

PROGRAMME

HANDBOOK

2020/2021

Programme title	MSc International Business & Management
Level	Postgraduate
Award	Masters
Mode of study	Full-time
Location of delivery	Niels Brock Denmark
Dean of Academic Affairs PG and Research	Name: Dr. Thomas Eatmon Office location: Room B410

This handbook is correct at the time of writing and may be subject to change. Throughout your studies, to ensure you have the most up to date information, you should always consult the online version of this handbook held on the Virtual Learning Environment/Blackboard.

For up to date information on University academic and student regulations always consult the DMU website.

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Section 1: Welcome to DMU and the Faculty of Business & Law

DE MONTFORT UNIVERSITY (DMU)

in partnership with

**NIELS BROCK (NB)
COPENHAGEN BUSINESS COLLEGE**

Thank you for choosing to study at one of our partners on a De Montfort University validated programme. I would like to take this opportunity to welcome you and tell you something about what we hope to offer you during your time with us.

De Montfort University has been working with a range of partners, from Further Education Colleges to private providers, to offer students an alternative route through Higher Education for a number of years. We are very proud of our relationship with our partners and consider each individual student to be integral to the partner and the broader DMU community.

We offer all students studying at a partner an equivalent experience as a student studying at DMU on our campus. If you choose to visit De Montfort University you'll have access to our renowned Queen Elizabeth II Diamond Jubilee Leisure Centre and the Kimberlin Library. If you choose not to visit De Montfort University you'll still be able to access our range of online support. Whatever your path I am sure you will enjoy being a part of our vibrant, distinctive, international community!

I wish you every success and happiness during your studies.

With best wishes



Professor Andy Collop
Interim Vice-Chancellor

Section 2: Welcome to Niels Brock

DMU Programme Office at Niels Brock International

Welcome to Niels Brock International – the international division of Niels Brock Copenhagen Business College which is the first and largest business college in Denmark.

Our college is named after one of the greatest Danish merchants of all time. Niels Brock (1731-1802) created a very successful business through trading and exporting clothing fabrics and processed foods to countries such as Norway, Sweden, Poland and Russia. He also decided to set aside funds for establishing a future school of commerce to provide education for young businesspeople. Niels Brock's business college was established in 1881 and quickly became a well-respected institution of higher education.

Our modern institution has a lot more in common with the old merchant than one might think. What drove Niels Brock were strong values and a passion for trade. He understood the significance of education both for the individual, and for society as a whole, and he had a strong international mind set. Educating skilled and honest businesspeople – at home and abroad - remains the paramount objective of our institution.

Today Niels Brock is one of the largest educational institutions in Denmark with four specialist departments offering 20 educational programmes ranging from basic vocational education to master's degree, more than 15,000 full-time and part-time students in Denmark, 2,000 students in China and Vietnam and 500 members of staff. Because of our great history, strong traditional values and our ability to continue developing our educational methods, we are able to attract the best and the most competent members of staff, which helps ensure the personal and professional growth of our students.

With best wishes,

Charlotte Forsberg

**Pro Vice-Chancellor/Executive Vice President
Niels Brock Copenhagen Business College**

Finding your way around

The MSc IBM is based at Bispetorvet 1-3.

You may have to attend activities, lectures and tutorials in various buildings

It is important that you keep both your **Niels Brock** and your **DMU ID** (student card) with you at all times when entering Niels Brock buildings.

If you are unsure of where to go, your first point of contact should always be:

The Front Office

Located on the ground floor of Bispetorvet 1-3, right by the entrance.

Telephone: +45 33 41 91 00

Section 3: Overview of the Handbook

This handbook aims to introduce students to the programme of study by providing a selection of information which we hope you will find useful, particularly at the start of your course. It provides an outline of the Programme, its ethos, structure and assessment, and the University services that are available to you. Use the guide to familiarise yourself with the programme, to acquaint yourself with the Programme Regulations, its aims and objectives, and to establish what the learning outcomes are so that you are well prepared to tackle the requirements of the course and the various assessments and examinations you are set.

How to use this Handbook

This is the main reference version of your Programme Handbook which you should keep and refer to whilst you are studying on this programme.

An electronic version of this handbook (which is continuously updated) is available on [Blackboard](#) which is our Virtual Learning Environment system. The electronic version contains links to more detailed information about each aspect of this handbook.

All of the information referred to can be found by logging onto Blackboard and going to:

- 🔗 'My Communities' tile
- 🔗 Click on the Programme link
- 🔗 You will then see the Programme Handbook

You may also find the information referred to by logging onto mitnielsbrock.dk and going to:

- 🔗 'MSc Students' tile
- 🔗 Click on the Programme Handbook link
- 🔗 You will then see the Programme Handbook

Section 4: About the Programme

Introduction to the Programme

The **MSc International Business and Management** (MSc IBM) programme is the first of The Business School's International Business masters programmes to also be offered at the Niels Brock Campus in Copenhagen. Niels Brock has been delivering De Montfort University undergraduate programmes since 1998 and this MSc programme was successfully introduced in 2011 with a twice-yearly intake. The MSc IBM programme is a natural progression for our BA (Hons) graduates as well as for other Danish and international students documenting equivalent qualifications. Academic depth and width as well as organisational rigour and stability are integral parts of the programme.

The above pathways have been designed to provide a natural progression for graduate students and will be particularly attractive to those wishing to pursue a career in general management or finance, human resource management and entrepreneurship or corporate social responsibility in an international context. Each pathway provides the student with an advanced and applied understanding of international business in their chosen discipline and aims to produce a Masters graduate who is fully conversant with international business through practical application and leading edge theory.

The structure around an international setting also needs to be emphasised. With many industries becoming increasingly globalised, it is seen as critical for today's international business graduates to have the ability to perform and think in an international context. The focus of the modules, and the programme overall, allows the student to move beyond domestic mindsets, consider issues and look for solutions in a truly international context.

The programme is, therefore, likely to be challenging, both in terms of academic level and in the way it will critically consider various aspects of international business and management/finance/human resource management/entrepreneurship/corporate social responsibility.

This Programme Handbook will provide you with a full introduction to the International Business programme and the regulations that govern its operation. It will also tell you how the programme is managed and by whom. It will also give details of the programme team including academics and administrators.

Before you go on to read about the programme and its organisation, may we take this opportunity to wish you every success with your studies at De Montfort University.

People and the Programme

Dean of Academic Affairs PG & Research: **Dr. Thomas Eatmon**
Email: tea@brock.dk
Office Location: B410

The Programme Administrator: **Xia Wang**
Email: xwa@brock.dk
Phone: **+45 3341 9527**

The best means of communication with the Programme Administrator is via email. General programme queries **should be channelled** through the Front Office on the ground floor at Bispetorvet in the first instance.

The External Examiner: **Dr. Eun Sun Godwin, University of Wolverhampton**

Further information regarding the role of the External Examiner can be found in Section 12, Management of the programme.

Note for students: The details provided relating to external examiners appointed to this module/programme are for information only. You must not contact external examiner(s) directly, and particularly with respect to your individual performance in assessments. If you wish to make a complaint or an appeal regarding your assessment you should follow the University's procedures for Academic Appeals, guidance on which is available via the following link: <http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/academic-appeals.aspx>

Programme Structure

The programme structure in Copenhagen is identical to that in Leicester, except for a fixed range of second semester modules.

Stage	Modules	
Semester One (September 2020 - January 2021)	LBPG5013 Business Management and Employability (0 credits)	
	ACFI5020 Accounting for Managers (15 credits) <i>This module includes the Executive Business Simulation LBPG5009 (0 credits)</i>	CORP5068 Critical Management in a Global Context (15 credits)
	HRMG5064 People, Management and Organisations (15 credits)	MARK5054 International marketing (15 credits)
Semester Two (January 2021 – May 2021)	ACFI5022 Strategic & Financial Decision-Making (15 credits)	CORP5039 International Strategic Management, Markets and Resources (15 credits)
	LBPG5018 Research Methodology (15 credits)	POPP5007 Globalisation (15 credits)
Semester Three (September 2021 – January 2022)	LBPG5017 Dissertation (60 credits)	

The fully completed programme constitutes 180 UK credits, equivalent to 90 ECTS credits.

Credit formats

It is European Council standard to set the student workload of one academic full-time study year at 60 ECTS. It is also widely practised to deem 1 ECTS credit equivalent to 2 UK credits. However, please note that British/European authorities and Higher Education institutions are still in the process of aligning credit allocations and that variations may occur.

Assessment Requirement

The assessment for the programme will comprise of

- 120 credit taught modules (each module being worth 15 credits **or** 30 credits), and a
- 60 credit final project

The assessment procedures are intended to achieve a number of objectives. These are:

- a. To provide continuous feedback to both the participants and the tutors regarding progress at each stage of the course and to provide information for counselling where needed.
- b. To check that the required academic standards are being maintained.
- c. To provide a mix of assessment methods by which the participants can demonstrate their understanding of the issues presented.
- d. To provide information to the examiners on which the decision can be made regarding the award

The assessment of students' work will be undertaken by a Programme Board whose constitution and responsibilities are in accordance with those approved by the University.

The current Taught Postgraduate Programmes Regulations will also apply in all instances where they are not superseded by the programme regulations in this Handbook. All programme work and examination marking will be the responsibility of internal examiners appointed by the Board and will normally be module tutors.

 This section should be read in conjunction with **Taught Programme Academic Regulations**, www.dmu.ac.uk/scheme-regulations

Assessment will be via a number of different methods and further details can be found in each module outline.

All assessed work may be made available to External Examiners.

All marks are provisional until confirmed by moderation and approved by the Assessment Board.

Aims and Outcomes

The aim of the programme is to provide the student with in-depth knowledge and understanding of international business and management and develop managers who are able to evaluate and combine theoretical knowledge with critical analysis in order to solve the complex issues facing international business.

The subject specific learning outcomes of **the programme** include the following:

- To develop an in-depth understanding of international business issues.
- To develop an in-depth appreciation for the International Business Environment.
- To develop an in-depth understanding of management issues.
- To develop an understanding of strategy formulation, evaluation and implementation in an international context.

The cognitive and non-subject specific skills developed by **each student** should include:

- To develop both communication and numeric skills, and an ability to draw reasoned conclusions, and to gain an appreciation of statistical concepts.
- To develop students' ability in critical thinking and creativity; managing creative processes, organising thoughts, analysis, synthesis, and critical appraisal.
- To be able to deal with complex issues in international business and finance both systematically and creatively.
- To demonstrate self-direction and originality in solving problems and independent learning ability.
- To demonstrate the ability to employ advanced skills to conduct research and to evaluate such research in a critical and analytical manner.

Teaching and Learning Strategy

The MSc structure fosters an integrated learning approach to management education. The learning and teaching methods embrace a range of approaches including lectures, tutorials, seminars, workshops, case study analysis, audio-visual presentations, guest lectures, collaborative group work, such as presentations and projects, individual presentations, simulations and computer modelling, tutorial debates, management reports, essays, closed book exams, and open book exams.

The aim is to strike a balance between individual, time constrained assessment (presentations and examinations) and coursework. In examinations candidates are required to provide concise and logical answers under time constraint, whereas coursework allows more reflection and research in compiling assignments and reports. The strategy generally is to focus more on the latter, to allow the opportunity to explore specialist topics in greater depth.

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The aim is to strike a balance between individual, time constrained assessment (presentations and examinations) and coursework. In examinations candidates are required to provide concise and logical answers under time constraint, whereas coursework allows more reflection and research in compiling assignments and reports. The strategy generally is to focus more on the latter, to allow the opportunity to explore specialist topics in greater depth.

Students can access via Blackboard, UK lectures as a revision tool, or means of experiencing UK style teaching and enhancing their learning, as DMU has a policy of recording all academic staff led activity for replay and revision purposes to ensure continued compliance with the Equalities Act 2010. The main vehicle for providing such recordings is the DMU Replay service but your Module Tutor may use other means of providing audio and/or visual materials to ensure compliance with the policy and these will be fully explained to you along with where to get help and support. For help with viewing a DMU Replay recording click here: <http://celt.our.dmu.ac.uk/dmu-replay-the-student-view-including-navigation-and-search/>

Assessment Requirement

Assessment submission deadlines are to be adhered to at all times. Penalties will be imposed for late submission in the absence of mitigating circumstances.

Pass Requirement

The pass mark is 50% for all taught modules and the final project.

The award of MSc will be achieved by candidates who have successfully passed all the assessed elements (taught modules and the 60 credit final project), accumulating 180 credits on the Programme.

Final Project (60 credit module)

To become eligible to submit a final major project (**Dissertation**) a student is required to gain at least 60 credits from preceding modules.

Students are normally expected to have taken the relevant Research Methodology module before submitting their Dissertation.

It is imperative that the Faculty's 'Research Ethics' form is completed, submitted and signed off by the supervisor and the Dissertation Module Leader **prior** to the commencement of any research on a project/dissertation.

The first marker of the final project will normally be the candidate's academic supervisor. Internal moderation of final projects will be undertaken by a small panel of internal markers appointed by the Programme Board. Thereafter a sample of dissertations will be made available to the External Examiners.

If a student passes all assessment units except the final project, the Programme Board may, at its discretion, offer the candidate the possibility of re-presenting the final project in a revised form without detriment to the pass achieved in the taught programme, within a timescale set by the Board.

Reassessment

Candidates have the right to be reassessed for each module, including the 60 credit project. Reassessment is permitted in relation to fail marks only. The nature of the reassessment work will be determined by the Module Leader. Once the student successfully completes the reassessed work they will receive full credits for the module but their grade will be capped at 50%.

Candidates are not permitted to register on and submit for assessment in an alternative module to a module in which the candidate has failed. This means that failure in a core or chosen elective can only be retrieved by re-assessment in the same module.

Submission of work after deadline dates will normally be deemed a fail in the respective assessment unit, unless an acceptable explanation in writing to the satisfaction of the Programme Board has been made **prior to** the deadline date. The onus lies with the

candidate to forward any medical or other documentation to the Chair of the Programme Board for consideration.

Candidates will only be allowed to commence reassessed work after the Programme Board has met to formally ratify the decision. All candidates with reassessments will receive an email after each Programme Board meeting confirming the exact details of the reassessment and the submission date. You should not begin any second submission without being advised of the details in writing by the Programme Board. You are also strongly advised to meet with the Module Leader for additional support.

📖 Full details are available in the [Taught Programme Academic Regulations](#)

Pass with Distinction

For a Master's degree, a distinction may be awarded if:

- The dissertation is at distinction level (70%+) **and**
- **either** at least 120 credits (including the dissertation) are at distinction level **or** the overall average mark is at distinction level

Pass with Merit

For a Master's degree, a merit may be awarded if:

- The dissertation is at a merit level (60%+) **and**
- **either** at least 120 credits (including the dissertation) are at merit level
- **or** the overall average mark is at merit level

Award of Postgraduate Diploma

To qualify for the award of Postgraduate Diploma a candidate must earn a minimum 120 credits.

The award of Postgraduate Diploma may incorporate a Dissertation or major project.

For a Postgraduate Diploma, a **distinction** will be awarded if:

- **either** at least 90 credits are at distinction level (70%)
- **or** the overall average mark is at distinction level

For a Postgraduate Diploma, a **merit** will be awarded if:

- **either** at least 90 credits are at merit level (60%)
- **or** the overall average mark is at merit level

Award of Postgraduate Certificate

To qualify for the award of Postgraduate Certificate in International Business and Management a candidate must earn 60 credits, which must include a minimum of 30 credits from the International stream of electives.

A student achieving 60 credits but without achieving a minimum of 30 credits from the International stream of electives would qualify for the award of Postgraduate Certificate in Management.

The award of Postgraduate Certificate would **not** normally incorporate a Dissertation or major project.

For a Postgraduate Certificate, a **distinction** will be awarded if:

- **either** at least 45 credits are at distinction level (70%)
- **or** the overall average mark is at distinction level

For a Postgraduate Certificate, a **merit** will be awarded if:

- **either** at least 45 credits are at merit level (60%)
- **or** the overall average mark is at merit level

Failure to Achieve the Requirements

The Programme Board will normally fail candidates for the programme where they fail subjects on reassessment (and have not further reassessment opportunities available).

DMU has a policy of recording all academic staff led activity for replay and revision purposes to ensure continued compliance with the Equalities Act 2010. The main vehicle for providing such recordings is the DMU Replay service but your Module Tutor may use other means of providing audio and/or visual materials to ensure compliance with the policy and these will be fully explained to you along with where to get help and support. For help with viewing a DMU Replay recording click here:

<http://celt.our.dmu.ac.uk/dmu-replay-the-student-view-including-navigation-and-search/>

Section 5: Assignment submission, assessment and anonymous marking

Protocols for submitting work

All coursework **MUST** be submitted electronically via Turnitin by **12 NOON** of the deadline date.

📖 Full guidance on how to submit an assignment in Turnitin (via Blackboard), how to view Turnitin assignment feedback and grades, and how to interpret the Turnitin originality report is available on the 'User Guide' tab in Blackboard. See: https://vle.dmu.ac.uk/dmu_common/HelpFiles/bb9TrainingStudents01/blackboard/refresh/turnitin/studentindex_turnitin.html

It is imperative that you retain your Turnitin receipt as proof of definitive hand in of your coursework submission.

Coursework Deadlines

📖 This section should be read in conjunction with **Taught Programme Academic Regulations**, www.dmu.ac.uk/scheme-regulations

Coursework deadlines are published in order to facilitate equity for students and sound administration by assessors. It is expected that course deadlines will be met at all times. Only in exceptional cases with the prior consent of the Dean of Academic Affairs, supported by the appropriate Module Tutor, will extensions to deadlines be provided.

Mitigating circumstance forms must be completed and signed off by the appropriate Dean of Academic Affairs, prior to the submission date.

Late Submission Penalties

Work submitted prior to deadlines will be accepted and marked as normal.

Policy for the unauthorised late submission of work to Turnitin:

Late Submission via Turnitin up to and including 14 actual days after the submission date	Late Submission via Turnitin 15 or more actual days after the submission date
The work will receive a mark of up to a maximum of 50% **	0%

**** Please note that this applies to first submissions ONLY. Late submission of a referred piece of work will result in a 0% fail mark.**

This policy uses:

- **Actual days** rather than working days (since weekends and Bank Holidays give students real extra days)
- **A single penalty** for work that is handed in late, but up to 14 days late

Module tutors may accept work after a deadline, but in accordance with the above regulations. Module tutors will also inform the Dean of Academic Affairs of the names of all students who have not submitted work by stipulated deadlines.

Assessment criteria and mark descriptors

When they mark your work, your tutors use a set of assessment criteria against which each project is assessed. Assessment criteria are usually stated with the assessment brief and are directly related to the learning outcomes for the module, which are listed in each Module handbook.

In assigning a mark to your work, tutors use mark descriptors; the final mark awarded to a piece of work will be informed by how it corresponds to these mark descriptors. The descriptors listed in the table below are used across the entire University. Subject- or assignment/specific mark descriptors may also be provided in module handbooks and assignment instructions, but it should also be clear how any specific mark descriptors relate to the generic descriptors.

Modules are marked in a range of 0-100%. A mark below 50% indicates a Fail grade.

Mark descriptors for specific percentage ranges are given in the table below. These descriptors are inter-related: with regard to marks of 50 and above there is an assumption that in awarding marks in one band work will have met the requirements of the previous band; with regard to marks of 49 and below there is an assumption that in awarding marks in one band work will NOT have met the requirements of the previous higher band.

Mark Range	Criteria
90-100% Distinction	Demonstrates an exceptional ability and insight, indicating the highest level of technical competence. The work has the potential to influence the forefront of the subject, and may be of publishable/exhibitable quality. Relevant generic skills are demonstrated at the highest possible standard.
80-89% Distinction	Demonstrates an outstanding ability and insight based on authoritative subject knowledge and a very high level of technical competence. The work is considered to be close to the forefront of the subject, and may be close to publishable/exhibitable quality. Relevant generic skills are demonstrated at a very high level.
70-79% Distinction	Demonstrates an authoritative, current subject knowledge and a high level of technical competence. The work is accurate and extensively supported by appropriate evidence. It may show some originality. Clear evidence of capacity to reflect critically and deal with ambiguity in the data. Relevant generic skills are demonstrated at a high level.
60-69% Merit	Demonstrates a sound, current subject knowledge. No significant errors in the application of concepts or appropriate techniques. May contain some minor flaws. The work is well developed and coherent; may show some originality. Clear evidence of capacity to reflect critically. Relevant generic skills are demonstrated at a good level.
50 – 59% Pass	Demonstrates satisfactory subject knowledge. Some evident weaknesses; possibly shown by conceptual gaps, or limited use of appropriate techniques. The work is generally sound but tends toward the factual or derivative. Limited evidence of capacity to reflect critically. Relevant generic skills are generally at a satisfactory level.
40 -49% Fail	Demonstrates limited subject knowledge. Some important weaknesses; possibly shown by factual errors, conceptual gaps, or weak use of appropriate techniques. The work tends toward the factual / derivative, or lacks sound development. Little evidence of capacity to reflect critically. Relevant generic skills do not meet the requirements of the task.
30-39%	Demonstrates inadequate subject knowledge. The work lacks coherence and evidence of capacity to reflect critically. The quality of the relevant generic skills do not meet the requirements of the task.
20-29%	Demonstrates seriously inadequate knowledge of the subject. The work contains minimal evidence of awareness of relevant issues or theory. The quality of the relevant generic skills do not meet the requirements of the task.
10-19%	The work is almost entirely lacking in evidence of knowledge of the subject. No evidence of awareness of relevant issues or theory. The quality of the relevant generic skills do not meet the requirements of the task.
0-9%	The work presents information that is irrelevant and unconnected to the task. No evident awareness of appropriate principles, theories, evidence and techniques.

**** Please note that this is an indicative mark which will remain provisional until ratified, or otherwise, by the Assessment Board***

How to submit via Turnitin

Turnitin (via Blackboard) is a text-matching tool used for plagiarism detection to which you will be introduced during your first year of academic study. The aim of using this software is to deter plagiarism, rather than to detect it and punish you.

Typically, your tutors will set up specific Turnitin Assignments in the Assessment area of the Blackboard site for your module and will notify you via an announcement when it is live. You will then upload an electronic version of your work (e.g. as a Microsoft Word document) by the submission date. Turnitin will then compare your submitted work with that of your fellow students and against billions of items in its database collected from the Internet, journals and other sources.

You will be required to submit written assignments through Turnitin via Blackboard by **12 NOON** on the deadline date for the specific assessed component(s) indicated in your Module handbook. It is important that you consult your Module handbooks and tutors for each individual module/assessment.

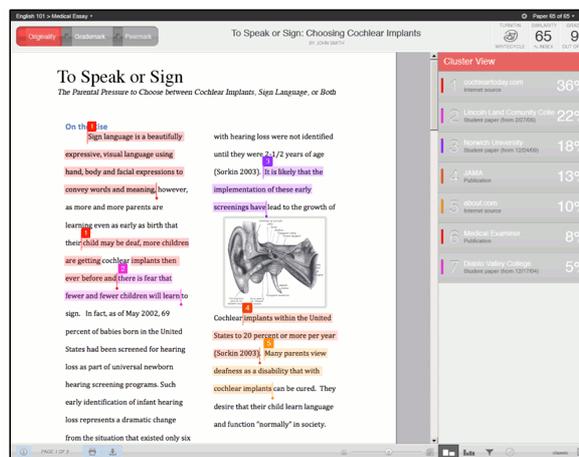
To submit your assignment through Turnitin

- If you are expected to submit a particular assignment through Turnitin, your module tutor will have set up a link in the area of your Blackboard course which contains assignments/assessments.
- Log in to your Blackboard module and click on the appropriate link to take you to the assessment area.
- Click the View/Complete link next to the assignment name; the submission form will open.
- Click on the author drop-down box and find and click on your name. (For any anonymously assessed work, the system will only show your name to the tutor after the work has been marked, to preserve your anonymity.)
- Enter a submission title in the appropriate box. **Please use a title that describes your work**, such as the actual title of your essay (or a shortened version of it).
- Click the Browse button to locate the file on your computer that you want to submit. In the new window click on the relevant document and select Open.
- Click Submit to upload the selected file into Blackboard. You will be asked to confirm that this is the text you want to submit. Select "Yes" to submit this file.
- After your work has been submitted successfully, you will receive an electronic receipt, which you should retain. **You must make sure that you complete these steps.**
- Your submission task is now complete so you can now use the menu to navigate away from this page.

For some assessments your tutor may allow you access to the Originality Report for your work. There are a number of ways that your tutor may decide to enable you to access the report. If you have been granted access to the Originality Reports, you will see the following screen after clicking on the View/Complete link.



You should also be able to download a digital receipt for your submission from this screen. Note that at busy times you may need to wait up to 24 hours for the Originality report to be generated. Click on the Originality Report percentage under “Contents” to view your report. Note that other students will not be able to see your report.



Turnitin2 Originality Report

Some modules will give you the opportunity to remove and resubmit your essay on Turnitin should you find, for instance, you have mistakenly uploaded an earlier draft or an essay for another module. It is always best to check your work carefully before uploading to Turnitin.

Where written coursework is marked electronically, the tutor will add commentary and feedback directly onto the electronic version of your written assignment, usually using a tool called GradeMark, which is integrated into Turnitin. You receive this feedback by going back to the same Turnitin link where you originally submitted your work. and you will be able to view or download the feedback provided

What to do in the event that Turnitin is not available

- **Check** the module site on Blackboard for any announcements regarding assignment submission.
- If there are no announcements, **notify your tutor**, particularly if you experience problems within 24 hours of the assessment deadline. Wherever possible, do so using your Niels Brock email account.
- If the problems occurred during or after you submitted your work, keep the **submission receipt** (and receipt number) for the Turnitin submission. Also record any possible **error messages** displayed. If you are able to do so, take a picture or a screen-grab of the error message. Please include these in your email notification to the tutor.

- If you are unable to upload your assignment due to Turnitin failure, please **submit your work via email** to the assessing tutor or the Niels Brock Module Tutor to meet the original deadline.

All Turnitin assessment deadlines are set at **12 NOON**. This is to enable IT staff to deal with possible problems with Turnitin service during working hours.

All Turnitin assignments on module Blackboard sites will be set to accept submissions after the deadline. All submissions are automatically time-stamped by the system. If your late submission was demonstrably due to disruption to Turnitin service, any late submission penalties will be waived.

Anonymous Marking

The process of marking work anonymously is intended to eliminate any unintentional bias on the part of assessors and to reassure students that the marking process is fair and impartial. Most assignments are marked anonymously. Your tutors will inform you if your assignment is to be submitted and marked anonymously. The process of submitting your anonymous assignment to Turnitin remains the same, except that you need to ensure that neither your name nor your P-number is visible on your assignment.

Once the work has been marked and feedback is available, you will be able to access the same Turnitin link to which you submitted your work,

Assessment feedback

We are committed to ensuring that all students receive appropriate feedback on their assessed work. Feedback can help you improve your future performance. When you receive assignment feedback from your tutor, you will find a summary assessment of your work, which you should read together with the annotations made on the assignment itself.

These comments are intended to help you recognise your own strengths as well as identify any weaknesses. Please take these comments seriously and act upon any suggestions. You should also make an appointment to see the module tutor if you are unclear about written comments made on your work, or if you have any concerns about your progress on a module.

You can expect to receive your mark and feedback within **15 working days** of the submission deadline. Where possible, tutors will endeavour to return the work sooner. However, note that all assessed work is also moderated by a second examiner, who checks a sample of the first examiner's marks. We aim to only release marks and feedback to you after they have been moderated and verified by a second marker. As you will no doubt understand, this process takes time – but we do this because we are committed to ensuring the highest standards of fairness in our assessment.

Note that any marks you receive during the academic year should be treated as provisional until formally ratified by the Programme Assessment Board at the end of the academic session. Your final ratified end-of-year results will be notified to you via myDMU following the meeting of the Programme Assessment Boards.

You can view the University's full Assessment and Feedback Policy, which sets out the expectations for all assessments and marking processes here:

 <https://www.dmu.ac.uk/documents/about-dmu-documents/quality-management-and-policy/academic-quality/learning-teaching-assessment/assessment-feedback-policy.pdf>

Section 6: Seeking an assignment extension, deferral or re-submission

Extensions

If you are unable to meet assessment submission deadlines for coursework, you may request an extension. Chapter 5 section 4 of the [Student Regulations](#) explains that:

- Coursework extension requests must be authorised by designated members of staff. In the case of Niels Brock, the Dean of Academic Affairs and Research, Dr. Thomas Eatmon is the only one who may authorise an extension.
- Coursework extension requests must be submitted before the assessment deadline date. Extensions cannot normally be granted retrospectively, after the deadline has passed.
- Coursework extension requests should be made over email to tea@brock.dk , so as to have a record of the request and the extension granted.
- Coursework extensions will not be granted for periods of more than 14 consecutive days under any circumstances and are subject to the limitations

Deferrals

On exceptional occasions, your performance may be seriously impaired by severely adverse personal circumstances beyond your control or ability to foresee. Examples of 'severely adverse personal circumstances' may include a serious debilitating illness, a bereavement involving a close family member or the need to care for a seriously ill child over a number of weeks. Chapter 5 of the [Student Regulations](#) explains that:

- If you are experiencing difficulties with your studies you should contact the Academic and S.A.P Counsellor Raquel Lopez at rlo@brock.dk.
- If appropriate, it may be necessary for you to request a deferral of assessment.
- To apply for a deferral of assessment you must complete the appropriate forms (available from the Front Office) and submit professional third party supporting evidence
- Completed forms and supporting evidence must be submitted to the Dean of Academic Affairs PG on or before the deferral deadlines.

Failed modules and reassessment opportunities

If you fail a module (i.e. at the end of the year your overall module mark is less than 50%), you will not receive credit for it and therefore you may not meet the progression or award requirements for your level. If you do not meet the progression or award requirements for your level and have sufficient reassessment opportunity, you will be required to retrieve the failure in order to progress or obtain an award. This is known as a **reassessment**.

Reassessment usually means that you will be asked to resubmit failed coursework or resit failed examinations. Reassessment advice detailing which assessment elements you are required to resubmit will be sent to you following the release of results. Assignment briefs for specific assessment elements will also be posted on Blackboard.

If you pass the reassessments, you will receive credit for the module(s) and will be able to progress or achieve an award. However, the module mark for any modules whose failure is retrieved through **reassessment is capped at 50%**.

As you cannot progress or achieve an award until successful completion of any reassessments, it is vital that you attempt all reassessments in the reassessment period immediately following the notification of your failure(s).

For more information on reassessment, see Section 5 of the [university academic regulations](#).

Section 7: University regulations

University Regulations are the rules which apply to your studies as a student of De Montfort University. When you register as a student you agree to follow these regulations, as does the university. These regulations are divided into two areas; 'Student Regulations' and 'Academic Regulations'. You have consumer rights as a student, and many of these rights are explained within the regulations.

Student Regulations explain how decisions are made in areas such as:

- Academic appeals
- Extenuating circumstances
- Student disciplinary issues
- Payment of fees
- Health and Safety

There are many more policies within the student regulations; these are all available on the DMU website:

 <https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/index.aspx>

If you would like to speak to a member of staff about any matter regarding the student regulations, you can contact the Academic Support Office at acasupportoffice@dmu.ac.uk

Academic Regulations set out the rules on assessment, progression, and award standards. These regulations enable universities to guarantee their academic standards are appropriate, and ensure all students are treated consistently and equitably.

The full regulations are available on the DMU website (<https://www.dmu.ac.uk/about-dmu/quality-management-and-policy/academic-quality/academic-regulations-assessment-boards/academic-regs-assessment-board-homepage.aspx>) and explain how decisions are made on:

- Assessment (including reassessments, late submissions, and modules that are changed or withdrawn).
- Progression through your programme (ensuring the knowledge and skills you acquire are appropriate to your level of study).
- Awards (how they are classified, exit awards, and Recognition of Prior Learning)
- Deadline extensions, deferrals, interruptions and repeat study (more on this in Section 13).

If you have any questions about the academic regulations, you should speak to your tutor in the first instance.

Section 8: Contact details

Pro Vice-Chancellor	Charlotte Forsberg	✉ cfo@brock.dk Bispetorvet, room B404
Dean of Academic Affairs for PG Programmes	Dr. Thomas D. Eatmon	✉ tea@brock.dk Bispetorvet, room B410
Programme Administrator	Mrs Xia Wang (Meiline)	✉ xwa@brock.dk ☎ +45 3341 9527 Bispetorvet, room B102

Module Code	Module	Tutor	Email
ACFI5020	Accounting for Managers	Dimitrios Papadimitriou	papa@niels.brock.dk
ACFI5022	Strategic and Financial Decision-making	Josphat Njuguna Omanga	joom@niels.brock.dk
CORP5039	International Strategic Management, Markets and Resources	Bruno Abrantes	btfa@niels.brock.dk
CORP5068	Critical Management in a Global Context	Jesper Lind Madsen	jelm@niels.brock.dk
HRMG5054	People, Management and Organisation	Charles-David Mpengula	chmp@niels.brock.dk
MARK5054	International Marketing	Ali Gamal EIDin	aged@niels.brock.dk
LBPG5013	Business Management and Employability	Lilia Ochisor Mille Brandt	lioc@niels.brock.dk milb@niels.brock.dk
POPP5007	Globalisation	Carlos Salas Lind	cali@niels.brock.dk
LBPG5017	Dissertation	Thomas D. Eatmon	thea@niels.brock.dk
LBPG5018	Research Methodology	Thomas D. Eatmon Safania Eriksen	thea@niels.brock.dk safe@niels.brock.dk

Student email

A DMU student email account is automatically available to you throughout your time with us. It is set up at the beginning of your course and as a first time user, instructions will be given to you on how to use it. It is a free service and it helps improve our communication with you.

Note that **all emails from the University will always be sent to your Niels Brock & DMU student email address** (not your personal/private email address). It is your responsibility to check your email regularly and respond to emails from the University. Further information about the email system and the protocols for the appropriate use of email can be found on the DMU website. It is your responsibility to be fully aware of this information.

If you have any problems accessing your DMU email account, please contact the Computer Technicians in the computer rooms or in the library, or IT support (p.43).

Niels Brock will also automatically create an e-mail account for you. All email communication from the Niels Brock administration and Copenhagen lecturers will be sent to your @niels.brock.dk account. It is expected that you check your student email account daily for urgent issues.

Please note that all email from the university will be sent to your official DMU student email address and/or your Niels Brock email account. We are not able to use personal email accounts.

Section 9: Student Charter

De Montfort University has developed a Student Charter setting out commitments from the University to students, from students to the University, and from the Students' Union to students.

 <http://www.dmu.ac.uk/dmu-students/student-resources/student-charter/student-charter.aspx>

Section 10: Higher Education Achievement Report (HEAR)

When you graduate, as well as being issued with a degree certificate, you will be given access to your HEAR. This online document details your module results (your transcript), alongside any extra achievements such as internships, volunteering or student representative roles. This essential document is a great resource to support you in any future job applications.

All DMU undergraduate students and taught postgraduate students receive the Higher Education Achievement Report (HEAR) when they graduate. All enrolled undergraduates are issued with a draft copy of their HEAR during their first term; this draft copy is updated annually.



Visit the DMU web page for more information on:

- A list of recognised activities
- An example of a completed report
- Contact details for the HEAR team

[http://www.dmu.ac.uk/dmu-students/your-dmu-experience/hear/higher-education-achievement-report-\(hear\).aspx](http://www.dmu.ac.uk/dmu-students/your-dmu-experience/hear/higher-education-achievement-report-(hear).aspx)

Section 11: Communication

Blackboard – the Virtual Learning Environment (VLE) or Managed Learning Environment (MLE)

Blackboard is a virtual learning environment, accessible online. You can log into Blackboard via myDMU (section 8.3) at any time, on or off-campus. All programme modules have a dedicated Blackboard site, where you can access all materials and information relevant to that module. This includes assessment information and Turnitin links for submitting assessments, copies of lecture notes, resource lists and additional learning materials. Your tutors will also make important announcements through the module Blackboard sites. It is therefore vital that you visit the Blackboard sites for all your modules regularly for the latest information.

On the main Blackboard homepage, you will also be able to access the Blackboard **Programme Community** site. By default, the link for this site is in the bottom left-hand corner of the Blackboard homepage. All students (including postgraduates) have access to this site. The site contains copies of Programme and module handbooks, information about [programme] events, study support, international study, careers etc. General announcements relevant to all [programme] students will also be made through the Community site.

Blackboard also gives you access to the **Community site for the Faculty of Business & Law**. This site includes Programme and Faculty Handbooks, External Examiner reports, Assessment Maps, etc., as well as announcements about Faculty events. Information about re-enrolment and re-assessments will also be posted on the Faculty Blackboard site.

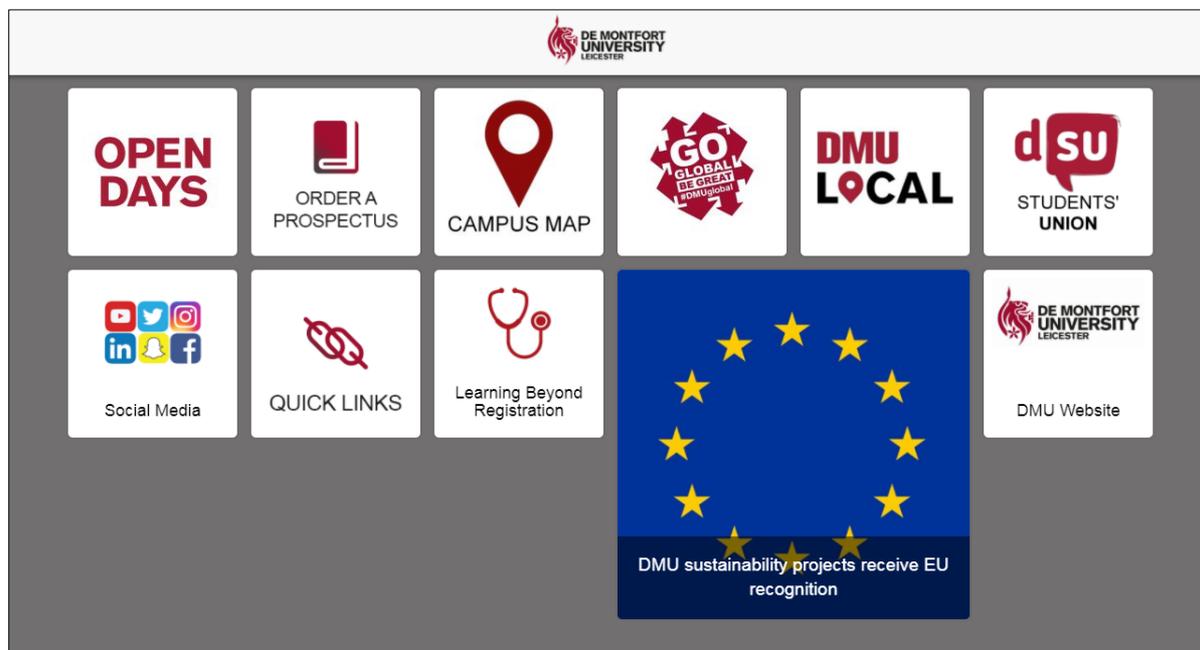
General information and guidelines on how to use Blackboard are available from inside Blackboard, by clicking on the *UserGuide* tab at the top of your Blackboard homepage.

Help on browsers and systems requirement and for troubleshooting access to Blackboard from your personal computer can be found at the following link

https://vle.dmu.ac.uk/dmu_common/HelpFiles/Bb9_1-Supported-Browsers.htm

MyDMU

myDMU is a personalised, online system designed to support De Montfort University (DMU) students while they study. This award-winning software complements the facilities provided by Blackboard.



🔗 <http://www.dmu.ac.uk/about-dmu/professional-services/information-technology-and-media-services/prospective-students/mydmu.aspx>

Once registered with the university, students receive a DMU IT e-account. After choosing an ID and password, you can then access **myDMU**, Blackboard, the virtual learning environment, email and other electronic services. The information provided by **myDMU** is tailored to your individual needs.

Communication from the student to the faculty

The main ways in which your tutors will communicate with you outside classes are through your **DMU email account**, **Niels Brock email account** and via **Blackboard** (the University's Virtual Learning Environment).

Members of staff may be contacted by email. Normally, staff will only reply to your emails during working hours (Monday to Friday, 9.00-17.00). Staff are not available during evenings, at weekends, on public holidays, or when on leave. In general, you can expect an answer from staff within 48 hours (excluding weekends and public holidays).

When emailing staff, please do so from either your Niels Brock email account (ending in @niels.brock.dk), not any personal email accounts.

All emails from the University (from your tutors, university administrators etc.) will always be sent to your DMU/NB email accounts, so you should also use it for all your university correspondence.

Although electronic communication is generally more informal, please treat all your emails to your tutors as business emails. That is, employ a professional tone, present yourself courteously and adhere to Standard English. This is to give you practice in communicating in

a professional environment, which you will all be required to do once you leave university and enter the world of work.

When contacting tutors, please bear the following in mind:

- Only telephone staff in an emergency. Staff are often not in their offices (due to being in classes, in meetings or away on business), so the best way of contacting us is by email.
- Please do not interrupt staff in their offices outside their advice and feedback tutorials except in a genuine emergency. Outside classes and tutorial times, tutors have many other tasks they may be engaged in: preparing for future classes, marking, administration and research and writing. We may also already be in a meeting with another student, possibly discussing a personal matter. Therefore, please do not simply knock on a tutor's office door expecting to be seen immediately.
- Contact module tutors in the first instance about individual module matters.
- Contact the Programme Administrators about general matters relating to the programme of study (e.g. applications for changes in registration, module changes, and general enquiries).
- Contact the Student Affairs Coordinator Lisbeth Sivertsen (lsi@brock.dk) about any general concerns or difficulties you may be experiencing concerning settling in Denmark
- Contact the Academic Affairs and SAP Coordinator about concerns or difficulties you may be experiencing academically.
- If you are absent from university and scheduled classes for any reason (e.g. illness/family commitments), you must notify your module tutor and at the earliest possible opportunity by email.
- Changes in term time and home addresses, telephone numbers or email addresses should be submitted to the Programme Administrator and registered in your UMS account.

Attendance

If you experience difficulty in attending classes for any reason then please discuss the matter with your **module tutors or the Academic Affairs and SAP Coordinator** so that we are able to help or advise you. Poor attendance may result in low marks or even fails, as attendance and performance in assessments are closely linked. Irregular attendance is officially recorded and discussed at departmental meetings and examination boards. This means that tutors know about all occurrences of poor attendance across all modules (and not just in the ones they teach). If you have a known history of unexplained poor attendance, you may therefore find it difficult to obtain extensions on essays and/or tutors' support for mitigating circumstances. Job references also often ask tutors to comment on students' reliability.

You are expected to attend all timetabled sessions. The purpose of the following standard procedure for absence registration is to ensure that all students are treated equally across programmes and courses. The rules below will serve as reference points in any disagreements regarding absence registration.

Registration is carried out in UMS, and individual attendance record statistics can be monitored by students and tutors on www.ums.brock.dk.

It is mandatory that students attend all classes/module activities. Registers of attendance will be taken at every session and patterns of attendance will be monitored closely.

The following rules apply:

- Always be present on time
- If late, enter during breaks
- If it is absolutely necessary to leave during a class, inform the tutor before the class and leave during a break
- Absence registration is carried out in the beginning of each session and will as a minimum be carried out once during a teaching session.
- In principle, there are only two attendance categories – “absent” (red), and “present” (green).
- If a student fails to show up before the absence registration has been completed, the student will be registered as “absent” for the entire class.
- If a student leaves in the middle of a class, the student will be registered as “absent” for the entire class.

Illness

- If a student is ill for a maximum of three consecutive days, he/she does not need to contact anyone. The student will be registered as “absent”.
- If a student is ill for more than three consecutive days or if the illness interferes with vital presentations or the completion of assessed work, he/she needs to present the Dean of Academic Affairs PG with a full medical certificate. The student will be registered as “absent”, but a note explaining the illness will be added to UMS by the Dean.

Complaints procedure

If a student finds that his/her registration is incorrect, he/she should contact the relevant tutor before the next module session. If no agreement can be reached, the student should contact the Dean of Academic Affairs PG.

Warnings and consequences

Attendance records are monitored closely, and any student deemed not to be meeting attendance expectations will receive a warning. There is no fixed percentage marking excessive absence. Instead, all attendance records are evaluated individually based on overall absence rate and the distribution of absence across modules. The standard procedure is as described below. However, the process may be shortened in severe cases.

- Step 1: The student receives a written warning by email.
- Step 2: If the student fails to make significant immediate changes to his/her attendance record, the student will be called for an interview with the Dean of Academic Affairs, PG.
- Step 3: Students who continue to absent themselves from classes may be withdrawn from the programme. The termination will be executed administratively and the student will be informed by email, after which he/she has 7 calendar days to submit a written objection to the Dean of Academic Affairs, PG.

Section 12: Management of the programme

As a student, you will largely only see your degree from *your* side, but your tutors are also obliged to spend the time outside classes dealing with the administration and smooth

running of your programme within the larger context of the University as a whole. What follows is a very brief introduction to what goes into the management of your studies.

Programme Management Board

Your programme is managed academically by a Board. The Board comprises members of the academic staff team (mainly the programme/subject and module leaders for a particular subject area), staff from central University departments (such as the Department of Academic Quality) and External Examiners (usually experienced academics from other Universities).

Programme boards meet in two modes:

- As a **Programme Assessment Board (PAB)** which meets to approve your marks; agree whether or not you can proceed into your next year; agree the final classification of your degree. Once the PAB has met, results are deemed to have been **ratified** (approved) by the University
- As a **Programme Management Board (PMB)** which meets to review the management of your programme, and consider issues raised by Student Representatives (see section 3.5).

External Examiners

Each programme has at least one External Examiner who is not part of DMU teaching staff but from another Higher Education institution. His/her role is to assure academic standards on the programme and to ensure that students are receiving the best possible learning experience. The External examiner acts as an independent and impartial adviser. They ensure that awards granted by the university are comparable in standard to those of other higher education institutions, that national subject threshold standards are complied with, and that the treatment of students is equitable and fair.

Note: The details provided relating to external examiners is for information only. You must not contact external examiner(s) directly, and particularly with respect to your individual performance in assessments. If you wish to make a complaint or an appeal regarding your assessment you should follow the University's procedures for Academic Appeals, guidance on which is available via the following link: <http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/academic-appeals.aspx>

Section 13: The student complaints and appeals process

It is our intention to deal with your concerns and queries as quickly and as efficiently as possible. It is therefore beneficial if concerns are raised as quickly as possible, to enable us to address the problem before it is too late. In order to help us in this, please take a note of the person who is dealing with your enquiry. This will help us follow up on the query should there be a need to do so.

Complaints

If you are unhappy about the advice you have received, or have encountered any difficulties in obtaining advice and guidance, you should put these in writing and forward this written explanation to the relevant member of staff, as follows:

- Your Dean of Academic Affairs, PG about any issues relating to specific subjects, academic advice or modules
- The Dean of Academic Affairs, PG about any issues relating to a member of academic staff
- The Student Affairs Coordinator if you have any personal or course related difficulties.
- The Pro Vice-Chancellor for concerns regarding the Dean of Academic Affairs, PG. If you wish to discuss any issues with the PVC, please send an email to cfo@brock.dk to arrange an appointment.

The relevant member of staff will consult with appropriate colleagues and respond to you **in 48 hours during term time** (a longer response period may be required outside term time to account for staff holidays). Additional time may be required for more in-depth responses.

Following this process, if you feel that your concern has not been adequately addressed, then you can submit a formal complaint to Student Appeals and Conduct Officer. The link to the formal complaint process is available at: <http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/student-complaints/student-complaints-procedure.aspx>.

The De Montfort Students' Union (DSU) provide advice and support to students who wish to consider a formal complaint, see: <https://www.demontfortsu.com/support/advice/>

No matter what problems you have, please remember to keep in touch with us. If we know what's happening to you, we will be able to help and the earlier you can contact us about difficulties the better it is. Where necessary, any advice or help given will remain confidential, unless it is felt that there is an issue of health and safety.

Students should be signposted to information to support them in the event that they have a complaint, with details of DMU procedure that should be followed in accordance with University regulations:

Academic appeals:

You have the right to appeal, on specified grounds only, for reconsideration of the decision of any assessment board.

You have the right to remain on the programme and continue with your studies until the outcome of the appeal is known, provided this is permitted by other results not under appeal.

Useful links:

🔗 Academic appeal forms:

<http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/academic-appeals.aspx>

🔗 Student complaints procedure:

<http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/student-complaints/student-complaints-procedure.aspx>

🔗 General Regulations and Procedures Affecting Students – Chapter 8 ‘Rights of Appeal’:

<http://www.dmu.ac.uk/documents/dmu-students/academic-support-office/student-regulations/chapter-8-17.18.pdf>

🔗 DSU Welfare support:

<https://www.demontfortsu.com/support/advice/>

Section 14: The Student Voice

Student Representation

The Student Representative system is an important vehicle through which students can air their views. Student reps for each cohort of a programme are elected by their peers on their programme.

The role of the student representatives is to gather feedback on the programme and report this to the academic staff team through formal and informal meetings. Being a Student Rep is not only a valuable experience which develops transferable skills, but would also enhance your CV.

Students who would like to act as representatives volunteer themselves for the position; if necessary, elections for the posts can be held, and a vote will be taken from all students on the programme.

The primary way in which Student Representatives present the views of their fellow students to members of academic staff is through Monthly Meetings. These will be scheduled and appear in the timetables of all students.

The Committee meets throughout the year as a forum for discussing student feedback on programme modules.

Before each Monthly Meeting, the representatives will ask all students for their feedback – both comments on what is not working and what you'd like changed, as well as praise and feedback on what is working well! Student representatives then present this feedback at the Monthly Meeting. After each meeting, the Dean of Academic Affairs, PG logs any actions that are to be taken in response to your feedback. The logs and the minutes of the Monthly Meetings are also considered by the Subject Enhancement Board as well as the Programme Management Board. The minutes from all Monthly Meetings as well as an overview of actions are available in mitnielsbroc.dk in MSc Students>Monthly meetings.

Student satisfaction surveys

A variety of mechanisms are employed to gather student feedback, including questionnaires and surveys. These are conducted both internally within Niels Brock Copenhagen Business College De Montfort University (DMU), and externally across the higher education sector. Findings from these surveys are published and responded to in a number of ways:

- Module and programme level feedback (sent via your Niels Brock email by end of each module for module evaluation – programme evaluation to be undertaken once you have submitted your dissertation).
- National Student Survey (NSS) – <https://www.thestudentsurvey.com/>
- Postgraduate Taught Experience Survey
<https://www.heacademy.ac.uk/institutions/surveys/postgraduate-taught-experience-survey>
- Student participation in academic quality processes - <http://www.dmu.ac.uk/about-dmu/quality-management-and-policy/academic-quality/student-voice/student-participation.aspx>

Section 15: Library and Learning Services



See <https://library.dmu.ac.uk/navguides/subject>; www.library.dmu.ac.uk and the Library shell in mitnielsbrock.dk for details about the full range of services, resources, facilities and study skills advice.

Physical access: Students will need their University ID card to gain entry to Library facilities, to borrow resources and to use the photocopying and printing and copying services in the basement at Bispetorvet 1-3.

Online access includes:

- **Library Search:** allows students to perform a one-stop search of all the electronic content subscribed by the library. Searches can be filtered to particular material types and full-text access only.
- **Online Library Catalogue:** allows students to check and find books and journals available in print and online formats. The catalogue also provides details of DVDs and access to streamed television recordings. Books already on loan may be recalled using the Library Online Catalogue.
- **Online Databases:** allow students to search for journal articles and other material, and where available link to full-text documents. All search tools can be accessed via the relevant Subject Guide <https://library.dmu.ac.uk/navguides/subject>
- **DMU Resource Lists via Blackboard:** allow students access to reading lists (where available) with real time loan information and links to books, journals and other materials. These can be accessed via your Blackboard programme and module shells.

Accessing material via Blackboard: Each student's **Single Sign-On** username and password also allows access to Library and University functions, including: DMU student

email account, Blackboard, computing services and e-books, e-journals and databases provided by the Library.

Your username and default password for all of services uses the following pattern:

- Username = P01234567 (i.e. your university ID card 'P' number)
- Password = your date of birth, in the following format: dd/mm/yy

Important: You must change your default password when you log-on for the first time.

Borrowing items from the Library at Bispetorvet 1-3: Books can be borrowed using the self-service machines and renewed online. To borrow, request and renew books, you will need your Niels Brock Copenhagen Business College user name and pass word, which is given to you at Induction. Charges apply for the late return of books.

Items may be borrowed for the following loan periods:

- Normal Loan – three weeks for general loans (subject to recall if requested by another user).
- Short Loan - overnight loan for books in very high demand.

Gaby Lewin is the onsite librarian at Bispetorvet. You can contact her at gle@brock.dk Workshops to improve information searching and referencing skills may be delivered within your timetable and a programme of bookable open workshops are also run throughout the year.

Library and University Regulations: Use of the library comes with some simple rules for everyone's benefit. Don't forget your ID card, don't share your card or IT credentials with anyone else and please respect designations for quiet and silent study. Failure to comply with Library or University regulations may result in disciplinary action.

Library support: Subject guides are available for your modules at (<https://library.dmu.ac.uk/navguides/subject>).

Section 16: Harvard Referencing, Good v Bad Academic Practice and Turnitin

Citation, Referencing and References

Citation

This is the process of acknowledging the work of other people when you are including their ideas or their words in your own writing. These ideas could have been obtained from a book, an article in a journal, the Internet, a newspaper and so on.

Referencing

Referencing means giving the author and date of a book, article or other source from which you obtained information or ideas within the text of your assessment. This programme uses the Harvard system of referencing. For detailed and accurate guidance about the use of this system see the information available on the DMU library website

 <https://libguides.library.dmu.ac.uk/harvardguide>

References

You are expected to provide a list of references at the end of your assignment, which shows the full range of sources that you have cited in the text. Always provide full and accurate references at the end of your work and check that references which appear in the text also appear at the end.

You are expected to read widely during your studies and to use some of this reading to support your ideas and arguments within your assessments. Be clear in your own mind as to why you are referring to another author's ideas, or using a quote, and also make this clear to the reader. It will also be important that you draw from credible and academically reliable sources. Whilst you are actively encouraged to explore resources that are available to you electronically and via the internet, it is also important that you assess the quality of the source accessed and the reliability of the information obtained (e.g. Wikipedia website, may not be seen as a credible source by those marking your assessments).

Referencing can seem complicated at first but, with practice and adherence to the designated referencing style, it is a good habit which can be achieved fairly quickly. There is support both within employer organisations and the university to help you to reference effectively. During your Induction you will receive detailed support from the librarian in relation to using references and an introduction to academic writing; further opportunities for support and guidance about good academic practice can be found in mitnielsbrock.dk in the library shell.

Turnitin Plagiarism Detection Software

TURNITIN is a web-based plagiarism detection tool widely used in UK universities and schools/ colleges. It searches the current and archived internet documents, papers submitted by other students, and identifies any similarities between texts. Refer to Chapter 4, Section 1.3 of the **General Regulations and Procedures Affecting Students** for more information on plagiarism (available from the [DMU student regulations](#) web page).

Where sources other than earlier student papers have been properly identified and referenced by a student, this is not plagiarism and the similarity percentage figure provided by Turnitin is not an indicator of plagiarism in itself. However the more detailed report provided by Turnitin will indicate where similarities with other sources do occur and which have not been appropriately identified and referenced, which is cause for greater concern.

You are required to submit a copy of your assignments to Turnitin. Detailed instructions for using Turnitin and reviewing similarity reports will be posted onto Blackboard and further guidance will be provided at the commencement to the programme. **When submitting your work to Turnitin, you will be required by the system to confirm that your work is not plagiarised.**

🔗 https://vle.dmu.ac.uk/dmu_common/HelpFiles/bb9TrainingStudents01/blackboard/refresh/turnitin/studentindex_turnitin.html

🔗 for support and guidance about good academic practice can be found via the following links:

🔗 RefWorks Guide: <https://libguides.library.dmu.ac.uk/NewRefWorks>

RefWorks is a tool that enables you to store your references in one place and to automatically create a reference list or bibliography at the end of your document. RefWorks can be accessed via the internet.

🔗 Academic writing support: <https://libguides.library.dmu.ac.uk/class/home-v2>

🔗 Good academic practice and exams best practice:
<https://libguides.library.dmu.ac.uk/c.php?g=656047&p=4611242>

🔗 Study Skills support: <https://libguides.library.dmu.ac.uk/class/workshops>

🔗 Referencing tips from DMU Library:
<http://www.library.dmu.ac.uk/Support/Heat/index.php?page=475>

If you have any concerns discuss them with your Module Leader(s). Markers may well draw attention to mistakes in your referencing in the early part of your programme. This will usually be to encourage you to develop good practice.

Always be clear to distinguish between when you are writing about your own ideas and when you are drawing from those of other people. Failure to acknowledge the work of others is plagiarism (which is to present somebody else's ideas and written text as your own) and is a disciplinary offence. Further guidance about how to avoid bad academic practice can be obtained via both of these useful links:

🔗 Bad academic practice and the importance of referencing:
<http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/bad-academic-practice.aspx>

🔗 How to avoid plagiarism and be citation-wise:
<http://www.dmu.ac.uk/documents/about-dmu-documents/partnerships/educational-partnerships/how-to-avoid-plagiarism-and-be-citation-wise.pdf>

Section 17: Student support and resources

Front office

Where are we, and what do we do?

The Front Office is located on the ground floor at Bispetorvet 1-3. The primary function of the office is to provide advice on a wide range of student issues.. We are able to give you email addresses and teaching hours of all academic members of staff.

In short we should be your first port of call if you require any help or advice; if we are not able to help you we will know who can!

Opening hours:

Monday –Thursday 9.00-16.00

Friday: 9.00-15.00

How to Find Staff Contact Details

There are two main ways to find contact details for academic and support staff.

- Contact the **Front Office** located on the Ground Floor of Bispetorvet1-3
Telephone: (+45) 33419100

Email: dmuenrolment@brock.dk

The administrative team can check timetables for staff and provide you with their surgery hours, email addresses, room numbers and phone numbers. They can also provide you with active letters, confirmation of study etc. Please note that you must request active letters by email as they may not be able to provide them to you immediately.

Section 18 Frequently Asked Questions (FAQs)

What should I do if I am ill or absent from university?

Illness

- If a student is ill for a maximum of three consecutive days, he/she does not need to contact anyone. The student will be registered as “absent”.
- If a student is ill for more than three consecutive days or if the illness interferes with vital presentations or the completion of assessed work, he/she needs to present the Dean of Academic Affairs, PG with a full medical certificate via email to tea@brock.dk. The student will be registered as “absent”, but a note explaining the illness will be added to UMS by the Dean.

How do I notify the University of any changes in my personal details (e.g. term-time address)?

You need to let Administration know of any changes in your personal/contact details during the year. You do so by forwarding an email with all the necessary information to dmuenrolment@brock.dk. Please remember to state your full name, p number and which cohort you are part of.

What should I do if I lose my Student ID card?

If you lose or have your Student ID card stolen you must contact the administration. Send an email to dmuenrolment@brock.dk

What should I do if I can't log into myDMU, student email or other University online systems?

If you have any problems accessing your DMU account, please contact the IT support:

itmservicesdesk@dmu.ac.uk
+44 116 250 6050

What should I do if I need advice about personal issues?

Your first port of call if are experiencing personal issues that are having an impact on your studies is the Academic Affairs and S.A.P Counsellor. She may point you in the direction of more specific support if need be.

What should I do if I am thinking of interrupting my studies?

If you are prevented from continuing your studies for ill-health or some other legitimate cause, you must apply to the Dean of Academic Affairs, PG for your studies to be interrupted. You will be expected to provide a written, or word-processed, explanation of the circumstances, accompanied by professional third party evidence to support your request; interruption of studies will not be considered without third party evidence to support it. Interruption requests must be received by the Dean of Academic Affairs, PG before the final submission deadline for work on your programme.

What should I do if I am thinking of withdrawing from my studies?

Sometimes students decide that they wish to withdraw from their studies – that is, leave their course at the University completely. If you are considering withdrawing or transferring, please see the Dean of Academic Affairs, PG to discuss the matter.

It is most important that you do not leave without telling us and that you inform us of your last date of attendance.

Appendix – List of Principal Abbreviations

Abbreviation	Meaning
DMU	De Montfort University
MLF	Module Level Feedback. At the end of each module, you will have an opportunity to fill in a Module Level Feedback questionnaire. This allows you to tell us your opinions and to bring up any concerns (and to praise what you have enjoyed!).
CLF	Course Level Feedback. Each year, you will be asked to fill in a questionnaire concerning your opinion of your whole degree course in that academic year. Your responses will be considered by the teaching staff, the Faculty and the University as part of our ongoing quality control and review process. Your opinions form an essential part of this, and are a vital means of ensuring that everything is running as it should and helping us improve our courses.
NSS	National Student Survey. In your final year of study, you will be asked to fill in a questionnaire for the NSS, which is a UK-wide exercise, designed to discover what students really think about their degree and their university. It is a blunt tool, and has a number of shortcomings, but it is still highly important. We value your honest feedback on the NSS, and urge you to fill it in as completely as possible.
SSCC	Staff-Student Consultative Committee; a committee attended by Course Representatives (also known as ‘student reps’) from each year of study. Before each meeting, the Course Representatives ask students for comments, feedback, suggestions or praise on any aspect of the programme. These comments are then discussed at the SSCC meetings.
CLaSS	Centre for Learning and Study Support. Based at the DMU Library in Leicester, CLaSS offers a range of support aimed at enhancing your academic practice, writing development and professional skills, including workshops and one-to-one study support. You will find a vast amount of materials from CLaSS in Blackboard.
VLE	Virtual Learning Environment. The VLE we use at DMU is called “Blackboard”. You will have access to Blackboard through your myDMU pages. On Blackboard, you will find dedicated sites for each of your modules, where you can access lecture notes, handbooks, reading lists and other learning materials. Blackboard is also where we make important announcements, so it is important that you access it regularly.