



# **Undergraduate Programme Handbook**

2011 - 2012

School of Management and Languages

# School of Management and Languages Undergraduate Student Handbook 2011 – 2012

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*The information contained within this Handbook is correct as of 1<sup>st</sup> August 2011. Students are advised to check the Undergraduate section of the School website for revised editions in order to ensure they are familiar with the most up-to-date details of their programme:*  
<http://www.sml.hw.ac.uk/undergraduate>



## **PART A: SCHOOL INFORMATION**

### **1 Summary of Key Information**

<b>School Undergraduate Team Manager</b>	Shona McIntyre	MB 1.25	<a href="mailto:S.McIntyre@hw.ac.uk">S.McIntyre@hw.ac.uk</a>
<b>School Undergraduate Office: Undergraduate Secretaries</b>	Catherine Clephane Julia Hill	MB 1.27	<a href="mailto:ugoffice@sml.hw.ac.uk">ugoffice@sml.hw.ac.uk</a>
<b>School Exams Officer</b>	Alison Wilson	MB 1.28	<a href="mailto:Alison.J.Wilson@hw.ac.uk">Alison.J.Wilson@hw.ac.uk</a>
<b>School Office: Clerical Officers</b>	Peter Gerrard Yuka Scott	MB 1.23	<a href="mailto:P.Gerrard@hw.ac.uk">P.Gerrard@hw.ac.uk</a> <a href="mailto:Y.Scott@hw.ac.uk">Y.Scott@hw.ac.uk</a>
<b>Undergraduate Secretary: LINCS</b>	Sheila Hodder	HP G.09	<a href="mailto:S.Hodder@hw.ac.uk">S.Hodder@hw.ac.uk</a>

#### **Key Office Locations**

All undergraduate queries should initially be directed to the School Office in MB 1.23.

School Undergraduate Office

Room 1.27

Mary Burton Building

School of Management and Languages

Heriot-Watt University

Edinburgh, EH14 4AS

Tel: 0131 451 3556

Fax: 0131 451 8237

Email: [ugoffice@sml.hw.ac.uk](mailto:ugoffice@sml.hw.ac.uk)

#### **Key Dates in Academic Year 2011 - 2012**

Semester 1 teaching starts	Monday 12 <sup>th</sup> September 2011
September Edinburgh holiday	Monday 19 <sup>th</sup> September 2011
Semester 1 teaching finishes	Friday 2 <sup>nd</sup> December 2011
Semester 1 assessment	Monday 5 <sup>th</sup> December 2011 – Friday 16 <sup>th</sup> December 2011
Semester 1 break (Christmas)	Monday 19 <sup>th</sup> December 2010 – Friday 6 <sup>th</sup> January 2012
Semester 2 teaching starts	Monday 9 <sup>th</sup> January 2012
Semester 2 teaching finishes	Friday 30 <sup>th</sup> March 2012
Semester 2 break (Easter)	Monday 2 <sup>nd</sup> April – Friday 19 <sup>th</sup> April 2012
Semester 2 assessment	Monday 23 <sup>rd</sup> April 2012 – Friday 18 <sup>th</sup> May 2012
Re-sit diet	Thursday 2 <sup>nd</sup> August – Friday 10 <sup>th</sup> August 2012
Graduation ceremonies	Tuesday 19 <sup>th</sup> June – Friday 22 <sup>nd</sup> June 2012 Thursday 15 <sup>th</sup> – Friday 16 <sup>th</sup> November 2012

Academic Calendar: <http://www.hw.ac.uk/student-life/how-to-apply/academic-calendar.htm>

***Students are required to attend for the entirety of Semester One and Two teaching periods and be present for the full examination and resit diets. Students should not book holidays during these periods.***

## **2 Welcome and Introduction**

### **2.1 Welcome from the Principal of Heriot-Watt University**

I am delighted to welcome you as a student of Heriot-Watt University!

Heriot-Watt University has a well earned reputation as Scotland's most international and outward-looking University. With three campuses in Scotland (attended by a high percentage of students from across the world), our new Campus in Dubai, and Learning Partner institutions across the world, we have a vibrant and diverse learning culture which is unique and unmatched by other universities in the United Kingdom. We are keen to give our students the opportunity to develop an international dimension to their studies which will enhance their opportunities for future growth.

Students at all our campus locations are an important part of our global community and I very much hope you enjoy your time with us.

*Professor Steve Chapman  
Principal and Vice-Chancellor*

### **2.2 Welcome from Head of School**

Welcome to the School of Management and Languages. The School is committed to providing its students with the education and personal development skills required by today's graduate employers. We take pride in the achievements of both our past and present students and the role the School has played in their success.

Your academic performance is directly related to the amount of effort you put into learning and studying. The more you put in, the more you will get out. This "student-centred" approach to learning places responsibility for how well you do into your own hands.

However, university life is not solely about lectures and studying; take the chance to make new friends and perhaps participate in some of the many societies Heriot Watt has. Enjoy this beautiful campus and the city of Edinburgh.

We have produced this handbook in order to answer many of the questions that students have during their studies here, including administrative procedures relating to the running of our undergraduate degree programmes, School and University policies, and support services available to you. We hope you will find this information useful.

*Professor Gillian Hogg  
Head of School*

### **3 General Information about the School**

#### **3.1 School Overview**

The School of Management and Languages has over 2000 full-time students, and over 100 members of academic staff. The School operates from the Edinburgh campus, with bases at both the Scottish Borders Campus in Galashiels, and the Dubai campus. We offer a diverse portfolio of degree programmes across a broad range of subjects at both undergraduate and postgraduate levels.

Within the School there are three departments:

1. Accountancy, Economics, and Finance
2. Languages and Intercultural Studies (LINCS)
3. Business Management

We have over 20 undergraduate degree programmes, many with a large degree of commonality in the early stages, allowing you to defer ultimate subject choice beyond first year and make the study choices most suited to your future career path. The flexibility of our undergraduate programmes reflects the importance we place upon student choice.

There is also a strong international orientation within the School, we have active exchange programme and several of our degrees include the opportunity to spend a year studying abroad.

#### **3.2 School Staff**

Contact details for all School of Management and Languages academic and support staff involved in undergraduate teaching and administration can be found in *Appendix B* at the end of this handbook. Staff details may also be viewed online at <http://www.sml.hw.ac.uk/staff-directory.htm>.

##### **3.2.1 Office Hours for Academic Staff**

Most academic staff set aside certain hours each week when students may visit them in their offices without appointment. "Office hours" are normally displayed on the lecturer's door or noticeboard. Alternatively, students may make an appointment to see a member of staff at another mutually convenient time.

#### **3.3 School Buildings**

Campus maps showing the location of academic buildings and student residences are available from University Main Reception, or online at <http://www.hw.ac.uk/documents/edinburgh-campus-map.pdf>

The School of Management and Languages is located across three buildings at the western edge of the campus next to the University Library:

### **Mary Burton Building**

Mary Burton is home to the Departments of Accountancy, Economics & Finance, and Business Management, as well as the School Office and the School Undergraduate Office. In addition there are three PC labs on the ground floor – G.11, G.22 and G.51.

Building abbreviation: **MB**

### **Henry Prais Building**

Henry Prais is home to the Department of Languages and Intercultural Studies. There is wi-fi access throughout the building, a PC lab in 1.20 and a self-study Language laboratory in 1.17.

The building is open to students from 8.30am to 5.30pm daily from Monday to Friday; between 5.30pm and 11.00pm entry is obtained via the digital lock. On Saturdays and Sundays entry is via the digital lock, which allows access from 8.30am to 11.00pm. Any student using the building after 5.30pm or at weekends must sign the out-of-hours book in the entrance hall; this requirement also extends to those already in the building at 5.30pm.

There are 75 lockers on the ground floor of the building. These are available for use by students who are not resident on campus. More information on the use of these lockers will be provided to students during orientation

Building abbreviation: **HP**

### **Esmée Fairbairn Research Centre**

Esmée Fairbairn is home to the School Postgraduate Office, the School Research Office, and also many of the staff involved in postgraduate teaching and administration. The building also houses a new computer study area for postgraduate and final year undergraduate students with 15 PCs, a wi-fi area and self-study space. During peak periods of the academic year (e.g. exam and re-sit periods) a booking service may be in operation.

The building is open to students from 9.00am to 5.00pm daily from Monday to Friday. There is no access on weekends.

Building abbreviation: **EF**

### **PC Labs**

There are a number of PC labs across the Heriot-Watt campus. A map indicating the locations of these labs can be found here:

[http://www.hw.ac.uk/it/Guide\\_to\\_Services/pclablocations.html](http://www.hw.ac.uk/it/Guide_to_Services/pclablocations.html)

### 3.4 Communications

#### 3.4.1 Contact Details

It is essential that the School and the University are kept informed of any changes to students' contact details, particularly term-time and home addresses. It is the responsibility of the student to notify the School Undergraduate Office as soon as a change occurs ([ugoffice@sml.hw.ac.uk](mailto:ugoffice@sml.hw.ac.uk)).

Change of Address forms and many others are available online here: <http://www.hw.ac.uk/registry/forms.htm>

Completed forms should be returned to the Student Services Centre in the Hugh Nisbet building for processing.

Please note that it is particularly important to ensure address details are kept up to date.

Please note that all results letters (June and August) are automatically sent to students' home addresses therefore it is particularly important to ensure address details are kept up to date.

#### 3.4.2 E-mail

New students will be issued with instructions on how to set up their e-mail account during enrolment.

Returning students will have continued access to their e-mail.

Please note that students' Heriot-Watt e-mail addresses are used by academic and administrative staff to send important information throughout the year. Staff will only use official Heriot Watt e-mail addresses to when writing to their students.

**Students must either check their HW e-mail regularly, or redirect it to the e-mail account they wish to access it from.**

More information regarding Heriot-Watt's I.T. facilities and regulations can be found at: <http://www.hw.ac.uk/it>.

#### 3.4.3 Noticeboards

The following noticeboards are currently located throughout the School and students are expected to regularly check them. \*

School Undergraduate Office	opposite MB 1.26
Accountancy and Finance	outside MB G.42
Economics	opposite MB 1.16
Languages	ground floor, Henry Prais
Business Management	opposite MB 1.45
Mentor Lists	outside MB 1.24
Timetables Noticeboard	by MB G.20
Examinations Results	outside MB G.13

#### 3.4.4 SML Twitter

The School of Management and Languages has its own Twitter feed, which we keep updated with news of, events, external links, opportunities and important University deadlines. It's also the place to go for the most up to date information during times of particularly fast-paced changes, such as weather disruption. [http://twitter.com/#!/heriot\\_watt\\_sml](http://twitter.com/#!/heriot_watt_sml)

#### 3.4.5 VISION

Heriot Watt University has a Virtual Learning Environment (VLE), called VISION. Each of your courses will have a VISION space on the VLE and your lecturers will use this space to post class materials, such as reading lists, details of assignments or announcements of revision sessions. You may also be required to use VISION to upload your work through Turnitin, a plagiarism detection programme which is in regular use by the School.

There is also a School-wide VISION area currently under development that will contain useful information, links and notices for all SML students.

Once you've registered and have your username and password, you can access VISION here: <https://www.hw.ac.uk/vision>.

More information about how the University uses VISION can be found here: <http://www.hw.ac.uk/edu/vle/index.htm>

### 3.5 Mentoring

The School of Management and Languages operates a mentoring scheme, introduced in the summary below. Further details regarding the University's mentoring scheme can be found in Part B2: 1.1

#### Aims

To assign each undergraduate student entering the School of Management and Languages (the mentee) to a member of academic staff in the School of Management and Languages (the mentor) who can be consulted on all aspects of the University and who will provide a mechanism whereby the progress of each undergraduate student in the School of Management and Languages is monitored and remedial action taken where appropriate.

#### Objectives

The mentees can expect that mentors will:

1. Normally provide the first point of contact when advice is required, whether of an academic or non-academic nature.
2. Be able to direct mentees to other sources of information and advice that are available centrally within the University.
3. Monitor each mentee's academic progress.
4. Counsel mentees who fail a module and where possible ascertain the reasons for the failure.
5. Have an overview of the whole of each mentee's University career and should be in a position to provide background information to other members of the University and to Examination Boards.

6. Give advice to the students regarding their Personal Development Plan. The aims of this plan are: a) Provide opportunities for the development of student self-confidence in identifying their own competence and the transferability of the skills they have developed and b) Provide opportunities for the development of guidance and information systems which enable students to monitor and record their own progress.

### **3.6 Student Feedback**

#### **3.6.1 Undergraduate Student-Staff Liaison Committee**

The SML undergraduate student-staff liaison committee (USSLC) is a consultative body, chaired by a convener and attended by staff and student representatives. It aims to provide a forum for discussion about the delivery of SML undergraduate degree and to foster good working relationships between students and staff.

The committee meets once in Semester One and twice in Semester Two. Student representatives for each year groups in each department are elected at the beginning of the academic year. There are also four School Officers, who represent the Students' Union within the school. Their role is to support the year representatives in each department to function as a team on the USSLC and to provide a link between the Students' Union, each department and the School. The Students' Union provides training for School Officers and for student representatives at the beginning of each academic year.

The USSLC provides a forum in which meaningful contributions can be made by students and staff alike and is an excellent opportunity to get involved in the democratic processes within the school and to make a real difference to the quality of your degree. However, it is not competent to deal with matters concerning individual students or members of staff, such as academic misconduct, assessments, or appointments. Such matters must be raised using the appropriate Academic Concerns process as detailed in Section 3.7.

Further information on USSLC will be made available via VISION (VLE).

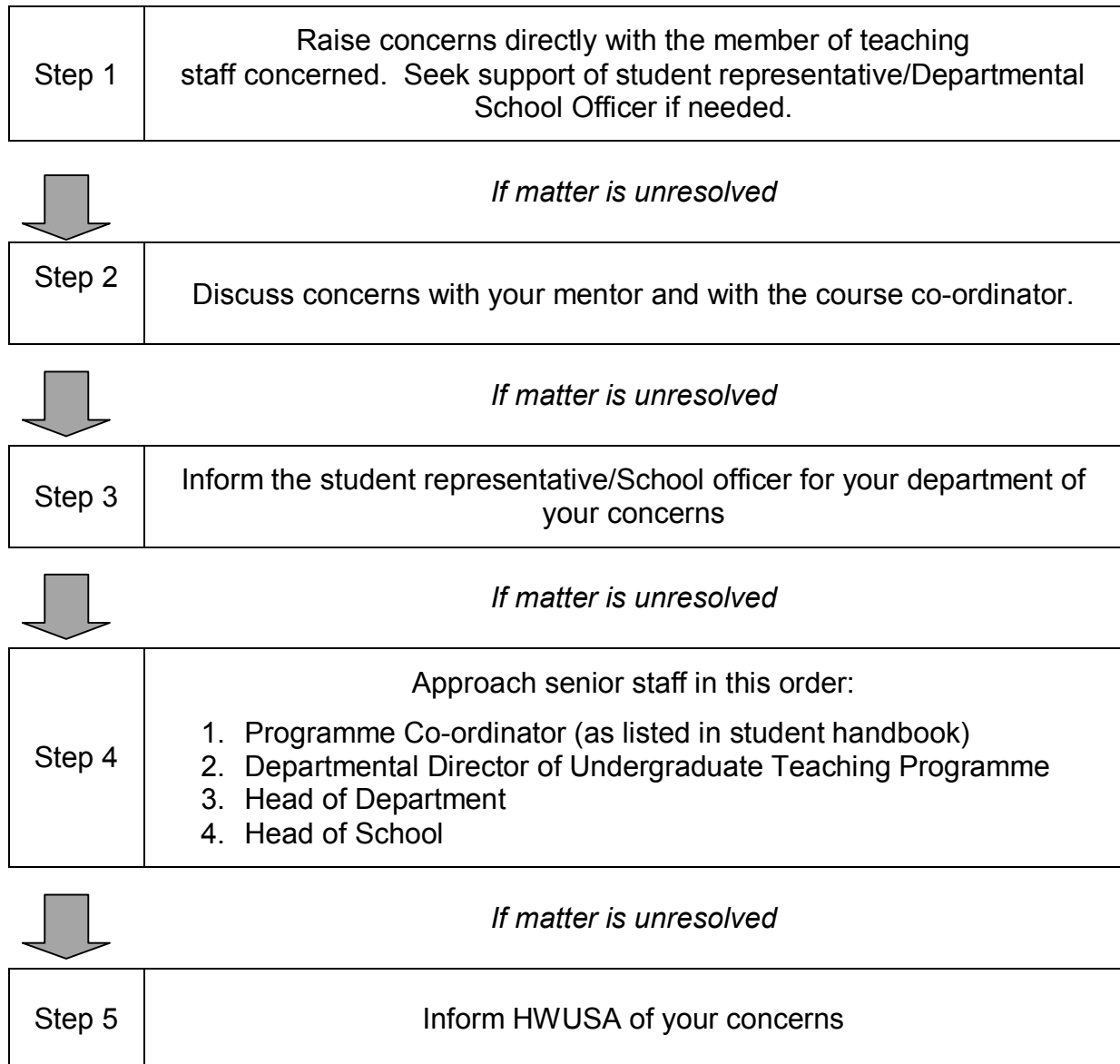
#### **3.6.2 Course Evaluation**

At the end of each course you take you are asked to complete a course evaluation questionnaire, normally through the University's VLE known as VISION. Your views are important to us and the information gathered from these evaluations is analysed by the School and the resulting information is then fed into an annual review of each undergraduate programme.

### 3.7 Academic Concerns

The School of Management and Languages endeavours to foster good working relationships between students and staff. During your course of study you may have concerns regarding your course or programme. Within the School there is an agreed procedure for raising these matters so that they can be dealt with quickly and efficiently (see Figure 1 on following page).

**Figure 1: Process for Raising an Academic Concern**



### **Step 1**

First raise your concerns directly with the member of teaching staff concerned (this may be a class teacher, tutor or lecturer). You should not worry about raising any concern but if you do feel uneasy doing this yourself then can contact your student representative or School Officer for your department who can raise the matter on your behalf. Information on your class representative is posted online on the HWUSA website, the SML website, and on VISION. Information can also be found on the Undergraduate Student Staff Liaison committee notice board on the ground floor of the Mary Burton building just before the library entrance. You can also contact HWUSA directly for information on who are the student representative and School Officers for your year and department.

### **Step 2**

If the matter is not resolved then your next step is to discuss your concerns with your mentor and, if you have not already done so, with the course co-ordinator.

### **Step 3**

If the matter remains unresolved then you should inform the student representative/School officer for your department if you have not already done so. The School Officers and student representatives are members of the Undergraduate Student-Staff Liaison committee. This committee meets three times a year to discuss how programmes and courses are being run. The members of this committee work to resolve any matter that it considers relevant to the running of the undergraduate degree programmes in the School of Management and Languages, such as curricula, teaching and assessment methods. Committee members are able to bring student concerns to the attention of senior staff on your behalf. However, the Committee is not competent to deal with matters concerning individual students or members of staff, such as disciplinary matters, assessments, or appointments.

### **Step 4**

If the matter remains unresolved you are able to approach senior staff directly in the order given in Figure 1.

### **Step 5**

If you still feel that the matter is unresolved you are able to raise your concerns through HWUSA. There is a sabbatical officer offering full time representation for Education and Welfare matters and they can be e-mailed at [vpew@hwusa.org](mailto:vpew@hwusa.org). Please note that HWUSA will ask if you have raised your concerns through the established procedures before they address your issues.

## 4 Key Staff & Office Locations

<b>School Undergraduate Team Manager</b>	Shona McIntyre	MB 1.25	<a href="mailto:S.McIntyre@hw.ac.uk">S.McIntyre@hw.ac.uk</a>
<b>School Undergraduate Office: Undergraduate Secretaries</b>	Catherine Clephane Julia Hill	MB 1.27	<a href="mailto:ugoffice@sml.hw.ac.uk">ugoffice@sml.hw.ac.uk</a>
<b>School Exams Officer</b>	Alison Wilson	MB 1.28	<a href="mailto:Alison.J.Wilson@hw.ac.uk">Alison.J.Wilson@hw.ac.uk</a>
<b>School Office: Clerical Officers</b>	Peter Gerrard Yuka Scott	MB 1.23	<a href="mailto:P.Gerrard@hw.ac.uk">P.Gerrard@hw.ac.uk</a> <a href="mailto:Y.Scott@hw.ac.uk">Y.Scott@hw.ac.uk</a>
<b>Undergraduate Secretary: LINC'S</b>	Sheila Hodder	HP G.09	<a href="mailto:S.Hodder@hw.ac.uk">S.Hodder@hw.ac.uk</a>

### 4.1 School Undergraduate Office

Queries relating to the following undergraduate matters should in the first instance be directed to the School Undergraduate Office in MB 1.27

- Enrolment
- Change of course
- Change of address
- Non-standard Certification Letters
- Programme transfer
- Temporary suspension of studies
- Permanent voluntary withdrawal
- Transcripts
- Exchange Student Matters
- UK Visa Renewal Letters

### 4.2 School Office – MB 1.23

The School Office is located in 1.23 of the Mary Burton Building. Coursework for all SML courses must be submitted to this office. Weekly lists of all coursework submission deadlines for that week are posted around the School. All medical notes should be submitted to this office.

School Office Opening Hours are as follows:

Monday - Thursday	9.30am - 12.30pm	&	1.30pm - 4.45pm
Friday	9.30am - 12.30pm		1.30pm - 4.30pm

### 4.3 School Postgraduate Office – EF 11

The School Postgraduate Office is located in EF 11 of the Esmée Fairbairn Building. Queries relating to the following matters can be directed to this office:

- Inter-Library Loan (ILL) vouchers
- Postgraduate courses offered by SML

## 5 Programme Overview

The emphasis on student choice can be seen in the flexibility of the programmes offered in the School of Management and Languages. There are over 20 undergraduate programmes in total, many with a large degree of commonality in the early stages, allowing students to defer ultimate subject choice beyond first year and to tailor their degrees to suit their needs and aspirations.

### 5.1 Undergraduate Degree Programmes Available in the School

Undergraduate Degree Programmes	Degree Co-ordinator
<u>All Accountancy &amp; Finance degrees</u>	
Year 1 Co-ordinator	Dr Santhosh Abraham
Year 2 Co-ordinator	Dr Boulis Ibrahim
Year 3 Co-ordinator	Dr Moh Sherif
Year 4 Co-ordinator	Dr Audrey Paterson
<u>All Economics degrees</u>	
Year 1 Co-ordinator	Ms Valerie Dickie
Year 2 Co-ordinator	Dr Shumei Gao
Year 3 Co-ordinator	Dr Prabir Bhattacharya
Year 4 Co-ordinator	Dr Prabir Bhattacharya
Management	Ms Josephine Bisacre
Management with Business Law	Ms Josephine Bisacre
Management with Enterprise	Dr Laura Galloway
Management with Marketing	Dr Mark Davies
Management with HRM	Dr Nicolina Kamenou
International Management (IM Queries to Exchange Co-ordinator)	Dr Pierdemenico de Gioia-Carabalesse Ms Shona McIntyre
Foreign Languages and Teaching English to Speakers of Other Languages	Mr John Cleary
International Management and Languages	Dr Pablo La Porte
Applied Languages and Translating	Dr Pablo La Porte
Languages (Interpreting and Translating)	Dr Pablo La Porte
BA Combined Studies	Dr Eddie Jones

Further information on all undergraduate degrees offered by the School can be found in the undergraduate section of the School website <http://www.sml.hw.ac.uk/undergraduate>

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

## 6 Programme Structure and Delivery

The academic year is divided into two semesters, running for 30 weeks from mid-September to the end of May. Each semester will include 12 weeks of classes, with time at the end for revision and assessment. For undergraduate programmes, students take **four courses** in each semester, making a total of **eight courses** per academic year.

A summary of key dates for the academic year can be found on page iii of this handbook. This information is managed by the University and is located here: <http://www.hw.ac.uk/student-life/how-to-apply/academic-calendar.htm>

### 6.1 Programme Information

Within each degree there are mandatory, optional, and elective courses. Mandatory courses form an integral part of the degree and are compulsory. Optional courses are chosen from an identified set of courses relevant to the degree subject. Elective courses can be chosen from a wide variety of subjects on offer across the University. The programme structure for each degree will list the mandatory courses, detail optional course choices available and indicate where elective courses are to be taken.

Programme structures for all undergraduate degree programmes offered by the School are available on the School website: <http://www.sml.hw.ac.uk/undergraduate>

#### 6.1.1 Change of Programme

Students who wish to change degree programme, usually at the end of first year, must obtain the appropriate form from the School Undergraduate Office. Students should first submit the form to the co-ordinator for the degree they wish to transfer into, then to the co-ordinator of the degree they wish to transfer out of, and finally return the completed form to the School Undergraduate Office for processing.

In order to be eligible to change programmes students must have successfully completed their studies up to the date of transfer. It should be noted there is no automatic right of transfer.

### 6.2 Course Information

Course refers to a unit of study which spans a semester. All undergraduate modules are of equal length in terms of student effort. **Students are expected to put in a total effort of 150 hours for each course.** These 150 hours include all lectures, tutorials, computing labs, workshops, background reading, writing up notes, coursework, revision and examination for the course.

For further information on good study skills and effective time management see: <http://www.sml.hw.ac.uk/undergraduate/studyskills/index.html>

At the end of each course an overall grade is awarded:

Overall mark of approximately 70% or more	A
Overall mark of approximately 60% to 69%	B
Overall mark of approximately 50% to 59%	C
Overall mark of approximately 40% to 49%	D
Minimum requirement for the award of credit points but insufficient to continue study in that subject	E *
Performance below the minimum acceptable level for the award of credit points (FAIL)	F

*\* Accountancy and Finance students should note that Grade E is not recognised as a pass by the professional accountancy bodies such as ICAS, CIMA and ACCA.*

For more information about grades and progression, see Part B2: Sections 3 & 4.

### **6.2.1 Course Progression**

The School has approved a change to Progression Regulations for all its Edinburgh-based degree programmes (except for those with a mandatory 3rd year abroad) to set minimum requirements to permit progression to honours. This will be applied at the end of 2<sup>nd</sup> and 3<sup>rd</sup> year.

The Policy takes effect from academic year 2011/12.

- i. Qualification for honours will apply to new 1st year students entering the School from September 2010, onwards.
- ii. The level of performance required for continuation onto the honours route at the end of second year is at least four grade Cs in SCQF level 8 mandatory and/or optional modules at their first attempt; this is in addition to meeting any existing progression requirements (i.e. pre-requisite and credit requirements).
- iii. The level of performance required for continuation onto honours at the end of third year (or for transfer back to honours from the ordinary stream) would be that a candidate obtains at least four grade Cs in SCQF level 9 mandatory and/or optional modules at their first attempt; this is in addition to meeting any existing progression requirements (i.e. pre-requisite requirements and credit requirements).
- iv. Students who meet the minimum credit requirements to progress to stage 3, but not at the specified level for progression to the honours pathway, will transfer to the BA ordinary programme associated with the course.
- v. Students on the BA ordinary stream may be considered for transfer back onto the honours stream at the end of third year if their performance is consistent with the level of performance expected from honours students in third year. Students who choose not to transfer back, or have not performed at the appropriate level, will be eligible for the BA Ordinary degree (subject to meeting the stipulated requirements for the award of the BA ordinary). It is the responsibility of the student concerned to initiate a request to transfer back to honours before the relevant May Award Board associated with their 3<sup>rd</sup> year.
- vi. Resit marks/grades will not be considered towards the progression requirement unless there are approved extenuating circumstances.
- vii. The appeal process will be the normal University appeal process against a decision of the progression board of examiners.

If you have any queries regarding this policy you should contact your mentor or Campbell Powrie, the School's Director of Administration (Student Services).

### 6.2.2 Course Catalogue

The School Undergraduate Course Catalogue is published on the School website at <http://www.sml.hw.ac.uk/undergraduate>

The catalogue contains information on all courses, including aims, assessment methods and topics covered. Students should refer to this catalogue when selecting courses. More detailed information such as an introduction to the course subject, course objectives, teaching methods, tutorial arrangements, assessment, reading lists and a lecture synopsis is usually given out at the first lecture of the course. This is known as the course outline.

No guarantee can be given that all the courses listed in the catalogue will be running; this is dependent on staffing requirements and on student demand. Entry to specialist third and fourth year classes is also restricted.

It is the responsibility of each student to ensure that they have the correct pre-requisites for the courses they wish to study throughout their programme.

### 6.2.3 Course Past Papers

Past papers are made available at the discretion of individual course co-ordinators. Where past papers have been released they will be available on the relevant course webpage. Course co-ordinators may also include past papers in their course handouts. Where a past paper is not available a specimen paper will be provided.

### 6.2.4 Course Mailboxes

Mailboxes are located on the first floor in the Mary Burton building. Each semester mailboxes are allocated to SML courses taught in that term. (*with the exception of Language courses – see Part A, section 6.5 for further information*) These mailboxes are used to leave class information, further reading and handouts. Individual course co-ordinators will advise of whether or not they make use of this facility.

### 6.2.5 Change of Course

Students who wish to change any of their optional/elective courses must complete a *Change of Course Form* before the end of week 3 of the semester in which the course is offered. Forms are available from the School Office in MB 1.23. Students must ensure they have checked with the course co-ordinator for the new course they wish to study that they may be admitted to that course. Once this has been confirmed, students should complete the form and have it signed by their mentor. The completed form should then be returned to the MB 1.23 for processing.

Please note that any changes made after the end of week 3 will be subject to a late change fee levied by the University.

**Failure to notify the School Undergraduate Office of a change in course may lead to a delay in the notification of examination results.**

### 6.2.6 Student Welfare and the Recording of Lectures and Seminars

SML understands and supports the fact that some of our students will have additional learning needs, e.g. dyslexia. SML is therefore aware that some such students find it useful to record their lectures in order to take notes more effectively.

Please be advised that any student who wishes to record a lecture must obtain permission for doing so BEFORE making a recording. Students may not record lectures or seminars without the express written permission of their Lecturer.

Students may not share or publish any portion of a recording, this includes on the Internet and social networking sites. To do so is to breach the rights and trust of their lecturer and any other students captured in the recording.

More information and a permission form can be found online at the Disability Service: <http://www.hw.ac.uk/welfare/disability-service/dyslexia.htm>

### 6.3 Timetable

The School Undergraduate Timetable is published online at <http://www.sml.hw.ac.uk/timetable>. Full copies of the timetable are also posted on the Timetables Noticeboards located in Mary Burton, and Henry Prais.

Please note that Timetable is subject to change and students should regularly check the Timetables Noticeboards or the website for any updates, particularly at the beginning of each semester when changes are more likely.

### 6.4 Assessment

#### 6.4.1 Coursework

Course staff will advise students of the format of any coursework set (e.g. essay, MCQ test, oral presentation), the due date for submission of the coursework and the date set for returning the marked coursework. Any variation in the procedure outlined below will be notified to students by the relevant course co-ordinator.

#### Submission Procedure

Coursework must be submitted to the School Office (1.23, Mary Burton Building). Students must sign-in their coursework as this will act as receipt of submission. Coursework for all SML courses must be submitted to this office. Weekly lists of all coursework submission deadlines for that week are posted around the School. Submission dates for individual courses will be publicised on the coursework office noticeboard.

#### School Office Opening Hours

Monday - Thursday	9.30am - 12.30pm	&	1.30pm - 4.45pm
Friday	9.30am - 12.30pm		1.30pm - 4.30pm

**Coursework will not be accepted outside these hours.**

### **Late Submission**

Coursework submitted after the due date must also be submitted to the School Office (MB 1.23). A Late Coursework Submission Form must be completed and any medical certificates or supporting documentation should accompany the form. Students should retain the receipt, a copy of their coursework and supporting documentation. Students should note that delays that could have been reasonably avoided by proper time management e.g. delays to public transport or PC Lab printer queues, will not be considered adequate reasons for a late submission. In those rare instances where widespread disruption is caused to the student body (e.g. snow closures), students should assume their submission deadlines remain unless told otherwise by the School.

Coursework submitted after the due date for submission but prior to the date set for return of the coursework will be marked. However, it will be subject to a **penalty deduction of 30%** of the awarded mark. All Late Coursework Submission Forms will be reviewed at the appropriate Board of Examiners along with any medical certificates and supporting documentation. The Board will have discretion to reinstate the full mark or reduce the penalty in the light of circumstances. The Board has absolute discretion in this matter and prior opinions will not be available in any circumstances.

Coursework not submitted by the date set for the return of marked coursework will not be marked.

### **Non-submission**

Non-submission of coursework must also be intimated to the School Office. Students will be asked to complete a form and supply any medical certificates or supporting documentation for non-submission.

### **Plagiarism and Academic Misconduct**

The School of Management and Languages takes any breach of academic conduct very seriously and cheating will not be tolerated.

***It is the responsibility of all Heriot-Watt students to ensure that they read, understand and abide by all University regulations regarding academic misconduct.***

To help you, the Student Guide to Plagiarism is included in Appendix A of this handbook. More information on the School's referencing policy and advice on good scholarship practice is included in Part A, Section 7 of this handbook.

More information on the University's policies and procedures academic misconduct (including but not limited to plagiarism, copying, colluding, significant duplicating your own work for and cheating in examinations and other assessments) is included in Part B2: Section 7 of this handbook.

This information is here to help you, make the most of your SML degree programme and includes advice on how to avoid making mistakes that could have a serious impact on your studies.



#### 6.4.2 Examinations

Full-time students in attendance at the University are entered automatically, without fee, for the examinations of courses in which they are registered. Examination diets take place as follows:

Semester 1 exams	Monday 5 <sup>th</sup> December 2011 – Friday 16 <sup>th</sup> December 2011
Semester 2 exams	Monday 23 <sup>rd</sup> April 2012 – Friday 18 <sup>th</sup> May 2012
Resit exams	Thursday 2 <sup>nd</sup> August – Friday 10 <sup>th</sup> August 2012

Students resitting an exam will be subject to an administration charge levied by the University Registry.

It is a student's responsibility to make sure that they attend all their examinations and obey all regulations for examination conduct. More information about exams, including exam timetables can be found here:

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

***Students are required to attend for the entirety of Semester One and Two teaching periods and be present for the full examination and resit diets. Students should not book holidays during these periods.***

#### 6.4.3 Examination Results

##### Accountancy & Finance, Economics, Management

Following each assessment diet provisional marks for School of Management and Languages courses are posted on the Examinations noticeboard (opposite MB G.13/G.14). Marks from semester 1 assessment will remain provisional until ratification by the Progression Board of Examiners following semester 2 assessment in May.

##### LINCS

At the start of semester 2 you will meet with your mentor who will give you your provisional marks for semester 1. Marks from semester 1 assessment will remain provisional until ratification by the Progression Board of Examiners following semester 2 assessment in May.

##### Results Letters

See Part B2: Section 4 for further information on results letters and transcripts.

#### 6.4.4 Prizes for Academic Excellence

SML has a number of academic prizes, which are awarded to students annually in recognition of excellent performance. These include prizes for the best honours dissertations and outstanding overall achievement in each degree programme. Students will be advised of prizes and other exciting opportunities to throughout the course of the academic year through VISION.

### 6.4.5 Ill Health and Extenuating Circumstances

If you are unable to sit an assessment through illness or other extenuating circumstances, or if you believe that your performance has been affected by these circumstances you should notify the School Undergraduate Office as soon as possible. In addition you must submit to the School Undergraduate Office a Medical Certificate, or other appropriate documentary evidence, before the meeting of the relevant Programme Board.

Please note that the University's appeal procedure states that "*medical or other matters which could have been brought to the attention of the Examiners or Board of Examiners prior to the disputed decision being taken shall not normally be considered at this stage the point of appeal*". Regulation 36, 4.1. In effect this means that if you submit an appeal against an examination board decision, based on circumstances that you opted not to disclose to the examination board at the time they arose, then the School would not consider this as a basis for appeal.

## 6.5 Resources for Languages programmes

### 6.5.1 Class Materials

A charge may be payable towards the cost of providing class materials. More information will be provided to students at the beginning of their degree programme.

### 6.5.2 Programme Mailboxes

Mailboxes for each of the four Languages degree programmes can be found on the ground floor of the Henry Prais building. When members of staff wish to contact students they will do so using these mailboxes. Students should check these mailboxes regularly and collect any mail addressed to them.

### 6.5.3 Self-study Language Laboratory

Room 1.17 in the Henry Prais building is a self-study Language Laboratory, providing students with access to foreign language learning resources, including those prescribed for preparation, back-up and practice.

More information regarding access to and proper use of the self-study Language Laboratory will be provided to students at the beginning of their degree programme.

## 6.6 Study Abroad

### 6.6.1 School Exchange Programme

Studying abroad during third year is an integral part of the following degrees:

#### LINT and ALT

The year abroad is an integral, compulsory and vitally important part of the LINT and ALT programmes and has been part of the degree since its inception. Students spend two periods of five months each on placement at

partner institutions with which the School has exchange agreements, moving from the first to the second placement in mid-February.

### FL-TESOL

The year abroad also plays a special part in the FL-TESOL degree programme. Students spend an academic year in just one country, where the main language of study is spoken, participating in a teaching placement. This will enable the student to gain the necessary teaching practice to complete the degree requirements, and to gain the experience of living in the language environment of study. The placement will be as a teaching assistant normally organised through the Central Bureau for Educational Exchange, who have a long established track record in organising such placements, and supporting the students.

### International Management and Languages (IML)

Whilst abroad, students attend appropriate classes in management subjects in the foreign language, as guided by LINCS staff, and take assessment in these courses. They also prepare a Management project, written in English, which forms another vital component of the year abroad, and familiarises students with topical business issues in their country of study.

### International Management

Students spend the year studying abroad at one of our exchange partners who offer business and management courses taught in English. Partners include business schools and universities in Australia, Belgium, Canada, France, New Zealand, Poland, Sweden, and the USA. Students who are fluent in French, German or Spanish may study at our other European partners.

Meetings and information sessions will be held throughout the second year for students who will be studying abroad during their third year. Further information is also available online at:

<http://www.undergraduate.hw.ac.uk/courses/view/N201/>

#### **6.6.2 Outwith the School Exchange Programme**

Students wishing to study abroad outwith the School Exchange Programme must seek prior approval from the School, and the QESC well in advance of the planned period of study abroad. Only students with prior approval will have their studies abroad recognised by the School. Students will be required to provide information about the institution and their proposed programme of study. Application forms are available from the School Undergraduate Office.

The deadline for applications is 27<sup>th</sup> January 2012 (TBC).

## 7. Referencing and Scholarship

### 7.1 Scholarship

It is important as a student at university to read as widely as possible around your subject. Your reading might include media and news but should, in particular, be informed by robust academic work.

There are a number of primary objectives for academic reading:

- To understand a theoretical concept
- To develop broader understanding of a subject
- To expand applied or practical knowledge of a subject
- To understand alternative viewpoints so it is possible to compare and contrast ideas.

*Textbooks are acceptable reading for introductory courses and early years of study. In later years you will find that textbooks can provide the basis for understanding of an area of study. However, you are also expected to refer to current research published in academic journals. Do not confuse scholarly electronic sources with other kinds of information available on the web.*

Many web-based sources are useful, for example, the internet has excellent data about organisations (often written by the firms themselves). There is lots of valuable secondary data, such as economic/market/ population/etc. statistics from official and policy bodies. However, there are many dangers with relying on the internet for data. You must therefore use with caution. Examples of poor information on the web are:

- Open-source information, such as Wikipedia – these have no quality control measures, so you cannot know if the source is accurate or robust. You should therefore avoid open-source sites in assessed work.
- Newspaper and other media articles can be very informative but they usually comprise opinion or a political or social slant so be aware of this when you use them

### 7.2 Referencing

In all academic writing Referencing is essential. Citing sources is the key mechanism used to demonstrate the quality of arguments and evidence. It also allows you to demonstrate that you are not stealing other people's work. Taking other peoples' work and implying it is yours by not citing it correctly is plagiarism. Plagiarism is a serious academic offence. See <http://www.hw.ac.uk/registry/resources/PlagiarismGuide.pdf>.

The School of Management & Languages uses the Harvard Referencing system.

In your assessed work you are expected to use Harvard Referencing whenever you cite a course of information: when you state facts, cite data, or present an argument informed by your reading

- o state which sources support your work
- o if you are presenting a critical analysis also cite the sources that you are refuting

The library has some excellent information on how and where to cite using the Harvard Referencing system. See in particular <http://www.hw.ac.uk/library/Harvard%20citing%20and%20referencing%20handout.pdf>

References should be cited in text and in a separate References Section at the end of your work.

- In text referencing should follow the general rule: Author name (date, page no's where appropriate)  
e.g., *It has been suggested by Reed (2008, pp.30-31)...* or *This has been found several times (Allan, 2001)* or *People should "make sure to reference their work" (McKee, 2007, p.9).*
- In References Section all sources should be listed in alphabetical order by author name:  
e.g. Hall, J. (2006) 'Face facts: a blow for Mars conspiracy theorists', *Nature*, vol.3, p.4-30.

The link above and the presentation available at [Cite-Ref-Harvard-Style.ppt](#) provide many more examples of referencing different types of material. The library also runs several useful sessions on academic practice and plagiarism.

*If you are uncertain, just ask!*

**END OF PART A**

## 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. Kathy Patterson is the Academic Registrar and Deputy Secretary.

Students should contact the appropriate School/Institute in the first instance for any academic query or assistance.

*Please note that the following sections are standard sources of information provided to all students. However, certain aspects are programme-specific and students should refer to Part A where directed.*

### B1. ORDINANCES AND REGULATIONS

Heriot-Watt University has a detailed set of rules which 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 University Ordinances are also supported by University Regulations which detail the rules, policies and practices which Staff and Students must adhere to for all academic matters.

The following section on Academic Support Services often refers to Ordinances and Regulations. These links will provide you with information and guidance on all matters relating to your academic life.

A full list of Ordinances and Regulations are available at the following weblink:

<http://www.hw.ac.uk/ordinances/regulations.pdf>

### B2. QUICK FINDER GUIDE TO ACADEMIC SUPPORT SERVICES

Subject Area		For More Information Please Refer to:
<b>1. Academic Support</b>		
1.1	<b>Mentoring</b>	<a href="http://www.hw.ac.uk/quality/studentsupport.htm">http://www.hw.ac.uk/quality/studentsupport.htm</a> and <a href="http://www.hw.ac.uk/registry/enrolment.htm">http://www.hw.ac.uk/registry/enrolment.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on Mentoring.</i>
1.2	<b>Professional Development Planning</b>	<a href="http://www.hw.ac.uk/careers/pdp/index.php">http://www.hw.ac.uk/careers/pdp/index.php</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on Professional Development Planning.</i>
1.3	<b>Student Feedback</b>	<a href="http://www.hw.ac.uk/quality/studentfeedback.htm">http://www.hw.ac.uk/quality/studentfeedback.htm</a> and <a href="http://www.HWUnion.com">http://www.HWUnion.com</a>  <i>Please refer to the programme-specific information in Part A of this</i>

		<i>handbook for further details on Student Feedback.</i>
<b>2. Enrolment, Attendance and Periods of Study</b>		
2.1	<b>Absence from University</b>	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 1</b> – General Regulation, paragraph 6 <b>Regulation 3 (new)</b> – Modular First Degrees, paragraph 11 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 12 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 12
2.2	<b>Accreditation of Prior Learning</b>	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 46</b> – Accreditation of Prior Learning (APL)
2.3	<b>Amendment to Registration</b>	Application Form: <a href="http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc">http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc</a>
2.4	<b>Attendance</b>	Policy on Student Attendance: <a href="http://www.hw.ac.uk/registry/resources/studentattendancepolicy.pdf">http://www.hw.ac.uk/registry/resources/studentattendancepolicy.pdf</a>  Withdrawal from University: <a href="http://www.hw.ac.uk/registry/resources/withdrawalprocedures.pdf">http://www.hw.ac.uk/registry/resources/withdrawalprocedures.pdf</a>
2.5	<b>Change of Address</b>	Application Form: <a href="http://www.hw.ac.uk/registry/resources/ChangeofAddress.pdf">http://www.hw.ac.uk/registry/resources/ChangeofAddress.pdf</a>
2.6	<b>Enrolment</b>	<a href="http://www.hw.ac.uk/registry/enrolment.htm">http://www.hw.ac.uk/registry/enrolment.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on enrolment.</i>
2.7	<b>Periods of Study</b>	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 3 (new)</b> – Modular First Degrees, paragraph 5 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 10 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 10
2.8	<b>Student Personal Information (Data Protection)</b>	<a href="http://www.hw.ac.uk/students/data_protection_policy.pdf">www.hw.ac.uk/students/data_protection_policy.pdf</a>
2.9	<b>Suspension of Studies</b>	Application Form: <a href="http://www.hw.ac.uk/registry/resources/studentappealform.doc">http://www.hw.ac.uk/registry/resources/studentappealform.doc</a>
2.10	<b>Teaching Timetables</b>	<a href="http://www.hw.ac.uk/timetabling">www.hw.ac.uk/timetabling</a>
<b>3. Guidance on Assessment</b>		
3.1	<b>Assessment</b>	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 3 (new)</b> – Modular First Degrees, paragraphs 13 -19 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraphs 13 – 19 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraphs 13 - 19
3.2	<b>Common</b>	<a href="http://www.hw.ac.uk/registry/policies.htm">http://www.hw.ac.uk/registry/policies.htm</a>

Assessment and Progression System (CAPS)		
3.3	Extension to Assessment Deadlines	<a href="http://www.hw.ac.uk/registry">http://www.hw.ac.uk/registry</a> <i>Please refer to the programme-specific information in Part A of this handbook for further details on extensions to assessment deadlines.</i>
3.4	Ill Health and Extenuating Circumstances - Assessment	<p>A University wide policy on Special Circumstance in Relation to Assessment is in the final stages of development. This will be made available on the Registry website as soon as possible at:</p> <p><a href="http://www.hw.ac.uk/registry/policies.htm">http://www.hw.ac.uk/registry/policies.htm</a></p> <p><a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a></p> <p><b>Regulation 1</b> – General Regulation, paragraph 6  <b>Regulation 3 (new)</b> – Modular First Degrees, paragraph 11, 16, 26  <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 12, 17, 21  <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 12, 17, 21</p>
3.5	Non-Submission of Assessment	<i>Please refer to the programme-specific information in Part A of this handbook for further details on non-submission of assessments.</i>
3.6	Submission of Assessment	<i>Please refer to the programme-specific information in Part A of this handbook for further details on submission of assessment.</i>
<b>4. Examination and Re-assessment Procedures</b>		
4.1	Assessment Results	<a href="http://www.hw.ac.uk/registry/examinations.htm">http://www.hw.ac.uk/registry/examinations.htm</a> <i>Please refer to the programme-specific information in Part A of this handbook for further details on assessment results.</i>
4.2	Discretionary Credits	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <p><b>Regulation 3</b> – Modular First Degrees, paragraph 23  <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 20  <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 20</p>
4.3	Examinations	<a href="http://www.hw.ac.uk/ordinances/ordinances.pdf">http://www.hw.ac.uk/ordinances/ordinances.pdf</a> <b>Ordinance 2</b> – Fees, Charges, Fines and Debts <i>Please refer to the programme-specific information in Part A of this handbook for further details on examinations.</i>
4.4	Examination Diets	<a href="http://www.hw.ac.uk/registry/examinations.htm">http://www.hw.ac.uk/registry/examinations.htm</a> <i>Please refer to the programme-specific information in Part A of this handbook for further details on examinations diets.</i>
4.5	Examination Timetables	<a href="http://www.hw.ac.uk/registry/examinations/timetable.htm">http://www.hw.ac.uk/registry/examinations/timetable.htm</a> <i>Please refer to the programme-specific information in Part A of this handbook for further details on examination timetables.</i>
4.6	Ill Health and Extenuating Circumstances – Examinations	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <p><b>Regulation 1</b> – General Regulation, paragraph 6  <b>Regulation 9</b> – Assessments and Examinations, paragraphs 9 and 12</p> <p><i>Students should refer to the programme-specific information in Part</i></p>

		<i>A of this handbook for related procedures in Schools.</i>
4.7	<b>Policy on Student Fees and Charges</b>	<a href="http://www.hw.ac.uk/policy/student_fees.pdf">http://www.hw.ac.uk/policy/student_fees.pdf</a>
4.8	<b>Re-assessment</b>	Application Form: <a href="http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm">http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on re-assessment.</i>
4.9	<b>Use of Calculators and Dictionaries in Examinations</b>	<a href="http://www.hw.ac.uk/registry/policies.htm">http://www.hw.ac.uk/registry/policies.htm</a>  <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 9</b> – Assessments and Examinations, paragraph 8
<b>5. Grading, Awards and Qualifications</b>		
5.1	<b>Honours Classification and Grading</b>	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  For information regarding the qualifying courses used to determine honours classifications, please refer to: <b>Regulation 3 (new)</b> – Modular First Degrees, paragraph 15  For information on credit levels relating to degree awards can be found at: <b>Regulation 3 (new)</b> – Modular First Degrees, paragraph 21
5.2	<b>Intermediate Award</b>	<a href="http://www.hw.ac.uk/registry/awards/intermediateawards.htm">http://www.hw.ac.uk/registry/awards/intermediateawards.htm</a>
<b>6. Graduation</b>		
6.1	<b>Graduation Information and Application Forms</b>	<a href="http://www.hw.ac.uk/registry/graduation.htm">http://www.hw.ac.uk/registry/graduation.htm</a>
<b>7. Conduct, Discipline and Appeals</b>		
7.1	<b>Academic Conduct (including copying, plagiarism and collusion)</b>	Further Information is available from: <a href="http://www.hw.ac.uk/ordinances.htm">http://www.hw.ac.uk/ordinances.htm</a>  <b>Ordinance 9</b> – Student Discipline <b>Regulation 9</b> – Assessment and Examinations, Paragraph 8 <b>Regulation 50</b> – Student Discipline
7.2	<b>Appeals</b>	Further Information is available from: <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 36</b> – Student Appeals
7.3	<b>Detection of Plagiarism</b>	<a href="http://www.hw.ac.uk/registry/discipline.htm">http://www.hw.ac.uk/registry/discipline.htm</a>  <a href="http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf">http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf</a>
7.4	<b>Guidelines for Students and Staff on Student Discipline Procedures</b>	<a href="http://www.hw.ac.uk/registry/resources/discguidelines.pdf">http://www.hw.ac.uk/registry/resources/discguidelines.pdf</a>
7.5	<b>Plagiarism</b>	Further Information is available from: <a href="http://www.hw.ac.uk/registry/discipline/plagiarism.htm">http://www.hw.ac.uk/registry/discipline/plagiarism.htm</a>

		<p>Plagiarism Guide: For an English language version, please refer to <a href="http://www.hw.ac.uk/registry/resources/plagiarismguide.pdf">http://www.hw.ac.uk/registry/resources/plagiarismguide.pdf</a> (this document is attached in Appendix A)</p> <p>For the Chinese language version, please refer to <a href="http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf">http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf</a></p> <p>For the Arabic language version, please refer to <a href="http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf">http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf</a></p>
<b>8. Deferred Progression, Suspension and Withdrawal</b>		
<b>8.1</b>	<b>Deferred Progression</b>	<p>Students should complete an Amendment to Registration Form (Approval by School/Institute) available from:  <a href="http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc">http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc</a></p>
<b>8.2</b>	<b>Exit Awards</b>	<a href="http://www.hw.ac.uk/registry/awards/exitawards.htm">http://www.hw.ac.uk/registry/awards/exitawards.htm</a>
<b>8.3</b>	<b>Suspension</b>	<p>Students should complete an Amendment to Registration Form (Approval by School/Institute) in the first instance:  <a href="http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc">http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc</a></p> <p>Further Information is available from: <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a></p> <p><b>Regulation 3 (new)</b> – Modular First Degrees, paragraph 20 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 10 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 10</p>
<b>8.4</b>	<b>Withdrawal</b>	<p>Application Form to withdraw from studies is available form: <a href="http://www.hw.ac.uk/registry/studentrecords.htm">http://www.hw.ac.uk/registry/studentrecords.htm</a></p>
<b>9. Student Fees and Charges</b>		
<b>9.1</b>	<b>Charges for Transcripts, Certifications, Late Enrolment and Student Identity Cards</b>	<p>Follow the link for Additional Notes on Fees at: <a href="http://www.hw.ac.uk/registry/resources/additionalfees.pdf">http://www.hw.ac.uk/registry/resources/additionalfees.pdf</a></p>
<b>9.2</b>	<b>Fees Status Enquiry Form</b>	<a href="http://www.hw.ac.uk/support/isao/docs/Fee%20Form%202011.pdf">http://www.hw.ac.uk/support/isao/docs/Fee%20Form%202011.pdf</a>
<b>9.3</b>	<b>Information on Student Fees</b>	<p><a href="http://www.hw.ac.uk/student-life/scholarships/tuition-fees.htm">www.hw.ac.uk/student-life/scholarships/tuition-fees.htm</a> and <a href="http://www.hw.ac.uk/ordinances/ordinances.pdf">http://www.hw.ac.uk/ordinances/ordinances.pdf</a> <b>Ordinance 2</b> – Fees, Charges, Fines and Debts</p>
<b>9.4</b>	<b>Policy on Student Fees and Charges</b>	<a href="http://www.hw.ac.uk/policy/student_fees.pdf">http://www.hw.ac.uk/policy/student_fees.pdf</a>
<b>9.5</b>	<b>Re-assessment Fees and Procedures</b>	<a href="http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm">http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm</a>

9.6	Repeated Courses	Policy on Additional Courses: <a href="http://www.hw.ac.uk/students/AdditionalCoursesPolicy.pdf">http://www.hw.ac.uk/students/AdditionalCoursesPolicy.pdf</a>
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### B3. QUICK FINDER GUIDE TO STUDENT ADMINISTRATION AND SUPPORT SERVICES

Much of the detail this handbook provides guidance and links for the academic operations of a complex institution like Heriot-Watt University. However, as well as helping to inform students, the University also hopes to ensure that students are happy members of a vibrant community.

This section outlines the range of services available for students to help them get the most out of their time here and to assist with any problems they may experience along the way.

Student Administration and Support Service		
1	Academic Counselling and Skills Coaching	<a href="http://www.hw.ac.uk/sbc/library/academic_skills/index.htm">http://www.hw.ac.uk/sbc/library/academic_skills/index.htm</a>
2	Academic Registry	<a href="http://www.hw.ac.uk/registry">http://www.hw.ac.uk/registry</a>
3	Careers Advisory Service	<a href="http://www.hw.ac.uk/careers">http://www.hw.ac.uk/careers</a>
4	Centre for Sport and Exercise	Edinburgh Campus: <a href="http://www.hw.ac.uk/sports/">http://www.hw.ac.uk/sports/</a>
5	Chaplaincy	<a href="http://www.hw.ac.uk/chaplaincy/">http://www.hw.ac.uk/chaplaincy/</a>
6	Computing Services	<p><b>Regulation 29 'Use of Computing Facilities':</b>  <a href="http://www.hw.ac.uk/it/Rules_%20Regulations/conditionsofuse.html">http://www.hw.ac.uk/it/Rules_%20Regulations/conditionsofuse.html</a></p> <p><b>General IT information and Help:</b>  <a href="http://www.hw.ac.uk/it/Help_Support/index.html">http://www.hw.ac.uk/it/Help_Support/index.html</a></p> <p>or contact IT Help on +44 (0)130 451 4050</p> <p><b>Freewire:</b> <a href="http://www.freewiretv.com/hw">http://www.freewiretv.com/hw</a></p>
7	Development and Alumni Office	<a href="http://www.hw.ac.uk/alumni.htm">http://www.hw.ac.uk/alumni.htm</a>
8	Equality and Diversity Service	<a href="http://www.hw.ac.uk/equality">http://www.hw.ac.uk/equality</a>
9	Finance Office	<p><a href="http://www.hw.ac.uk/student-life/scholarships-fees.htm">http://www.hw.ac.uk/student-life/scholarships-fees.htm</a></p> <p>or contact <a href="mailto:Finance@hw.ac.uk">Finance@hw.ac.uk</a></p>
10	Guide to Student Life	<a href="http://www.hw.ac.uk/student-life.htm">http://www.hw.ac.uk/student-life.htm</a>
11	Health Service	<a href="http://www.hw.ac.uk/health">http://www.hw.ac.uk/health</a>
12	Heriot Watt University Students' Association	<p><a href="http://HWUnion.com">http://HWUnion.com</a></p> <p>or contact <a href="mailto:hwusa@hw.ac.uk">hwusa@hw.ac.uk</a></p>
13	Information Security (Data Protection)	To find out more please contact <a href="mailto:foi@hw.ac.uk">foi@hw.ac.uk</a>

14	<b>International Student Advice</b>	<a href="http://www.hw.ac.uk/support/isao/about-us.htm">http://www.hw.ac.uk/support/isao/about-us.htm</a>
15	<b>Library</b>	<a href="http://www.hw.ac.uk/library/">http://www.hw.ac.uk/library/</a>
16	<b>Sports Union</b>	<a href="http://www.hw.ac.uk/sports/sports-union.htm">http://www.hw.ac.uk/sports/sports-union.htm</a>
17	<b>Student Service Centre</b>	<a href="http://www.hw.ac.uk/studentcentre">http://www.hw.ac.uk/studentcentre</a>
18	<b>Student Support and Accommodation</b>	<a href="http://www.hw.ac.uk/support/isao/accommodation.htm">http://www.hw.ac.uk/support/isao/accommodation.htm</a> or contact - <a href="mailto:studentsupport@hw.ac.uk">studentsupport@hw.ac.uk</a>
19	<b>Wider Access Unit</b>	Information on the Wider Access Unit can be found at: <a href="http://www.undergraduate.hw.ac.uk/wider-access/">http://www.undergraduate.hw.ac.uk/wider-access/</a>

### University Policy and Guidance

The University publishes many policies and reference information on its website that may be of use and of interest to students throughout their programme of studies at Heriot-Watt University

Wherever practicable, University policies are designed to include all members of the University's community, both in and outwith the main campus environments.

Policies of specific interest and relevance to students can be accessed via these links:

Registry: <http://www.hw.ac.uk/registry>

Freshers' Guide: <http://www.hw.ac.uk/registry/resources/freshersguide.pdf>

## APPENDIX A: STUDENT GUIDE TO PLAGIARISM (ENGLISH) <sup>1</sup>

***Plagiarism is intellectual theft and is a major offence which the University takes seriously in all cases. Students must therefore avoid committing acts of plagiarism by following these guidelines and speaking to academic staff if they are uncertain about what plagiarism means. Those who are found to have plagiarised will be subject to the University's disciplinary procedures, which may result in penalties ranging from the deduction of credits and courses already achieved by students to compulsory termination of studies. Students are advised to refer to Regulation 50 at <http://www.hw.ac.uk/ordinances/regulations.pdf> and to the Guidelines for Staff and Students on Discipline at <http://www.hw.ac.uk/registry/discipline.htm> for further details of how the University deals with all acts of plagiarism.***

### 1 Introduction

- 1.1 This guide is intended to provide students at Heriot-Watt University with a clear definition of plagiarism and examples of how to avoid it.
- 1.2 The guide may also be of use to members of staff who seek to advise students on the various issues outlined below.

### 2 Definition

- 2.1 Plagiarism involves the act of taking the ideas, writings or inventions of another person and using these as if they were one's own, whether intentionally or not. Plagiarism occurs where there is no acknowledgement that the writings or ideas belong to or have come from another source.
- 2.2 Most academic writing involves building on the work of others and this is acceptable as long as their contribution is identified and fully acknowledged. It is not wrong in itself to use the ideas, writings or inventions of others, provided that whoever does so is honest about acknowledging the source of that information. Many aspects of plagiarism can be simply avoided through proper referencing. However, plagiarism extends beyond minor errors in referencing the work of others and also includes the reproduction of an entire paper or passage of work or of the ideas and views contained in such pieces of work.

### 3 Good Practice

- 3.1 Academic work is almost always drawn from other published information supplemented by the writer's own ideas, results or findings. Thus drawing from other work is entirely acceptable, but it is unacceptable not to acknowledge such work. Conventions or methods for making acknowledgements can vary slightly from subject to subject, and students should seek the advice of staff in their own School/Institute about ways of doing this. Generally, referencing systems fall into the Harvard (where the text citation is by author and date) and numeric (where the text citation is by using a number). Both systems refer readers to a list at the end of the piece of work where sufficient information is provided to enable the reader to locate the source for themselves.

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<sup>1</sup> The author acknowledges the following sources of information used in preparing this guide to Plagiarism: "Plagiarism – A Good Practice Guide", Carroll, J and Appleton, J (2001) and various extracts from Student/Programme Handbooks 2004/2005, Schools and Institutes at Heriot-Watt University

3.2 When a student undertakes a piece of work that involves drawing on the writings or ideas of others, they must ensure that they acknowledge each contribution in the following manner:

- **Citations:** when a direct quotation, a figure, a general idea or other piece of information is taken from another source, the work and its source must be acknowledged and identified where it occurs in the text;
- **Quotations:** inverted commas must always be used to identify direct quotations, and the source of the quotation must be cited;
- **References:** the full details of all references and other sources must be listed in a section at the end of any piece of work, such as an essay, together with the full publication details. This is normally referred to as a “List of References” and it must include details of any and all sources of information that the student has referred to in producing their work. (This is slightly different to a Bibliography, which may also contain references and sources which, although not directly referred to in your work, you consulted in producing your work).

3.3 Students may wish to refer to the following examples which illustrate the basic principles of plagiarism and how students might avoid it in their work by using some very simple techniques:

3.3.1 Example 1: A Clear Case of Plagiarism

Examine the following example in which a student has simply inserted a passage of text (*in italics*) into their work directly from a book they have read:

University and college managers should consider implementing strategic frameworks if they wish to embrace good management standards. *One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action.* Managers are employed to resolve these issues effectively.

This is an example of bad practice as the student makes no attempt to distinguish the passage they have inserted from their own work. Thus, this constitutes a clear case of plagiarism. Simply changing a few key words in such a passage of text (e.g. replace ‘*problems*’ with ‘*difficulties*’) does not make it the student’s work and it is still considered to be an act of plagiarism.

3.4 What follows are examples of the measures that students should employ in order to correctly cite the words, thought or ideas of others that have influenced their work:

3.4.1 Example 2: Quoting the work of others

If a student wishes to cite a passage of text in order to support their own work, the correct way of doing so is to use quotation marks (e.g. “ ”) to show that the passage is someone else’s work, as follows:

*“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action”.*

### 3.4.2 Example 3: Referencing the work of others

In addition to using quotation marks as above, students must also use a text citation. If the work being cited is a book, page numbers would also normally be required. Thus, using the Harvard system for a book:

*“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Jones, 2001, p121).*

The same reference could also be made to a book using the numeric system:

*“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Ref.1, p121).*

More often, a piece of work will have multiple references and this serves to show an examiner that the student is drawing from a number of sources. For example, articles by Brown and by Smith may be cited as follows in the Harvard system

*“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Brown, 1991], whereas more modern writers [Smith, 2002] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.*

or as follows using the numeric system:

*“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Ref 1], whereas more modern writers [Ref 2] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.*

### 3.4.3 Example 4: Use of reference lists

Whichever system is used, a list must be included at the end, which allows the reader to locate the works cited for themselves. The Internet is also an increasingly popular source of information for students and details must again be provided. You should adhere to the following guidelines in all cases where you reference the work of others:

If the source is a book, the required information is as follows:

- Author’s name(s)
- Year of Publication
- Title of Book
- Place of Publication
- Publishers Name
- All Page Numbers cited
- Edition (if more than one, e.g. 3<sup>rd</sup> edition, 2001)

If the source is an article in a journal or periodical, the required information is as follows:

- Author’s name(s)
- Year of Publication
- Title of Journal
- Volume and part number
- Page numbers for the article

If the source is from the Internet, the required information is as follows:

- Author's or Institution's name ("Anon", if not known)
- Title of Document
- Date last accessed by student
- Full URL (e.g. <http://www.lib.utk.edu/instruction/plagiarism/>)
- Affiliation of author, if given (e.g. University of Tennessee)

The way in which the information is organised can vary, and there are some types of work (for example edited volumes and conference proceedings) where the required information is slightly different. Essentially, though, it is your responsibility to make it clear where you are citing references within your work and what the source is within your reference list. **Failure to do so is an act of plagiarism.**

3.5 Students may find the following examples<sup>2</sup> of common plagiarism mistakes made by other students useful when reflecting on their own work:

- "I thought it would be okay as long as I included the source in my bibliography" [without indicating a quotation had been used in the text]
- "I made lots of notes for my essay and couldn't remember where I found the information"
- "I thought it would be okay to use material that I had purchased online"
- "I thought it would be okay to copy the text if I changed some of the words into my own"
- "I thought that plagiarism only applied to essays, I didn't know that it also applies to oral presentations/group projects etc"
- "I thought it would be okay just to use my tutor's notes"
- "I didn't think that you needed to reference material found on the web"
- "I left it too late and just didn't have time to reference my sources"

**None of the above are acceptable reasons for failing to acknowledge the use of others' work and thereby constitute plagiarism.**

3.6 Students are encouraged to use a style of acknowledgement that is appropriate to their own academic discipline and should seek advice from their mentor, programme leader or other appropriate member of academic staff. There are also many reference sources available in the University Library which will provide useful guidance on referencing styles.

## 4 Managing Plagiarism

4.1 Students, supervisors and institutions have a joint role in ensuring that plagiarism is avoided in all areas of academic activity. Each role is outlined below as follows:

*How you can ensure that you avoid plagiarism in your work:*

- Take responsibility for applying the above principles of best practice and integrity within all of your work
- Be aware that your written work will be checked for plagiarism and that all incidents of plagiarism, if found, are likely to result in severe disciplinary action by the University. The standard penalty is to annul all assessments taken in the same diet of examinations (for details please refer to Regulation 50 at <http://www.hw.ac.uk/ordinances/regulations.pdf> and to the Guidelines for Staff and Students on Discipline at <http://www.hw.ac.uk/registry/discipline.htm>).

*How your School/Institute will help you to avoid plagiarism:*

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<sup>2</sup> Extract from 'Plagiarism at the University of Essex' advice copyrighted and published by the Learning, Teaching and Quality Unit at the University of Essex (<http://www.essex.ac.uk/plagiarism/pages/reasons.htm>), reproduced with kind permission.

- Highlight written guidance on how you can avoid plagiarism and provide you with supplementary, verbal guidance wherever appropriate
- Regularly check student work to ensure that plagiarism has not taken place (this may involve both manual and electronic methods of checking, an example of the latter being use of the Joint Information Standards Committee (JISC) “Turnitin” plagiarism detection software).
- Alert you to the procedures that will apply should you be found to have committed or be suspected of having committed an act of plagiarism and explain how further action will be taken in accordance with University policy and procedures.

*How the University will endeavour to reduce student plagiarism:*

- Provide clear written guidance on what constitutes plagiarism and how to avoid it directly to your School/Institute and to you
- Alert you and staff in your School/Institute to the penalties employed when dealing with plagiarism cases
- Take steps to ensure that a consistent approach is applied when dealing with cases of suspected plagiarism across the institution
- Take the issue of academic dishonesty very seriously and routinely investigate cases where students have plagiarised and apply appropriate penalties in all proven cases.

For information on plagiarism-detection software used across the University, please refer to:

<http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf>

*The Student Guide to Plagiarism in other languages:*

The *Student Guide to Plagiarism* is also available in Chinese and Arabic. You can find these translated documents at the following links:

**Chinese:** <http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf>

**Arabic:** <http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf>

## APPENDIX B: SML STAFF DIRECTORY

The list is correct as at 1<sup>st</sup> August 2011. Due to reallocation of SML Office Space, room locations may be subject to change. A full list of all SML staff is also available on the School's website at <http://www.sml.hw.ac.uk/staff-directory.htm>

Ext. No	SML DIRECTORS LIST		Room No	
4064	Prof. Gillian Hogg	Head of School	EF	21
4217	Prof. Ursula Böser	Deputy Head of School	HP	2.08
8286	Dr. Laura Galloway	Senior Lecturer / Director of UG Teaching Programme / Director of Learning and Teaching	MB	1.42
3554	Mr. Campbell Powrie	Director of Admin (Student Services)	MB	1.38
3518	Mrs. Sylvia Stevenson	Financial Controller / Director of Admin (Resources)	EF	8
4203	Prof. Graham Turner	Director of Research	HP	1.05

Ext. No	DEPARTMENT OF ACCOUNTANCY, ECONOMICS AND FINANCE		Room No	
3611	Prof. John Sawkins	Head of Accountancy, Economics and Finance	MB	1.09
3841	Dr. Santhosh Abraham	Lecturer in Accountancy	MB	1.65
8284	Dr. Andy Adams	Director of the Centre for Finance and Investment	MB	1.46
8233	Dr. Victoria Amador	Teaching Fellow in Economics	MB	1.02b
3488	Dr. Prabir Bhattacharya	Senior Lecturer in Economics	MB	1.01
3294	Dr. Janusz Brzeszczyński	Senior Lecturer in Finance	MB	G.54
3967	Dr. Atanas Christev	Lecturer in Economics	MB	1.04
3540	Ms. Kate Clements	Teaching Fellow in Accountancy	MB	G.36
3495	Prof. David Cobham	Professor of Economics	MB	1.08
3587	Mrs. Valerie Dickie	Lecturer in Economics	MB	1.11
3492	Dr. Julian Fennema	Senior Lecturer in Accountancy / Director of UG Teaching Programme	MB	1.67
3480	Dr. Shumei Gao	Lecturer in Economics	MB	1.03
3558	Mr. Paul Gordon	Lecturer in Accountancy	MB	1.66
3560	Dr. Boulis Ibrahim	Lecturer in Finance	MB	1.68
3737	Dr. Bill Jackson	Lecturer in Accountancy / Chair of Student Discipline Committee	MB	1.69
3482	Prof. Tooraj Jamasb	Chair in Energy	MB	1.06
3297	Dr. Eddie Jones	Senior Lecturer in Finance	MB	G.53
3875	Ms. Evelyn Karlsberg	BP Research Administrator	MB	1.05
8207	Dr. Philippe Le May-Boucher	Lecturer in Economics	MB	1.16
3859	Dr. John-Paul Marney	Teaching Fellow in Accountancy	MB	G.52
8007	Prof. Claire Marston	Professor of Accountancy	MB	1.54
3967	Miss Helena Meier	Lecturer in Economics	MB	1.12
3626	Prof. Jacques Melitz	Professor in Economics	MB	1.07
3481	Dr. Robbie Mochrie	Senior Lecturer in Economics	MB	1.15
3550	Mr. Nick Paisey	Senior Lecturer in Accountancy / Chair of School Postgraduate and Undergraduate Committee	MB	1.60
3905	Mrs. Audrey Paterson	Lecturer in Accountancy	MB	1.51
3494	Prof. Mark Schaffer	Professor of Economics	MB	1.10
3681	Dr. Mohamed Sherif	Lecturer in Finance	MB	1.64
3558	Dr. Akira Yonekura	Lecturer in Accountancy	MB	1.66

Ext. No	DEPARTMENT OF BUSINESS MANAGEMENT		Room No	
	8060	Dr. Colin Turner	Head of Business Management	MB
3858	Ms. Geraldine Bell	Lecturer in Marketing	MB	1.32
3842	Ms. Josephine Bisacre	Senior Teaching Fellow in Law	MB	1.33
8266	Dr. Mark Davies	Senior Lecturer in Marketing	MB	1.44
3559	Dr. Pierre de Gioia-Caraballese	Lecturer in Law	MB	1.36
3851	Dr. Chris Dodd	Lecturer in Management	EF	22
3880	Prof. John Fernie	Professor of Retail Marketing (part-time)	EF	23
8286	Dr. Laura Galloway	Senior Lecturer in Management / Director of Learning and Teaching	MB	1.42
3848	Mr. Robert Graham	Lecturer in Management / Director of UG Teaching Programme	MB	1.37
3847	Mr. Amos Haniff	Senior Teaching Fellow in Management / Programme Director of MSc. SPM	MB	1.49
3860	Mr. Jan-Pieter Hoogma	P/T Lecturer in Management	MB	G.38
3849	Dr. Nicolina Kamenou	Senior Lecturer in Management	MB	1.41
3610	Prof. Abigail Marks	Professor of Work and Employment / Director of PhD Programme / Director of CRoWW	MB	1.34
3850	Prof. Alan McKinnon	Professor in Logisitics / Director of Logistics Research Centre	EF	27
8334	Ms. Yvonne McLaren	P/T Lecturer in Law	MB	G.35
3555	Miss Patsy Perry	Lecturer in Management	EF	14
4068	Dr. Maya Piecyk	Lecturer in Logistics	EF	30
4388	Miss Jane Queenan	Teaching Fellow in Management	EF	20
3043	Mr. James Richards	Lecturer in Management	MB	G.42
3883	Dr. Christine Rutherford	Lecturer in Logistics	EF	29
3857	Dr. John Sanders	Lecturer in Management	MB	G.39
3852	Dr. W. Nigel Shaw	Senior Lecturer in Management	MB	1.40
8206	Dr. Dong-Wook Song	Reader in Logistics	EF	28
8334	Miss Jill Stirling	P/T Lecturer in Law	MB	G.35
4069	Prof. Neil Towers	Professor in Logistics / Deputy Director of Research	EF	25
3472	Ms. Yen Tran	Lecturer in Fashion Marketing	EF	17
8285	Ms. Kathryn Waite	Lecturer in Management	MB	1.35
3549	Mr. Robert Woolford	Research Assistant	EF	5
3853	Ms. Catherine Wright	P/T Lecturer in Management	MB	1.43

Ext. No	<b>DEPARTMENT OF LANGUAGES AND INTERCULTURAL STUDIES (LINCS)</b>		Room No	
4101	Dr. Chris Tinker	Head of Languages	HP	2.01
4217	Prof. Ursula Böser	Professor of Languages / Deputy Head of School	HP	2.08
4212	Mr. Pedro Castillo	Language Assistant - Spanish	HP	2.09
8201	Ms. Fanny Chouc	French Teaching Fellow	HP	1.02
8189	Mr. John Cleary	Teaching Fellow	HP	2.15
4212	Mr. Jose Maria Conde	Spanish Language Assistant	HP	1.03
4205	Ms. Charlene Constable	Lecturer in Arabic	HP	2.12
4108	Mr. Christopher Davies	Teaching Assistant	HP	1.03
4214	Dr. Raquel De Pedro Ricoy	LINCS Research Co-ordinator / Senior Lecturer	HP	2.07
4108	Miss Line El Dirini	French Language Assistant	HP	1.03
8331	Dr. John Emslie	Teaching Fellow	HP	2.02
4104	Mrs. Elaine Farrow	RCUK Academic Fellow	HP	2.05
4108	Mrs. Brigitte Guenier	Lecturer - Part-Time	HP	1.03
4221	Mr. Jim Halliday	Senior Lecturer in Russian	HP	2.14
4111	Dr. Pablo La Porte	Lecturer in Spanish	HP	2.20
4204	Dr. Michelle Min-Hsiu Liao	Teaching Fellow in Chinese Studies	HP	2.18
	Mrs. Rita McDade	British Sign Language	HP	2.04
4216	Ms. Ann McFall	Lecturer in Spanish	HP	2.19
4209	Dr. Yvonne McLaren-Hankin	Lecturer in French / Director of PG Teaching Programme / Chair of PG Student-Staff Liaison Committee	EF	4
4200	Ms. Bernadette O'Rourke	Lecturer in Spanish	HP	2.06
4229	Miss Tessa Padden	British Sign Language (p-t)	HP	1.06
4210	Prof. Isabel Perez	Professor of Languages	HP	1.24
	Mr. Gary Quinn	Sign Language Tutor	HP	1.04
3831	Miss Juliet Saad Alos	Tutor - Part-Time	HP	1.22
4109	Dr. Maggie Sargeant	Lecturer in German	HP	2.16
4212	Miss Regina Schmid	DAAD - Lecturer	HP	2.09
4213	Mrs. Liz Thoday	Learning Resources & P/T Lecturer	HP	1.23
4229	Ms. Maria Tillmann	German Teaching Assistant	HP	1.06
4203	Prof. Graham Turner	Chair of Translation / Director of Research	HP	1.05
4215	Ms. Christine Wilson	Lecturer in English/French / Director of UG Teaching Programme	HP	1.11
4219	Dr. Marion Winter	Lecturer in German	HP	2.17
4229	Ms. Svenja Wurm	Lecturer	HP	1.06

Ext. No	<b>ENGLISH AS A FOREIGN LANGUAGE</b>		Room No	
8189	Ms. Olwyn Alexander	EAP Teaching Fellow / Chair of UG Student-Staff Liaison Committee	HP	2.03
8225	Ms. Jane Bell	EFL Tutor (part-time)	HP	2.23
4206	Mr. David Finn	Director of EAP	HP	2.11
3237	Ms. Emma Guion Akdag	EFL Tutor	HP	2.13
3237	Ms. Ruth Humphreys	EFL Tutor (part-time)	HP	2.04
8225	Ms. Fiona McMurray	EFL Tutor	HP	2.23

Ext. No	<b>INTEGRATED LANGUAGE SERVICES</b>		Room No	
3722	Mrs. Hilary Knecht	ILS Administrator	HP	1.13

Ext. No	<b>SML AT THE SCOTTISH BORDERS CAMPUS</b>		Room No	
2167	Mr. Graham Pogson	Teaching Fellow in Management	SBC	201

Ext. No	<b>HERIOT-WATT MANAGEMENT PROGRAMME</b>		Room No	
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4224	Ms. Michelle Beagan	External Programmes Administrator	MB	G.48
8137	Ms. Karly McClure	Clerical Officer, External Programmes	MB	G.47
3549	Ms. Geraldine McKay	Academic Head, External Programmes	MB	G.50
3736	Mr. Marc Quinn	Director of External Programmes	MB	G.49
4227	Ms. Lorraine Simpson	Clerical Assistant	MB	G.47
4780	Mrs. Paul Westaby	External Programmes Administrator	MB	G.48
3864	Mr. Jamie Wiseman	Clerical Assistant	MB	G.47

Ext. No	<b>SCHOOL SUPPORT TEAM</b>		Room No	
3485	Ms. Stephanie Ashby	Admin Officer: Postgraduate	EF	12
3843	Miss Roseanna Barnes-Brett	Postgraduate Secretary	EF	11
8249	Mrs. Catherine Clephane	Undergraduate Secretary	MB	1.27
3284	Miss Leila Daher	Postgraduate Secretary	EF	11
8143	Mrs. Alison Fitch	Marketing Officer	EF	2
4202	Mrs. Jessica Forbes	Postgraduate Secretary (Registry)	EF	13
4207	Dr. Rowena Forbes	Admin Officer: Exams / Records	EF	19
3863	Mr. Peter Gerrard	Clerical Officer / PA to Head of Management	MB	1.23
3840	Mrs. Julia Hill	Undergraduate Secretary - Part-Time	MB	1.27
3656	Mrs. Sheila Hodder	Secretary in Languages School	HP	G.09
3533	Mrs. Karen Letts	Finance Assistant	EF	1
3871	Ms. Shona McIntyre	Admin Officer: Admissions, Recruitment & Exchange	MB	1.26
3557	Ms. Siobhan McKiernan	Admin Officer: Postgraduate	EF	6
8143	Mr. Colin Miller	Web/VLE Officer	EF	2
3542	Mrs. Karen Morton	Secretary in Languages School	HP	G.10
4207	Ms. Caroline Murray	Senior Secretary	EF	19
3554	Mr. Campbell Powrie	Director of Admin (Student Services)	MB	1.38
4342	Miss Saiqa Anne Qureshi	Business Development Officer	EF	20
8188	Ms. Gail Robertson	Finance Administrator	EF	3
3873	Mrs. Yuka Scott	Clerical Assistant / PA to Head of Accountancy, Economics and Finance	MB	1.23
3497	Ms. Jane Smith	Secretary to the Head of School	EF	16
8226	Mr. Keith Spencer	School Support Assistant	EF	7
3518	Mrs. Sylvia Stevenson	Financial Controller / Director of Admin (Resources)	EF	8
3621	Mrs. Alison Wilson	Exams and Enrolment Assistant	MB	1.28