’s Academic Partnerships Faculty of Health\(^1\), Education and Society\(^2\) warmly welcome you to BCOM. There is a considerable amount of information contained in this Handbook, some of which will be of greater relevance to you as you work through the course than it is at the start of your course of studies at BCOM. We recommend that you read this Course Handbook through carefully now in order to save yourself time. Keep it safe: you will need to use it through your course. The answers to most of the questions you will want to ask about your Course are in here. You should note that, occasionally, in order to improve the Course, the details in this Handbook may be amended or revised and these amendments will be published on the College intranet, Osteonet, as will the full Handbook.

BCOM has developed this programme in partnership with Osteopathic Sports Care Association (OSCA). OSCA operates an Internship programme for osteopaths (primarily, recent graduates who are interested in osteopathic sports care). The feedback from the Interns and the Head of OSCA’s Internship programme has driven the content of the modules. The proposed programme was also discussed with BCOM’s final year students and applicants, who had expressed an interest in working with sports clubs upon graduation. The PgCert in Osteopathic Sports Care course provides osteopaths a structured pathway that leads to a formal qualification. The course is delivered over 12 to 18 months and will provide knowledge and skills required for the management of sporting injuries within clinical practice and on-field. A wide range of osteopathic approaches will be included and the faculty comprises of experienced osteopaths who work within the sports care field.

This programme has been designed to equip you with the skills and knowledge base required to work in your chosen specialism or other graduate opportunities. It is also a platform from which you can undertake additional vocational and academic qualifications.

Note: The information in this handbook should be read in conjunction with the current edition of:

\(^1\) Based at the Plymouth University Campus: Drake Circus, Plymouth. PL4 8AA.
\(^2\) Liaison tutor: Mr Alec Rickard.
Programme Management

Mr Manoj Mehta

E: Manojm@BCOM.ac.uk

Your programme is led by Mr Manoj Mehta who is responsible for the day-to-day organisation of the course. The Programme Leader works in close contact with module leaders and lecturing staff, to ensure that the degree is well-administered and that areas of good practice and potential development are highlighted. Students can contact the Programme Leader either via e-mail, telephone or a meeting in person.

Manoj graduated from BCNO (BCOM) in 1985 with a BSc in Osteopathic Medicine, Diploma in Osteopathy and Naturopathy Diploma. Manoj started his teaching career at BCOM in 1985 and progressed from the role of assistant osteopathic technique and clinic tutor to the current position of Head of Osteopathy. He has played a major role in the development, management and provision of both undergraduate and post-graduate osteopathic education at BCOM for more than 3 decades.

Manoj entered private Osteopathic and Naturopathic practice soon after graduating from BCOM, with special interest in osteopathic care of sports injuries and clinical application of osteopathic techniques. He was team osteopath to Old Albanions Rugby football club, Hertfordshire County Rugby Club, and Sprinter’s squad at Haringey Athletics Club. Manoj is currently a Council member for Osteopathic Sports Care Association (OSCA) UK and was one of the Osteopaths appointed to be part of host nation medical team during the London 2012 Olympics and Paralympics Games.

In 2004 Manoj was appointed by Privy Council as the Education Member on the General Osteopathic Council for a period of four Years. He has acted as an External Examiner and Moderator for Final Clinical Competence Assessments at Osteopathic Educational Institutions in the UK and Europe (Belgium, France, Italy, Spain and Sweden), and is currently a General Osteopathic Council (GOsC) Examiner for post-registration Assessment of Clinical Performance (ACP). Other professional activities include member of validating and accreditation panels for degree courses in Osteopathy, member of the GOsC working party on undergraduate clinical competence assessment and member of the working group for Quality Assurance agency (QAA)/GOsC Benchmark Statement for Osteopathy. Manoj was also appointed by QAA as the GOsC Visitor for the QAA/GOsC reviews of ‘Recognised Qualifications’. Manoj supervises multiple student research projects at BCOM.

BCOM Heads of department: https://www.bcom.ac.uk/the-college/heads-of-department/
Personal Tutor

Personal tutors are designated as a sustained and first point of reference for individual students on personal, domestic or academic matters; detailed information will be available in your teaching, learning and assessment handbooks. Each student is assigned a personal tutor. After the taught component, contact and support is given through tutorials and email as appropriate.

Further information can be found by following this link to the University personal tutoring policy.

Module Leaders

PgCert Osteopathic Sports Care

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Module Leader</th>
</tr>
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<tbody>
<tr>
<td>Concepts of Osteopathic Sports Care - BCOM7004</td>
<td>Mr Simeon Milton</td>
</tr>
<tr>
<td>Exercise and Rehabilitation - BCOM 7005</td>
<td>Mr Mark Hines</td>
</tr>
<tr>
<td>Osteopathic Management of Sports Injuries - BCOM 7006</td>
<td>Mr Tom Hewetson</td>
</tr>
</tbody>
</table>

Course Contact List

| BCOM Reception                           | 020 7435 6464       |
| Clinic Reception - direct                | 020 7435 7830       |
| Library – direct                         | 020 7443 9910       |

<table>
<thead>
<tr>
<th>Dr Kerstin Rolfe</th>
<th>Principal</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:krolfe@bcom.ac.uk">krolfe@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>340</td>
<td></td>
</tr>
<tr>
<td>Manoj Mehta</td>
<td>Head of Osteopathy</td>
</tr>
<tr>
<td><a href="mailto:mm@bcom.ac.uk">mm@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>333</td>
<td></td>
</tr>
<tr>
<td>Fiona Hashani</td>
<td>Registrar</td>
</tr>
<tr>
<td><a href="mailto:fhashani@bcom.ac.uk">fhashani@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>357</td>
<td></td>
</tr>
<tr>
<td>Alice Hughes</td>
<td>Head of Admissions</td>
</tr>
<tr>
<td><a href="mailto:admissions@bcom.ac.uk">admissions@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>327</td>
<td></td>
</tr>
<tr>
<td>Dr Caroline Green</td>
<td>Librarian</td>
</tr>
<tr>
<td><a href="mailto:cgreen@bcom.ac.uk">cgreen@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>230</td>
<td></td>
</tr>
<tr>
<td>Library staff - general</td>
<td>Library</td>
</tr>
<tr>
<td><a href="mailto:library@bcom.ac.uk">library@bcom.ac.uk</a></td>
<td></td>
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<tr>
<td>230</td>
<td></td>
</tr>
<tr>
<td>Paul Fayker</td>
<td>Facilities &amp; Estates Manager</td>
</tr>
<tr>
<td><a href="mailto:pfayker@bcom.ac.uk">pfayker@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>324</td>
<td></td>
</tr>
<tr>
<td>Dr Mark Hines</td>
<td>Head of Research</td>
</tr>
<tr>
<td><a href="mailto:mhines@bcom.ac.uk">mhines@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>326</td>
<td></td>
</tr>
<tr>
<td>Peter Fabbri</td>
<td>Finance Officer</td>
</tr>
<tr>
<td><a href="mailto:pfabbri@bcom.ac.uk">pfabbri@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>334</td>
<td></td>
</tr>
<tr>
<td>Jemma Sager</td>
<td>Head of Clinic</td>
</tr>
<tr>
<td><a href="mailto:jsager@bcom.ac.uk">jsager@bcom.ac.uk</a></td>
<td></td>
</tr>
<tr>
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</tr>
<tr>
<td>Rakhi Pai</td>
<td>HR &amp; Training Officer</td>
</tr>
<tr>
<td><a href="mailto:rp@bcom.ac.uk">rp@bcom.ac.uk</a></td>
<td></td>
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<tr>
<td>Departure Lounge</td>
<td>Clinical Liaison</td>
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<tr>
<td>N/A</td>
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<td>278</td>
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</tbody>
</table>

Staff / Student Communication

<table>
<thead>
<tr>
<th>Name</th>
<th>Email address</th>
<th>Extension number</th>
<th>Contact for</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Kerstin Rolfe</td>
<td><a href="mailto:krolfe@bcom.ac.uk">krolfe@bcom.ac.uk</a></td>
<td>340</td>
<td>Programme lead, Study skills</td>
</tr>
<tr>
<td>Manoj Mehta</td>
<td><a href="mailto:mm@bcom.ac.uk">mm@bcom.ac.uk</a></td>
<td>333</td>
<td>Practical class issues</td>
</tr>
<tr>
<td>Fiona Hashani</td>
<td><a href="mailto:fhashani@bcom.ac.uk">fhashani@bcom.ac.uk</a></td>
<td>357</td>
<td>Student issues, learning support, extenuating circumstances</td>
</tr>
<tr>
<td>Dr Caroline Green</td>
<td><a href="mailto:cgreen@bcom.ac.uk">cgreen@bcom.ac.uk</a></td>
<td>230</td>
<td>Library issues, study skills</td>
</tr>
</tbody>
</table>
BCOM and programme staff will communicate with students in the following ways:

- Student BCOM Email address
- Institution extranet/ intranet / virtual learning environment (Osteonet - https://www.bcom.ac.uk/osteonet/browse/). All module information is available on Osteonet under ‘Syllabus’, assessment schedule can be found under Registry and all coursework guidelines can be found under lecture handouts under the appropriate module name.
- Plymouth University Student Portal (see section below)
- Programme Notice-Board Front page of Osteonet

### Student Representatives and the Feedback loop

Each programme should have one or more student representatives elected by their fellow students to sit on the Programme Committee. Course representatives are a vital conduit, linking staff and students so that issues of quality of provision affecting students can be promptly and appropriately addressed. In addition, representatives provide feedback to the programme’s staff on innovations and can assist the programme team in developing the curriculum to meet student needs. Students are also represented on University of Plymouth Joint Board of Studies (JBS), which scrutinises all the University of Plymouth programmes delivered at your institution.

Course representatives will feed back from the meetings to all students on the programme demonstrating the impact of student voice and report on changes made to the programme based on feedback. Online training will be given to all course representatives before commencing the role.

All students registered on University of Plymouth courses, regardless of where they study, are automatically a member of UPSU. You can visit our website [www.upsu.com](http://www.upsu.com) to get all the latest information about the services we offer; discounts, activities, gigs, campaigns and contact information for your current Lead Student Reps and Sabbatical Officers. To stay on top of all the opportunities UPSU offer you can sign up to the Partner Student Newsletter; a monthly update of opportunities for student at Partner Institutions like BCOM. Visit [www.upsu.com/partnerstudents](http://www.upsu.com/partnerstudents) to sign up.

We encourage all student to get involved with a variety of aspects of UPSU life, whether that be campaigning for change, becoming a course rep, coming along for a night out, volunteering, playing for a sports team, writing for our student newspaper or using our Advice Centre. UPSU Advice Centre offer free, confidential and non-judgemental support, on academic issues, housing and finance. There are loads of opportunities to learn new skills, meet new people and support you through your studies.

The Sabbatical Officers are there for the needs of all students by visiting, meeting and communicating with Partner Institution Students as well as attending strategic boards and committees to champion the Student Voice and make your views heard. The Team are responsible for providing a link between Partner Institution Students and UPSU, and promoting
opportunities for involvement. If you would like to get in touch, please contact partnershipstudents@upsu.com

There is an active Student Union at BCOM. It is affiliated to the National Union of Students and offers members reduced-price travel and various other typical NUS benefits. Regular events, inter-collegiate sporting activities and curry nights are just a selection of extracurricular activities organised by the SU team.

The Student Union also participates fully in the academic life of the college and is represented in a number of important committees, acting as a liaison between students, college management and the BCOM Board of Governors. Student Welfare is also a key area of involvement.

**Student Voice**

The University values the Student Voice and is actively promoting the work supported through the student community. More information can be found at [https://www.plymouth.ac.uk/student-life/student-voice](https://www.plymouth.ac.uk/student-life/student-voice)

**Student Representation, Feedback and Evaluation**

**Feedback from students on modules and programmes**

Student feedback at BCOM, both as an individual and as part of a cohort, is achieved through various routes. Individual student feedback is collected and collated through the annual Module Feedback exercise and by contact with personal tutors. As part of a cohort the individual students are enabled to send representatives to, and are an integral part of the formal minutes of a number of committees. These include the Board of Governors (BoG), the Programme Committee, academic board, and the Research Ethics Committee. The complete committee structure at BCOM is contained within the Governance and Committee Structure, published on Osteonet. Students are also invited to meet the BoG at an annual, open debate forum. This invitation serves to demonstrate the transparency of the Governance of the College, whilst also serving as an opportunity for students to voice concerns. BCOM also has an independent Student Union who represent student views and whose representatives are invited to attend Board of Governors (BoG) meetings. Students’ cohort representatives are also involved in the annual monitoring processes of the University.

**Annual Module and Programme Evaluation**

At the end of the academic year, individual student evaluation questionnaires are distributed to all students enrolled on the module to ascertain feedback on the content and delivery of the module. The student evaluation questionnaires are collated and analysed along with module evaluation questionnaires distributed to module leaders to contribute towards the Collaborative Performance Appraisal Form the College submits to the University annually.

**Ethics Committee**

Student Union Representatives are invited to attend the BCOM Research Ethics Committee which convenes, on demand, typically twice per year. A student presence on the committee mainly serves as a demonstration of the ethics application and deliberation process but also ensures transparency in decisions made by the committee, which may affect individuals or groups of students.
Your opinions and needs, often known as ‘Student Voice’ are an important aspect of being an HE student. The Quality Assurance Agency (QAA) for Higher Education in the UK suggests that ‘Student engagement is all about involving and empowering students in the process of shaping the student learning experience’. Thus the Student Voice is really important and as such we actively encourage all students to get involved at a range of levels in their learning and in quality assurance, enhancement and management of their course.
Electronic Student Perception Questionnaire (e-SPQ) and National Student Survey (NSS)

The University will invite you (via your University of Plymouth student email account) to complete an annual online questionnaire (e-SPQ) specifically focused on your experiences as a Higher Education student. You will also be asked to participate in the National Student Survey (NSS) at the end of your programme. Both of these provide valuable information to enable us to improve your programme and learning experience. You will receive feedback from tutors on changes that have been made due to your feedback so it is key to engage with these surveys to have your voice heard.

Your Programme
Registration, Term Dates including Exam weeks

The PG Cert Osteopathic sports Care programme is a part-time course delivered over 12 months. Lectures for each module will be delivered over three (3) consecutive days, normally between 9:30am and 5:30pm on Friday, Saturday and Sunday or Saturday, Sunday and Monday. All lectures will normally be delivered at BCOM and there will be a 6- to 8-week break between each module.

Module 1 - Concepts: 26th, 27th and 28th April 2019

Module 2 Exercise and Rehab: 31st May, 1st and 2nd June 2019

Module 3 Osteopathic Sports management: either 5th, 6th and 7th July or 6th, 7th and 8th July 2019.

Assessment schedule and end of year assessments dates are available on Osteonet: [https://www.bcom.ac.uk/osteonet/document-type/timetable-student-information/](https://www.bcom.ac.uk/osteonet/document-type/timetable-student-information/)

Distinctive Features of your programme

The PgCert in Osteopathic Sports Care course provides osteopaths a structured pathway that leads to a formal qualification in osteopathic sports care. The course is delivered over 12 to 18 months and will provide knowledge and skills required for the management of sporting injuries within clinical practice and on-field. A wide range of osteopathic approaches will be included and the faculty comprises of experienced osteopaths who work within the sports care field.

Programme Structure and Pathways

Pg Cert Osteopathic sports care programme is a part-time course over 12-18 months. The programme offers three sequential modules with a break of between 4-6 weeks between each module.
Course Code: 5781

Full / Part Time: Part time

Programme Structure for the PgCert in Osteopathic Sports Care.

<table>
<thead>
<tr>
<th>Module Code</th>
<th>Module Title</th>
<th>No. of Credits</th>
<th>Core / Optional</th>
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<tbody>
<tr>
<td>BCOM 7004</td>
<td>Concepts of Osteopathic Sports Care</td>
<td>20</td>
<td>Core</td>
</tr>
<tr>
<td>BCOM 7005</td>
<td>Exercise and Rehabilitation</td>
<td>20</td>
<td>Core</td>
</tr>
<tr>
<td>BCOM 7006</td>
<td>Osteopathic Management of Sports Injuries</td>
<td>20</td>
<td>Core</td>
</tr>
</tbody>
</table>

Programme Specific Resources

BCOM provides resources that you will need to successfully complete your studies. You will be introduced to these resources during your induction into the college.

- Physiology laboratory under the supervision of research staff. Equipment needs to be booked in the laboratory diary.
- Skeletons and Models are available in the library for student use.

Your Virtual Learning Environment

BCOM has its learning environment intranet, called Osteonet. You will get your Osteonet log in details at enrolment and will be shown how to log in. Re-setting your password can be done by visiting the library desk – library staff will be able to re-set your password there and then.

What is included on Osteonet:

- Module guides - Teaching, Learning and Assessment
- Module documents/syllabi
- Student handbooks and regulations
- Teaching materials (lecture handouts, timetables, and assessment schedules)
- Sample exam questions & examples of coursework
- Links to appropriate academic resources
- Links to Study Skills
- Guide to referencing & other ‘how to’ guides

Your Library - Learning Resources

The institution provides resources that you need to successfully complete your studies. You will be introduced to these resources during your induction into the institution library. You will also be inducted in how to borrow books, access online materials, use systems and obtain the necessary resources to assist you with your studies.

Library staff are readily available to assist you with any queries you may have, including:
• Computing including VLE and Wi-Fi / printing arrangements and connection instructions
• All information is located on Osteonet or through the library, including information on:
  o ID Cards
  o Borrowing guidance including renewals
  o USB stick with handbooks and How to Guides

If you have identified materials or resources that would be useful to other students or if you feel that the resources you can reasonably expect are not available e.g. online, library, physical materials etc., report this as soon as possible to the appropriate member of the academic or support staff. If you judge the response inadequate, contact your Programme Manager and student representative so that the issue can be addressed at the next Programme Committee Meeting.

**IT Facilities & WIFI**

Students have dedicated access to a number of desktop computers in the Library computer room and the Clinical Students’ computer room. Printing, scanning and copying facilities are available. Microsoft Office is BCOM’s standard software suite and offers word processing, spreadsheet and presentation packages. In addition, students have access to specialized statistical software, dietary analysis software and exercise templates for patients. Wi-Fi is available throughout the college.

In the first instance, the Library staff and/or Facilities & Estates Manager at BCOM can be contacted on computing and IT issues.

**Room Access**

The student common room and canteen is open to all students though we do ask that you keep the communal areas tidy. Practical rooms in Lief House are available to use to practise when there are no lectures occurring, the room will have a timetable associated with it, which can be checked for availability.

**Students as Partners – University of Plymouth**

Founded in 1862 as a school of navigation, Plymouth is one of the leading modern universities, ranked in the top 60 internationally under the age of 50 by Times Higher Education. Twice awarded the Queen’s Anniversary Prize for Higher Education, it has won numerous accolades in respect of its teaching and its research. The University has one of the highest number of National Teaching Fellows of any UK university. With two-thirds of its research ranked as world-leading or internationally excellent (2014 Research Excellence Framework). It was also the first university in the world to receive the Social Enterprise Mark.

The Institution is part of Academic Partnerships within the University of Plymouth, which houses around 15,000 students studying across the region and overseas. Academic Partnerships works closely to
support the Institution in development and review of the programme to ensure the highest quality of teaching and learning is offered. The majority of provision delivered is at HE Level 4, 5 and 6 comprising of HNCs, HNDs, Foundation Degrees, Bachelors Awards, Higher and Degree Apprenticeships, however some masters-level study is also delivered.
Students and staff at the University of Plymouth have jointly developed an agreement that sets out key principles that underpin this partnership - “Students as Partners” - which can be found: [https://www.plymouth.ac.uk/student-life/students-as-partners](https://www.plymouth.ac.uk/student-life/students-as-partners)
Applying for your University of Plymouth Student Card

As a University of Plymouth student you are entitled to our student card. This is key for identification purposes but also allows you swipe access into University of Plymouth’s Charles Seale-Hayne library on their main Plymouth campus.

To complete this process you must be enrolled with The University of Plymouth. You will need your Plymouth Student Reference Number (SRN) to apply for a card. Once you have it go to https://eservices.plymouth.ac.uk/app/ and then complete the online form and the card will be posted to your institution for collection.

The Plymouth Online Study Guide

As a University of Plymouth student you are able to access the University’s e-resources through the Plymouth portal (the University’s internal staff and student website).

There is access to over £2 million of e-resources and e-journals in a variety of different subject ranges which can be used to support your studies. This link takes you to the University of Plymouth Library page and if you then click on ‘Popular Links’ – ‘Your Library Subject Guide’ then ‘partner institutions’ it will lead you to your institution pages which are essential to familiarise yourself with Plymouth services and e-resources.

In addition the University has created a Student Study Guide available at www.studywithplymouth.ac.uk which signposts you to a wealth of resources including UPSU (University of Plymouth Students’ Union), Study Skills Guides and using the portal.
Forwarding your Plymouth Emails to your preferred account

Any communications with University of Plymouth will come via your Plymouth email account so it is essential that you forward your University emails to your preferred email address. Please forward your emails on as soon as your programme starts to prevent missing key communications from tutors especially around the topics of module choice and dissertation choice as you enter level 5 study. Instructions on how to complete this is available through www.studywithplymouth.ac.uk under the Library and Digital Learning Tab.

To access the Plymouth portal directly:

- Type in http://student.plymouth.ac.uk into your browser OR if you want to go in via the extranet, key in www.plymouth.ac.uk and then click Login.
- Enter the username and password given to you by your Programme Manager or Learning Resource Staff member.

You will automatically have a University of Plymouth e-mail account accessed through ‘myEdesk’ which includes E-mail, calendar, contacts, (OWA) structured as follows:
Firstname.Surname@students.plymouth.ac.uk. Your password will always be given in this format Dob.dd/mm/yyyy e.g. Dob.10/07/1984. You can change your password once into the portal however please make sure it is something memorable as you will need it throughout your studies.

How to Change or Reset your Password

- To change your password at any time - click on the ‘Change Password’ on the top right hand side of the homepage.
- If you have forgotten your password follow this link: http://www.plymouth.ac.uk/password.

The University subscribes to lynda.com - a comprehensive library of video-based training resources available to all staff and students. Lynda provides a wide range of tutorials dedicated to increasing knowledge across a varied range of subject area and is available at http://lynda.plymouth.ac.uk/.

University Computing Helpdesk
If you have any problems when you are creating your computer account or logging into the student portal or if you can't access the information you need, please contact the University’s computing helpdesk by email: libraryandITenquiries@plymouth.ac.uk or by phone on: (01752) 588588. You could also enquire within your Institution’s HE Office as they have access to the University password changer tool.

Mobile with Plymouth

The free official University of Plymouth app is the must have resource for students or prospective students. It is full of helpful University information that is easily accessible wherever you are. Available at: https://www.plymouth.ac.uk/your-university/about-us/university-structure/service-areas/it-services/mobile-with-plymouth-university

Studying at BCOM

Campus Information and Student Support

- Accommodation adverts are sent out to students
- Catering – the BCOM canteen is run for and by students
- Local Students Union arrangements – BCOM SU organise events throughout the academic year and send out information on these events to students regularly
- Careers Advice and Guidance – in year 4, students have a dedicated module to careers advice and guidance where they will learn about audits, setting up a practice, CV writing etc.
- Learning Development – BCOM holds study skills sessions, and fortnightly coursework workshops.
- Healthcare – BCOM has several hospitals near the campus, including Royal Free. There are also dental practices available, as well as GP practices to register with.
- Counselling services – BCOM employs its own counsellors who are available to all students for free, their details will be provided to students at enrolment. Students can also access Disability Assist by University of Plymouth: https://www.plymouth.ac.uk/student-life/services/learning-gateway/disability-and-dyslexia
- Gym / Recreation facilities – There are two gyms situated very nearby to the BCOM campus:
  - https://www.virginactive.co.uk/promotions/ppc/brand?qclid=EAlalQobChMI4KXJyf62qIVrLztCh2psqzLEAAYASAAEqJe2_D_BwE
  - https://www.better.org.uk/leisure-centre/london/camden/swiss-cottage-leisure-centre
- IT Support – Library staff and the Facilities & Estates manager can help with any IT & computing issues
- Study Spaces – the BCOM library serves as the main space for students to study.

Student Support

Students at BCOM have access to BCOM counsellors which for free. Staff have an open door policy, so students can see them.

Each student can choose their own personal tutor who will be their first point of contact for any queries or concerns through the academic year.
The Registry department provides support on a number of queries and can point students to the appropriate services.

Each cohort has its own Academic Facilitators – 2 students from the year above will guide the cohort through the academic year and will answer queries about preparation for the year ahead, what to expect, how to best approach certain aspects of the course etc.

**Shine**

Self Help Inspiring E-Resources - an innovative new, stand alone, self-help website which was developed through the Student Counselling & Personal Development Service and students. You can watch, read, listen and find apps and useful links to the best online resources and information about mental health and well-being: [https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine](https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine)

**Anytime advice line**

Plymouth has an ‘Anytime advice line’ offering around the clock, free, confidential assistance please follow the link: [https://www.plymouth.ac.uk/student-life/services/learning-gateway/anytime-advice-line](https://www.plymouth.ac.uk/student-life/services/learning-gateway/anytime-advice-line)
Enhancement Activities

The BCOM student Union will organise events throughout the academic year and will communicate these to all students.

Sport and Leisure

The BCOM student Union will organise events throughout the academic year and will communicate these to all students.

Social Activities

The BCOM student Union will organise events throughout the academic year and will communicate these to all students.

Financial Information and Guidance on Funding

For any advice please contact the Registry department at BCOM.

- Fees
- Council tax
- Student Funding arrangement – bursaries, www.gov.uk/student-finance, tax credits
- Disabled Students’ Allowance
- Bursaries
- Any student funding opportunities

Institution Policies

- Institution HE Charter
- Student Code of Conduct
- Health & Safety https://www.bcom.ac.uk/ostenet/document-type/in-an-emergency/?document=2663
- Professional practice Handbook https://www.bcom.ac.uk/ostenet/document-type/college-policies/
- Debt and Fee policies https://www.bcom.ac.uk/ostenet/document-type/college-policies/
- Exam and marking policies https://www.bcom.ac.uk/ostenet/document-type/college-policies/

Assessment

Formative and Summative Assessment

Module documents and guides are available on Osteonet. All coursework, presentations etc have guidance available on Osteonet. An example is shown in the Appendix of this document.

Your performance in a module will be assessed during the academic year, normally through a combination of coursework and end of year examinations. You must pass the assessments in order to be credited with that module for your award. In addition, some modules may have to be passed as pre-requisites for others taken later in your programme.

The method of assessment varies between modules and your lecturers will advise you of the method(s) to be used. This reflects the need to develop a range of different knowledge, understanding and skills. During your programme you may experience some, or all, of the following types of assessment:
• Coursework essay
• Portfolios
• Vivas

In all cases these are chosen and designed to assess your achievement of the particular learning outcomes for the module. Assessment Criteria which are used to judge the extent of your achievement are available on Osteonet.

Please note that ALL assessment marks and results are provisional until confirmed by the Subject Assessment Panel and verified by the Award Assessment Board.

Please reference the Benchmarking Skills Map within the Programme Specification for further details on how the teaching, learning and assessments are achieved within each module. This can be found within your Programme Quality Handbook.

In all cases these are chosen and designed to assess your achievement of the particular learning outcomes for the module. You will be given Assessment Criteria which are used to judge the extent of your achievement.

Please note that ALL assessment marks and results are provisional until confirmed by the Subject Assessment Panel and verified by the Award Assessment Board. Please reference the Benchmarking Skills Map within the Programme Specification for further details on how the teaching, learning and assessments are achieved within each module. This can be found within your Programme Quality Handbook.
Indicative Programme Assessment Schedule, Assessment Flowchart and Hand In Process

Assessment Flowchart

1. **Marking Stage**
   - Student submits assessment e.g. sits exam or completes assignment.
   - Submissions are collated and passed to the Module Leader.

2. **Internal Moderation Stage**
   - Submissions are marked by the Module Leader. All marks are collated by Module Leader and passed to Programme Leader.
   - Unconfirmed marks and assessment feedback given to students within 20 working days of deadline.
   - Internal moderation samples are selected. Moderation undertaken by a second academic.

3. **External Moderation Stage**
   - External Examiners undertake moderation of a selected sample.

4. **Subject Assessment Panel Stage**
   - Marks submitted to Subject Assessment Panel (SAP) for consideration and approval.
   - Confirmed marks issued to students.
   - Marks approved by SAP and forwarded to Institution Award Board.

**Extenuating Circumstances**

Extenuating Circumstances are circumstances which:

- affect your ability to attend or complete an assessment or a number of assessments
• are exceptional
• are outside your control
• can be corroborated by independent evidence
• occurred during or shortly before the assessment in question

Students who wish to claim Extenuating Circumstances should obtain a claim form from their HE Office. The form should be submitted to the HE Office accompanied by independent supporting evidence.

Assessed coursework / major project / dissertation or equivalent:
Extenuating Circumstances claims should be submitted as soon as possible, and normally no later than 10 working days after the deadline for the submission of the work.

Formal Examinations:
Extenuating Circumstances claims with respect to formal examinations should be submitted no later than the Monday after the end of the formal examination week.

Examples of extenuating circumstances that are likely to be deemed invalid:
- Alarm clock did not go off
- Car broke down, train/bus delayed or cancelled, other public transport problems (unless the student can demonstrate that he or she had allowed adequate time to compensate for such problems as might reasonably have been anticipated)
- Child care problems which could have been anticipated
- Accidents or illness affecting relatives or friends (unless serious, or you are a sole carer)
- Unspecified short-term anxiety, mild depression or examination stress
- Cough, cold, upper respiratory tract infection, sore throat, minor viral infection, unless the illness was at its peak at the time of an examination, end-of-module test or in-class test and the corroborating evidence refers to the impact on your performance
- Financial problems (other than cases of exceptional hardship or significant changes in financial circumstances since enrolment)
- Holidays, house moves, family celebrations or other events where you either have control over the date or may choose not to participate
- Computer problems, corrupt data, disk or printer failure or similar
- Problems with postal delivery of work (unless recorded delivery or registered mail)
- Time management problems (e.g. competing deadlines)
- Appointments (legal, medical etc) which could be rearranged
- Sporting or recreational commitments (unless the you are representing the University at national level or your country at international level, or participating in an event that is of benefit to the University’s national or international reputation)
- Debt sanctions imposed by the University.
- Atypical performance
- Close proximity of assessment deadlines to one another.
- E-submission of an assessment file in an incorrect format.

Examples of extenuating circumstances that are likely to be deemed valid:
- Hospitalisation, including operations
- Health problems
- Personal or psychological problems for which you are undergoing counselling or have been referred to a counsellor or other qualified practitioner
- Pregnancy-related conditions and childbirth (including a partner in labour)
- Bereavement causing significant impact/effect
- Major accident or injury, acute ailments or conditions which coincide with an assessment deadline or an examination or test, or are sufficiently long-lasting to impact on a significant part of a term
- Clinical depression or other mental health problem
- Recent burglary/theft/serious car accident
- Jury service which cannot be deferred
- Representing the University at national level or your country at international level, or participation in an event that is of benefit to the University’s national or international reputation.
- For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances. You must submit corroborating documentary evidence (e.g. a letter from your employer) which confirms the particular circumstances, explains why they are exceptional and outside your control and formally supports your claim. If you are self-employed, you must provide independent evidence to support the claim that the pressures are exceptional and outside your control.
- Late diagnosis of, for example, dyslexia, resulting in no support or examination provision.
- Separation or divorce - student or parental (provided the facts and the effects are independently corroborated)
- Unavailability of the student portal prior to the deadline for an assignment or examination where it has been confirmed by the module lead that this would have had a material effect on the preparation for an assessment.
- Examination disruption (e.g. fire alarm going off; excessive noise from building works)
- A significant change to your financial circumstances after enrolment (e.g. a withdrawal of Student Finance England (SFE) funding mid-year).
- Interviews for placements, only in cases where you have asked the employer or provider to reschedule, but this has not been possible. Such claims should be evidenced by a letter from the employer or provider.

The University of Plymouth Extenuating Circumstances Policy can be found here: https://www.plymouth.ac.uk/student-life/your-studies/essential-information/exams/exam-rules-and-regulations/extenuating-circumstances

Academic Offences

Issues of plagiarism and any form of academic dishonesty are treated very seriously. They could result in you failing a module or even having to leave your programme.

The University has developed information on plagiarism which can be found here: https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations/plagiarism

Additional support is available from the library as part of their LibGuides: http://plymouth.libguides.com/c.php?q=48936&p=314461

The University of Plymouth Library also has a LibGuide providing information regarding referencing: http://plymouth.libguides.com/referencing

Students receive a set of study skills lectures which provide support on referencing.

Further support on regulations including academic appeals is available from University of Plymouth at: https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations
Contract Cheating

Issues of plagiarism, collusion and any other form of academic dishonesty are treated very seriously. They could result in you failing a module or even having to leave your programme. Some offences, such as contract cheating, where you deliberately pay someone else to write work for you, will be punished more severely than plagiarism, where you copy a paragraph from a published source without properly referencing the source. Support on referencing including online tutorials is available here [http://plymouth.libguides.com/referencing](http://plymouth.libguides.com/referencing)

Academic Dishonesty: How to stay straight and clean

Types of Academic Dishonesty

- Buy an essay online
- Steal essays from another student
- Not doing your fair share of group work
- Copy bits of your housemate’s essay
- Copy and paste large chunks of an essay from the internet
- Just copy ‘a little bit’
- Work with a friend to produce an individual essay
- Taking bits from a coursework already submitted
- Making up results from a questionnaire

Types of Academic Dishonesty: Exams

- Take a paper out of an exam when you shouldn’t
- Bringing in a translator or dictionary or programmable calculator to the exam
- Bringing in crib sheets or notes
- Getting someone else to take an exam for you
- Using your mobile to get answers in an exam
- Copying the work of another student by looking over their shoulders
- Learning some exam answers off by heart from the internet
- Working with other students to prepare exam answers

Why Cheat?

- I got desperate at the last moment: I could not keep up with the work
- My family expect me to succeed: I have to get good marks
- The lecturers don’t care anyway
- Why not? I will probably get away with it
- All I need is that bit of paper at the end of the course
- But the teacher said, “Work together”!
- I am only showing respect for the original writer, who is far cleverer than I am
- If I write in my own words it will be full of mistakes

Plagiarism

*Definition: using others’ ideas, words or research without clearly acknowledging the source of that information.*

To plagiarise, you:

- never have references to your sources
• Reference some sources, but not all
• Reference bullet points or phrases without showing that they are direct quotations

How not to Plagiarise: Direct Quotations

Either:
• “Place in quotation marks”, or	single spaced with indented margins for large amounts of text, like this
• Give author’s surname, year of publication and page number (write n.p. if there is no number e.g. for internet sources)
• Only use quotations when the exact words are important
• Give the full reference in a list at the end

How not to Plagiarise: Figures and Tables

You can use maps, tables or diagrams from other people but you MUST show the source underneath. Then give the full reference in the list of references.

How not to Plagiarise: Paraphrasing

Take information from a source, put it in your own words (paraphrase) and then add the author (or organisation) and year in brackets. In addition, give the full reference in a list at the end.

Type of sources:
• Direct quotations
• Statistics
• Facts which are not common knowledge
• The results of another’s research or study
• Other people’s theories and ideas
• Other people’s interpretations of events

Some students might feel that paraphrasing is disrespectful, produces nonsense, or poor English. However, a British university education is meant to teach you how to criticise the work of others. We expect original work: your own poor English is preferred to other people’s good English - you will improve. In addition, good paraphrasing improves the meaning.

Writing in your own words

Academic writing involves summarising, synthesising, analysing or evaluating other people’s arguments. To “write in your own words” you understand, reflect on and digest your source material. Then you discuss or re-state this using your own vocabulary and an argument that is structured to the specific task you have been set. (Source: Open University)

Advantages of good paraphrasing
• It clarifies your understanding of the material
• It improves your ability to remember it
• You will be able to use the material in new contexts
• Your argument will be tighter, with fewer words
• Your argument will be appropriate to the question or assignment
• If you can’t handle the coursework you won’t be able to answer the exam questions

Referencing Guide

Online support available through the University Referencing Library Guide including the online version of ‘Cite them rite’

How to reference using the Harvard Referencing System

The University of Plymouth Library has produced an online support referencing guide which is available here: http://plymouth.libguides.com/referencing.

Another recommended referencing resource is Cite Them Right Online; this is an online resource which provides you with specific guidance about how to reference lots of different types of materials. From books to TV shows, journals and podcasts it is expanded regularly to include new types of source material. Although based on the Harvard Referencing System it is useful for all students no matter which referencing system is preferred by their institution.

When the Harvard system is used, acknowledgement of the work of others appears within the text; it includes making direct quotes and paraphrasing. (NB Footnotes do not need to be used with this system; however, your tutor may allow you to use them to expand or qualify points in the text). You need to note the author’s surname, followed by the year of publication and, for a direct quote, the page number.

- Where you are citing from more than one work published by an author in one year you add a lower case letter after the year eg (Bloggs 1994a).
- Where there are two authors, give the surnames of both authors.
- Where there are three or more authors, give the surname of the first followed by et al.

There are several ways in which these references can be made; there are some examples below. (The full details of sources are given in the list of references at the end; see the next section).

Quotation

If you take a passage, a sentence, a phrase, or even a distinctive word from a book, article, or other source you must put the borrowed material in single quotation marks (with double quotation marks for a quote within a quote). Quotations and their introductory clauses need to be grammatically complete. If something is left out of the original quote then three dots should be used to show the omission. If you add words, these should be in square brackets.

eg
He lists twenty-four names of people who had ‘felt hitherto strange and unfamiliar desire to have images formed by light spontaneously fix themselves’ from as early as 1782 (Batchen 1990: 9).

eg
Whilst Williams (1989) suggested that ‘schools in Devon are…’

A longer quotation (more than three lines) should be indented and single spaced in a separate paragraph.

eg
Terry Eagleton explicitly links Freud’s psychoanalytic theories with his politics, claiming that his limitations as a political thinker were conditioned by his own historical circumstances.

When Freud turns to directly political themes, a notable coarsening of his intelligence sets in; like many a bourgeois intellectual, his ideological obtusenesses are at war with his native wit. If Freud had lived through a different, more hopeful political history, much in his theoretical doctrine would have been transformed. (Eagleton 1990: 283)

**Paraphrase**

If you paraphrase or summarise information or ideas from a book, article, or other source you must take great care to put the information into **your own words**, and you must, again, clearly indicate the source from which the information came.

**eg**

Biographies of Rossetti tend to differentiate the successive stages of his career by associating each of them with a particular woman in his life (Prettejohn 1997: 9).

**eg**

E. H. Carr has observed that is a construct consequent upon the questions asked by the historian (Carr 1964).

**eg**

In a further article (Johnson 1989a) it is argued that...

**eg**

In this article (Nicholls et al. 1990) the view is taken that...

**eg**

This finding has been confirmed by other researchers in the United States (Smart 1986; Billings and Brown 1990).

**Secondary Citation**

Sometimes you need to cite the ideas of an author that were referred to in someone else’s writing, though, where possible, you should try to read the original source. You must show that you used the secondary source.

**eg**

Learmouth (1978 cited in Short 1984) acknowledges that it is impossible to...

**List of Sources (Bibliography)**

**Introduction**

All written work should include a list of sources at the end detailing, in alphabetical order by author, all the sources you used to research the topic. (You may divide it into sections according to the format of the resources from which you have obtained information eg Books and Journals; Films; Websites etc.).

When there are two authors, cite them both. For three or more authors cite the first author followed by *et al*.

The following guide combines the conventions used in the Harvard System and the style recommended by the Faculty of Arts.

**Book**
Surname and initials of author (if editor/editors, put ed./eds in brackets after the name)
Year of publication (in brackets)
Title of book (in italics)
Edition (omit if first edition)
Place of Publication
Publisher
Page or chapter numbers if needed

eg

**Article in edited book**
Surname and initials of author
Year of publication (in brackets)
Title of article (in quotation marks)
In , then surname and initials of editor/editors of book, followed by (ed.)/(eds)
Title of book (in italics)
Place of publication
Publisher
Page numbers.

eg

**Article in journal/newspaper**
Surname and initials of author
Year of publication (in brackets)
Title of article (in quotation marks)
Title of journal (in italics)
Volume number (in bold)
Part number (in brackets)
Page number(s).

eg

**Video and Film**
Title (in italics)
Year of release (in brackets)
Medium
Director
Other relevant detail re writers, performers etc.
Distributor
Other relevant detail re physical characteristics eg size, length of film

eg
If you are citing the relevance of a particular individual, begin with that person’s name and contribution.

**eg**

**Television / Radio Programme**
Title of programme (in italics) or, when in series, title of programme (in quotation marks) and title of series (in italics)
Broadcast date
Other relevant detail re producer etc.
Network
Other relevant detail re physical characteristics, length of programme etc.

Video, 45 minutes.

If you are citing the relevance of a particular individual, begin with that person’s name and contribution.

Video, 55 minutes.

**World Wide Web Document**
Author or editor (if known)
Title of document (in quotation marks) followed by Online (in square brackets)
Location of document (full web address)
Access date (in square brackets)

**eg** Brown, M. ‘Impressionist painting’ [Online] [http://www.fisk.edu/] [27th September 1999]

**Article in Electronic Journal**
Author
Year of publication
Title of article (in quotation marks)
Title of journal (in italics)
Type of medium (in square brackets)
Volume, part of journal
Location of document (full web address)
Pages (if given) or other indicator of length
Available: Supplier/ Database name/ Identifier or number (if given)
Access date (in square brackets)


**Miscellaneous**
For information about citing letters, computer software, music recordings, performances, works of art, interviews, maps etc. please refer to the *MLA Handbook for Writers of Research Papers*. Please note that when using these examples the elements of the entry are suitable for Harvard, but that you need to put the date of publication in round brackets after the first element.
Use of Latin
You will encounter a variety of Latin abbreviations in references, especially if the book or article is more than twenty years old. A list of the four most common abbreviations is given below. (It is not necessary to use these when using the Harvard referencing system).

1. *ibid.* [short for ibidem] meaning “in the same book, chapter etc.” and used when a reference is given to the same source as the immediately preceding reference. For clarity you should add the page number.
   eg
   60. *Ibid.*, p. 84


3. *op. cit.* [short for opere citato] meaning “in the work already quoted”
Both *loc. cit.* and *op. cit.* are used when the full reference has already been given in an earlier footnote, but not in the immediately preceding one. For clarity, you should add the page number of the relevant passage and also the date if the author has more than one source listed in your footnotes.
   *passim* [from passus meaning scattered] and used when a point is made in many places, here and there or throughout a passage, a chapter or even a whole book.

   eg a reference to ‘pp. 60-80’ might indicate a concentrated discussion of an idea, whereas ‘pp.60-80 passim’ shows that the idea makes numerous, but sporadic appearances.
Hand in Process

Assessment timetables are available for each cohort on Osteonet. These are sent to both faculty and the student body for feedback prior to being accepted by Management. Students are asked to feedback at the start of the academic year any concerns with the timetabling of assessments.

BCOM prides itself on the feedback given to students. The feedback should enable you to understand how you were awarded marks and were the work could be improved. Module leaders are happy to go over marked work on an individual basis.
Students with specific learning difficulties, who have had a report produced, recommending reasonable adjustments for the institution to make, will work together with the Registrar to implement appropriate modifications to assessments to allow the student to be fairly assessed using a format that is suitable to their needs.

An example of the college assessment feedback form:

Submission of Assessed Work

Students will normally be required to hand in a paper copy with the cover sheet attached to be submitted through the coursework box situated in the Lief House Seminar room on the 1st floor, by 16.30pm, as well as an electronic pdf copy sent to coursework@bcom.ac.uk also by the same deadline of 16.30pm by the date of submission. Coursework that has different modes of submission will be noted on the Module TLA guides and students will be notified by the registry team via the student BCOM email address.

Return of Assessment and Feedback

Written feedback and the provisional marks will be available usually 20 working days after submission. Marks are provisional until ratified by the assessment board. Registry will inform students via their BCOM email address when coursework is ready for collection.

ISCE feedback is given immediately after assessment. Results are provided through Registry once the Head of Osteopathy has moderated the provisional assessment marks.
Academic Matters - Procedures for dealing with late submissions and extenuating circumstances

For more detailed programme guidance please see your Programme Quality Handbook available on your Institution website. Your programme operates under University of Plymouth Academic Regulations; to view these regulations, go to: https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations

Late Work

Work submitted after the deadline will be marked as normal to give you an indication of the standard of your work, but a capped mark of 40% will be recorded if the work is submitted up to 24 hours after the deadline and a zero mark will be recorded after this time. Further information can be found at https://www.plymouth.ac.uk/uploads/production/document/path/8/8388/Section_D_Assessment.pdf. If you have a reason that your work was late i.e. illness etc. you can complete an Extenuating Circumstances Form (see below).

Turnitin

Turnitin (http://www.turnitinuk.com/) is an Internet-based ‘originality checking tool' which allows documents to be compared with content on the Internet, in journals and in an archive of previously submitted works. It can help to detect unintentional or deliberate plagiarism.

It is a formative tool that makes it easy for students to review their citations and referencing as an aid to learning good academic practice. Turnitin produces an ‘originality report’ which may be necessary to be attached to your coursework and your tutors will advise you on how to access and use Turnitin where required for your studies. To learn more about Turnitin go to https://guides.turnitin.com/01_Manuals_and_Guides/Student/Student_User_Manual

Turnitin is used in all coursework with the exception of ethics applications. Students in study skills will be given an introduction concerning Turnitin and the first piece of coursework will be a trial for the student to understand both the process and the outcome.

Progression to Further Study & How Your Marks are Calculated

After successful completion of the PG Certificate in Osteopathic Sports Care, graduates may wish to enrol on a Masters degree.

Exam Procedures

Exams are usually at the end of the academic year and will be timetabled on your assessment schedule. Formative assessments are provided for a number of the practical based assessments, which are run as if summative to prepare you for your final year exams. It is recommended that students use the formative assessments to understand their knowledge and receive feedback from the tutors.

For essential help and information about exams follow this link: https://www.plymouth.ac.uk/student-life/your-studies/essential-information/exams/help-and-support-for-exams

External Examiner Arrangements
Each programme has an External Examiner who comes from a Higher Education Institution in the UK (not University of Plymouth). The Subject External Examiner is primarily concerned with the standards of assessment of the subject and therefore attends the subject assessment panel. They will verify the process of assessment throughout your modules advise upon re-assessment (further information can be found within your teaching learning and assessment handbook). Your final result is decided by an Examination Board which happens in June followed by resit boards in September.

You can find your External Examiner reports online through the Digital Learning Environment or DLE (https://dle.plymouth.ac.uk/): click on “Tools/Resources” then “Your External Examiners”. For further programme external examiner details please see your teaching, learning and assessment handbook.
Enrichment and Co-Curricular Activities

Plymouth Compass

While you’re at Plymouth, you’ll gain more than just your degree

The Plymouth Compass helps you to navigate your way through your whole university experience, in both your taught curriculum and your extra-curricular activities. What you learn at university prepares you for more than a career, so the Compass identifies key attributes in four broad areas of your life - academic, civic, professional, and personal.

During your time here, you’ll have plenty of opportunities to practice and develop these attributes, helping you gain experiences, improve skills, and build networks for your life beyond graduation. The Compass also supports us, as a community, to coordinate our efforts to offer you as broad an education as possible. It clarifies what the University values and what it anticipates will help you, as a graduate, in a future that is hard to predict.

Find more information at: https://www.plymouth.ac.uk/your-university/teaching-and-learning/plymouth-university-compass

The Plymouth Award

Students are encouraged to sign up for the Plymouth Award which is designed to recognise and celebrate student achievements outside the curriculum. Many students already make significant contributions to the life of their institution and the communities in which they live and work. The Plymouth Award is one way of recognising the value that we place on these contributions and on the learning and personal growth that students gain from these activities. It is also recognized by many employers as a demonstration that you have gone above and beyond your studies.
The Higher Education Achievement Record (HEAR)

The HEAR includes and extends the existing record of academic achievement: the academic transcript, and the European Diploma Supplement. This information follows the same documentation you would expect for students graduating from any university in Europe. It also features additional achievements relating to co-curricular activities which are formally recognised by the University, for example, the Plymouth Award, or being a Course Rep. A full list of what is included on your HEAR is available on the FAQs website. You can also view an example of a mock HEAR report.
Complaint Procedure for University of Plymouth Students

**Stage 1**

As a student you should raise any issues or problems with your Tutor or alternative member of staff at the Partner Institution where you study. The Institution will work with you to resolve the issue. If you are not happy with the outcome of this stage, you can raise a formal complaint in writing (Stage 2) with the University using the complaints@plymouth.ac.uk email address.

**Stage 1 – Notes**

This is an informal step in the complaints process. It is envisaged that either the Tutor or an alternative Partner Institution representative will be able to resolve the issue raised by you and will meet with you to discuss the outcome.

**Stage 2**

If you wish to raise a formal complaint you need to contact the University’s Complaints Office (CO). The CO will contact the Partner with details of your complaint and will liaise with the Partner in order that they can consider the issues raised. The CO can advise the Partner as to possible solutions that could be offered to address your complaint. The Partner will then write to you to address the formal complaint and to offer a resolution.

If you are not happy with the outcome of Stage 2, you can escalate the complaint to Stage 3 with the University at complaints@plymouth.ac.uk where a Stage Three Complaint Review Panel will take place.

**Stage 2 – Notes**

The University's CO will contact the Partner on receipt of your formal complaint and liaise with the Partner in order that they can consider your issue. The CO will also give advice to the Partner as to ways to resolve your complaint.

**Stage 3**

If you are not happy with the outcome of Stage 2, you should contact the CO. A Stage Three Complaint Review Panel will be set up to review your complaint. After the Panel has made a decision they will write to you with the outcome. If, following this, you are still not happy with the outcome, your next step would be to take your complaint to the OIA (Office of Independent Adjudicator).

**Stage 3 – Notes**

The Stage Three Complaint Review Panel is drawn from a pool of Academics, Registrars, and the Student Union. The CO will contact the partner on receipt of the student complaint. The partner will then have the opportunity to comment, or to provide a written submission in response to the complaint. The Panel will review all the facts and make a decision regarding the complaint. The CO will write to you with the outcome of the panel's decision and notify the Partner of the Panel’s decision.
Taking Your Learning Seriously

Key Features of University Level Study

Outlined below are key features of University or Higher Education (HE) level education, including what differentiates this from other forms of education e.g. at school, institution or in the workplace.

Attendance

You are expected to take responsibility for your learning and attendance in timetabled sessions. In some modules if you do not attend consistently you may risk losing marks, either directly or by missing an assessed presentation or group activity. Any absence also affects your peers as it may disrupt planned group activities and limit the range of discussions. You will be expected to be available for every week of your Institution terms. Please ensure that holidays are only arranged outside of term and assessment commitments. Students who do not attend run a very high risk of failure.

University of Plymouth expects all students to attend all scheduled classes, field trips and other events that are part of their programme of study. All teaching is developed to give you relevant and necessary experience. We know that students who do not attend perform less well.

If you are ill or otherwise unable to attend, you should send apologies to your tutor and ensure that you have caught up with the work.

Programme leaders work very hard to make sure that teaching and assignments are well designed, and that they support your learning. Where minimum attendance is required before an assessment can be undertaken this will be clarified in the Module Teaching, Learning and Assessment guides.

Due to the clinical nature of the course students must attend 80% of all practical classes in all years. If a student has a problem with attendance then they need to contact as a first point the Registry Department, who monitor attendance. Clinic attendance is 100% and the information in regards to attendance and make ups are available in the Professional Practice Handbook which is available on Osteonet.

Your Approach to Studying

Probably the most significant difference between university level study and other levels of education is the amount of personal responsibility you have. This has implications for how you approach your studies.

Staff will use a variety of educational approaches, depending on the learning outcomes of the module. These may include: lectures, group work, discussion, student led activities, simulation; technology supported activity, practical scenarios, and directed study. Your active participation will enhance your learning. It is **your responsibility** to acquire the required knowledge and skills.
At this level of study, you will be treated as a responsible adult, capable of acting on your own initiative.

You may be used to a learning or workplace environment with fixed hours and routine activities. However HE study requires you to develop new study, time-management and prioritisation skills to make effective use of your study time and to meet programme deadlines. Your weekly timetable consists of planned learning activities, such as lectures, and time for you to undertake additional reading, assignment preparation and private study. The contact time that you have with lecturers is only part of your module timetable. As an indication, the average amount of ‘total student effort’ expected for a 20 credit module will be around 200 hours, but you may only be timetabled for (Institution to insert appropriate number) hours. You must, therefore, learn to use your time constructively. Your most valuable learning will be done in your own time and in your own way.

**Suggested Reading for New Students**


**Reading for your study**

You will not complete your programme successfully if you do not read regularly and in-depth. You will be given reading lists for each module. You should purchase at least one recommended text for each module. Since books are expensive, however, it may be a good idea to pool resources by sharing with friends in a study group.
Please note that you may only be able to borrow basic texts from the library on a short-term basis. Demand for such texts may be very high at certain times in the year; so do not rely on them being available.

You are strongly recommended to follow current issues relevant to your programme in the quality press, for example, The Times, Independent, Guardian and Telegraph. You should also make use of subject-related journals held in the library.

Reading texts for Higher Education demands note-taking as well as reading skills; as with lectures keep careful notes from your reading.

Private Study
Your private study time is likely to be taken up by different tasks for each module or by preparing for tutorials or undertaking some reading of a programme text or library research. In addition, private study time provides students with the opportunity to ensure they have understood the subject, for reflecting on any feedback on assessed work and building up a good set of notes for revision.

Study Groups
In all our programmes, the institution encourages students to learn skills to enable them to work as groups and teams. These are not merely useful during your programme. In any employment context you will find such skills and experiences invaluable. Sometimes you will find you are assessed on a piece of written work or presentation completed as a group. Many students benefit significantly from working collaboratively in study groups, to check their understanding of difficult issues or concepts and to revise.

Personal Development Planning
It is important to bear in mind from the outset of your study that you are working toward a degree that will provide you with a foundation for a potential career. It is important to be aware of your own career direction from the early stages of the programme. Therefore, we place a great deal of importance in Personal Development Planning (PDP). This describes the ‘means, by which students can monitor, build and reflect upon their personal development’.

Therefore, PDP is a structured and supported process undertaken by an individual to reflect upon their own learning, performance and / or achievement and to plan for their personal educational and career development. You are ultimately in charge of your own career direction but we are more than happy to help and advise you throughout your degree programme. You will be introduced to the use of PebblePad which will provide you with a flexible electronic resource which you can use to plot and reflect on your learning achievement. PebblePad allows you to plan and develop strategies for learning and also to reflect and evaluate your accomplishments.

It is hoped that the PDP process available on this programme will enable you to:
Become more effective, independent and confident self-directed learners;
Understand how you are learning and relate your learning to a wider context;
Improve your general skills for study and career management;
Articulate your personal goals and evaluate progress towards your achievement; and
Encourage a positive attitude to learning throughout life.

Factors Affecting Your Learning
In addition to teaching, academic support and private study there are often factors which influence your learning environment. If you are aware of these, you will be able to manage your studies more effectively.

**Effective Learning**

Learning refers not simply to the sum total of facts and information you can recall at a given moment. It also relates to how you use and apply information and how you find, store and retrieve it. One of your aims as a student should be to become a more effective learner.

The quality of your learning will depend on these starting points:

- Your attitudes, attendance, aims and goals
- Your dedication
- Your aptitude for the subject
- Your intelligence
- Your willingness and ability to learn
- Your use of resources - tutors, books, materials, the work experiences built into the programme, etc - and time - your timetabled lectures and tutorials as well as private study.

To assess how well you are learning, you should frequently check your progress by keeping in touch with your tutors and your fellow students and ensure you are up-to-date with deadlines.

**Time Management**

Good time management lies at the root of effective learning. You will need to plan the use of your time carefully. You will have the demands of your programme, learning in lectures and tutorials, working on assessments and completing your private study to consider.

A personal timetable can help you in assessing all your priorities: paid work, social and family commitments, as well as your studies.

You will have to think realistically about the number of hours that you need to study to be a successful student. If you are studying full-time, we would expect that your lectures, other timetabled sessions and private study taken together will only account for a proportion of the 200 hours of study required for each 20 credit module. However, the amount of study effort required varies from student to student.

**Coping with Stress**

Stress can be a serious problem, particularly in your first year when you may be adjusting to a new environment, arranging accommodation, managing your finances, living away from home and balancing your time between study and family / work commitments. There is, however, plenty of help available and you are encouraged to make use of support services, such as the Institution Counselling Service available within BCOM. The counsellors can be contacted directly and their numbers are on the notice boards throughout the college – as well as available from the Registry Department if needed.

University of Plymouth has also developed a set of e-resources to help support students wellbeing. Self Help Inspiring E-Resources (SHINE) are available here: [https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine](https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine)

**Learning Skills**
Some students find the transition to university level study, particularly student-centred learning, more difficult than they expected. This can be because they have not yet developed the required learning skills. Although you will receive help throughout your programme to improve these skills, there is specific support, advice and resources available through the Institution’s Learning Skills Service concerning issues such as:

- Presentations
- Essay Writing
- Referencing
- Time Management
- Reading and Note-taking
- Revision and Examinations

New students have a 6-week introductory period on study skills and the lectures and the How to Guides are available on Osteonet and the USB sticks provided at the start of your year 1 at BCOM.

University of Plymouth has a suite of excellent support resources which are available at: https://www.plymouth.ac.uk/student-life/services/learning-gateway/learning-development
What next?

Employment and Progression Opportunities

As a student studying Higher Education your programme has been designed to help you to succeed in your career aspirations and has been designed with the involvement of employers. Many of these are prepared to come to your Institution to give talks to students about their working environment and the qualities that they expect in potential employees. Please make every effort to attend such events and to profit from such employer contacts.

Many of your teaching staff will also be able to give you helpful career advice. The Institution Careers Service offers information, advice and guidance to students at all stages of their programme.

Further advice is available from the University of Plymouth Careers and Employability Service. As a graduate you will have a wide choice of career opportunities throughout the private and public sectors, both in the United Kingdom and abroad.

Work-Based Learning (WBL) / Work Related Learning (WRL) and Employability

WBL and WRL, in its various forms, is one of the major defining characteristics of your studies. It plays a central role in enabling you to apply academic study to workplace environments and problems. In turn, your programme of study should enable you to integrate knowledge and skills developed in WBL / WRL into your project work and study in taught modules.

An employable graduate is one who is able to meet the requirements of employers and fulfil their career aspirations at a graduate level. They will be able to apply the skills, knowledge and personal qualities developed during their programme to the workplace and other contexts. An employable graduate will need to be able to:

• Demonstrate and apply graduate attributes and skills;
• Demonstrate and apply career management skills: e.g. preparing effectively for the recruitment and selection process;
• Demonstrate and apply lifelong learning skills: e.g. reflecting critically on academic, personal and professional development, identifying and articulating achievements and planning for the future;
• Demonstrate business and organisational awareness: e.g. understand changing working practices, including self-employment, with particular reference to the professions and sectors relating to their programme of study;
• Demonstrate an international outlook: e.g. understanding the attributes and breadth of outlook appropriate for working in a global economy.

Your programme has been designed to put all this in perspective, and give you the opportunities to develop the requisite skills. Work-related skills are integral to the modules and many specifically offer you the opportunity to experience the world of work, even if you are studying full time. Your programme specification details the knowledge, skills and understanding you will be able to demonstrate when you gain your award which is available in your Programme Quality Handbook.

Graduation and Results Guidance

University of Plymouth has developed a guide to your statement of results, transcripts and award verification. The information has been gathered together to help answer any questions you may have regarding your results, how and when you can access them and links to further information on what happens if you fail any part of your course. Click here to access the guide:

https://www.plymouth.ac.uk/student-life/your-studies/essential-information/results-guidance-notes

BCOM holds a graduation ceremony usually in October. Registry will inform all students eligible to attend with the results at the end of the academic year.

Alumni

As Plymouth Students you are part of the Plymouth Alumni. More information can be found at https://www.plymouth.ac.uk/alumni-friends/alumni

As well as being able to join the Plymouth Alumni, BCOM graduates are able to join the BCOM alumni and Registry will ask you if you wish to join once you have completed the course.

United Kingdom Visas and Immigration (UKVI)

If you are an EEA (European Economic Area) or Swiss national you are entitled to enter the UK freely and have automatic right of residence for up to three months without needing to demonstrate that you are exercising a right of free movement (or right to reside), for example, to study or work.

Thereafter, you must be in the UK exercising a right to reside. Once you have enrolled at your partner institution/University of Plymouth you will have the right to reside, provided you meet the requirements around having comprehensive sickness insurance (CSI).
The European health insurance card (EHIC) is acceptable evidence of CSI and can only be obtained from your country of residence therefore please obtain this before you travel to the UK. For more information on CSI, exercising your right to reside and right of permanent residence, please visit the UK Council of International Student Affairs website, 

If you are from outside the EU the compliance / immigration team at your college will need to check that you hold the correct visa that permits study in the UK. If you require a Tier 4 visa for study in the UK, they will be required to ensure you meet all Tier 4 requirements before issuing you with a CAS, so you can apply for a Tier 4 visa. Copies of your visa and passport will need to be checked and stored by your college at enrolment and there may be other processes connected with immigration compliance that you will be expected to follow
For further information please contact your Immigration/Compliance/International team:

Admissions@bcom.ac.uk

University of Plymouth publish regular updates specifically for new and current international students. Please find these here: https://www.plymouth.ac.uk/international/compliance/updates

International Students studying in the UK are able to access specialist services and guidance through University of Plymouth’s International Student Advice team (ISA). From the day you accept an offer, right through to graduation, they will offer help and advice so you can get the most out of your studies, and your time in the UK. For more information visit: https://www.plymouth.ac.uk/student-life/services/international-students/international-student-advisory-service

Anything else?
Frequently Asked Questions:

What if I want to withdraw from, or suspend, my course?
If you are considering withdrawing from the University or interrupting your studies for any reason, please consult your programme leader and seek advice if you are experiencing difficulties. Just talking to someone may be enough to put you back on track. Students choose to interrupt study or withdraw for a variety of reasons and we may be able to help.

If you decide that you don’t want to continue with your studies in this academic year, it is important that you correctly withdraw or interrupt study as there are academic and financial implications that you need to consider. For international students there will also be implications with regard to your visa.

You must complete the withdrawal or interrupt study form, which is available from the Registry Office. Please note, if you wish to email this form we’ll only accept it if sent from your University of Plymouth student email account as proof of signature. Do not, under any circumstances withdraw or interrupt study without completing this form.

Depending on the date you withdraw or suspend study, you may be deemed to have had an attempt at the modules you are enrolled on. Further information on the cut-off dates by which you would be considered to have an attempt are detailed on our withdrawing from a module pages (https://www.plymouth.ac.uk/student-life/your-studies/essentialinformation/regulations/withdrawing-from-a-module).

If you have extenuating circumstances for withdrawing or interrupting study you should complete an extenuating circumstances claim form now. A valid claim for extenuating circumstances could mean you do not lose an attempt at some or all of your modules. This is important as there is a maximum number of attempts any student can have at a module and second and third attempt marks are capped. Please refer to our extenuating circumstances policy for more information on making a claim (https://www.plymouth.ac.uk/student-life/your-studies/essentialinformation/exams/exam-rules-and-regulations/extenuating-circumstances).

For further details on funding implications, please see the BCOM tuition fee policy: https://www.bcom.ac.uk/osteonet/document-type/college-policies/.

We recommend that you discuss this with them before you make your decision as this may affect your ability to receive funding in the future.

Once your withdrawal/interruption has been formally processed, BCOM will communicate this to University of Plymouth who will communicate this to the relevant funding body advising them of your last date of attendance as recorded on your withdraw/interrupt study form.

If you require any support with your student funding please contact UPSU: Advice.

What if I want to change my course?

You'll need to get advice from your Programme Leader, Personal Tutor if you wish to change course. You will need to complete a form and get your current Programme Leader to sign it, along with the Programme Leader of the course you wish to join. The form is available from the HE Office. It is important that you follow University procedures as you may find that your student loan is at risk if you do not. You will also be required to inform Student Finance England/Student Finance Wales/Student Finance Northern Ireland/Your Funding Body to a change in your circumstances.

Where do I get my Timetable?
You can access your timetable in the following ways:

By contacting the Registry department: Registry@bcom.ac.uk
Or by visiting Osteonet: https://www.bcom.ac.uk/osteonet/document-type/timetable-student-information/

How do I submit my coursework?
Please see the section on Assessment above.

How do I raise an issue?
Please contact the Registrar in the first instance. Depending on the issue, you can also raise an issue through your class reps or SU reps who will bring it to senior management at the termly programme committee meetings.

How do I find out who my personal tutor is?
Registry staff will circulate a list of available personal tutors, students will then be able to choose from that list themselves.

Where can I find information about:

Counselling
You will receive a flyer with the counsellor’s details, you can also contact the Registrar for information. https://www.bcom.ac.uk/osteonet/document-type/student-support/?document=1910

The student union
BCOM’s student union are proactive in getting all students involved, they will circulate information to all students on a regular basis. You can find out who your reps are by contacting the Registrar.

University of Plymouth Students’ Union (UPSU) is an independent registered charity that seeks to represent all the students of University of Plymouth. We facilitate student representation at all levels, host the sports clubs and societies, manage campus sport facilities and provide volunteering opportunities, independent advice, entertainment, shop, accommodation, catering and bars. The website here https://www.upsu.com/ provides more information.

Disability Assist
By contacting the Registrar: Registrar@bcom.ac.uk

Help with writing essays and study support
Study skills sessions are given in the first term of year 1. Further support can be given by module leaders.

What should I do if I can’t make a deadline/sit an exam?
Please see the section above regarding Extenuating Circumstances, and always inform the Registrar at the earliest opportunity.

Who should I speak to regarding careers/employability?
Your lecture leaders
The Head of Osteopathy and Programme Lead: ManojM@bcom.ac.uk
When is graduation?
BCOM’S graduation ceremony is normally held in October. Details for will be sent with final results to students who have graduated.