

Programme Handbook:

London School of Commerce & IT
BA (Hons) Business Management with Foundation Year
2023 – 2024



BUCKINGHAMSHIRE
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Introduction

This handbook has been specially tailored to your individual programme of study. It includes information about your programme, its structure and the staff that you will meet and is intended to provide you with answers to many of the questions you may have about studying on your course.

This handbook also contains important information to you as a student of the University studying with our Partner as to the division of the various responsibilities between the University and London School of Commerce &IT. Please ensure that you understand who is responsible for what so that you seek help and advice from the right party.

We understand how important it is to you that you have opportunities to come into campus for teaching and learning and to meet and learn with other students. Safety remains our key priority, and with current Government guidelines in mind.

We are planning for all students to have full face-to-face teaching this academic year as they did before the pandemic. However, we will follow all government guidance and are prepared to adapt teaching as needed while ensuring that your learning isn't compromised.

Your relationship with the University

As a student studying as part of an Academic Partnership you are a registered student with the University. That means you are bound by the University's academic regulations.

As part of this arrangement and in order to ensure you are properly registered with the University and are awarded your qualification at the end of your studies, we will exchange information about you with London School of Commerce &IT. This information may include personal data collected during the admissions process, such as date of birth, address, ethnicity, disability, gender and highest qualification on entry, as well as information about your academic progress, for example, module marks and details of any claims made for Mitigating Circumstances to be considered. The University and London School of Commerce & IT will treat this information confidentially and will use it only for the legitimate purpose of ensuring your student records are accurately maintained.

If you change any of your contact details, please ensure that you inform the administration staff at London School of Commerce &IT so that they can update their records and ensure that the information is given to the University.

Please be assured that through our formal Partnership Approval process, we ensure that the quality of learning opportunities is comparable for all our students, regardless of where they are studying. Please see *Quality and Standards* below for more information.

During your studies you will be invited to provide feedback both on your specific academic course and on your wider student experience. Please do take advantage of the opportunities given to provide feedback. It has real value and allows the University London School of Commerce &IT to ensure that the service we are providing continues to be of real benefit.

Quality and Standards

The University is responsible for the standard of all awards and academic credit granted in its name.

Before a course begins, we undertake thorough checks with our Academic Partner institutions to ensure that:

- All members of staff are qualified to teach on the course and, if appropriate, carry out assessment
- There are suitable resources to support delivery of the course in a supportive, inclusive and welcoming environment
- Where equivalent courses are offered at the University, courses are comparable in aims and objectives and have a flexible and relevant curriculum
- Any professional requirements are met, and you are prepared for employment and lifelong learning
- Appropriate systems are in place to manage the course, support students and deliver a responsive customer service

We therefore work closely with all our Academic Partner institutions to ensure that courses are provided with the same high standards of learning and teaching we would expect for a course at the University. We do this via the following:

- Validation: this is the formal approval of the course as leading to an award of the University
- Approval: this is the formal approval of the Partner to deliver each individual course
- External Examiner scrutiny of quality and standards
- Annual Monitoring: the review of courses and how they are being offered with an Academic Partner institution
- Academic Partner Review: a full review of each Academic Partnership is undertaken periodically to ensure that all aspects of the relationship are functioning appropriately
- Professional body accreditation, where relevant

We also need to be sure that what we do is comparable with other higher education institutions (HEIs) in the UK. We, and other UK HEIs, therefore, follow all guidance published by the Quality Assurance Agency for Higher Education (QAA), including the *UK Quality Code for Higher Education*, and are subject to periodic audit by the QAA.

Your Programme of Study

Programme Aims, Learning Outcomes and Structure

Programme Aims:

This programme is aimed at those who wish to develop a good understanding of the nature of Business Management in a world of volatility, uncertainty, change and ambiguity. The focus of the programme is to equip students with knowledge of contemporary management theories, but of equal importance, the opportunity to apply and integrate that knowledge in live projects. The course is ideal for students interested in developing business knowledge and management skills in any industry.

The main educational aims of the programme are to:

- Provide all students with an in-depth knowledge and understanding of the core functions of business and management
- Develop in students the intellectual skills necessary to contribute to effective business practice and problem solving
- Develop subject related practical skills
- Prepare students for graduate employment, research, further study and lifelong learning by developing their intellectual, practical and key (transferable) skills
- Enhance the employability of graduates through the blend of academic study and skills development. The course aims to develop enterprise and entrepreneurial skills and offers students opportunities to link their studies with work experience, internships and study abroad.

Programme Outcomes:

Programme Learning Outcomes				
K	Knowledge and Understanding	Core Modules (Code) Level 4	Core Modules (Code) Level 5	Core Modules (Code) Level 6
K1	Demonstrate knowledge and understanding of key business foundation disciplines, such as business environment, accounting and finance, operations, marketing, business information systems and people and organisation behaviour;	BM461 BM414 MG411 MG412 MG414	BM563 BM565 BM533	BM634/BM635* BM633 BM632 MG629 MG630
K2	Evaluate and critique the range of activities within the key business functional areas and their interrelationship and interconnectedness;	BM461 BM414 MG408 MG411 MG412	BM561 BM562 BM563	All level 6 modules
K3	Analyse theories and concepts of strategic management, leadership and innovation within a changing environment.	MG411 MG412	BM561 BM562 BM563	BM633 BM632 MG629 MG630
C	Intellectual/Cognitive Skills			

C1	Create, evaluate and assess options to enable effective problem solving and decision-making, using appropriate qualitative, quantitative and ICT techniques and skills;	BM461 BM414 MG408 MG413	BM562 BM565 BM533	BM634/BM635* BM632
C2	Deal critically with organisational issues and be able to produce solutions and action plans	BM414 MG411	BM562 BM565 BM533	BM633 BM632
C3	Critically evaluate information, arguments and concepts	BM461 BM414 MG412	BM561 BM562 BM563 BM533	BM634/BM635* BM633 BM632 MG630
P	Practical Skills			
P1	Actively engage in business and marketing briefs and activities that encourage enterprise and entrepreneurial capability.	BM461 MG408 MG412	BM561 BM562 BM565	BM633 BM632 MG629 MG630
P2	Research information about complex business situations and apply qualitative and quantitative techniques to it, in a project context, using ICT as appropriate.	BM414 MG408 MG413	BM522 BM528 BM529	BM634/BM635* BM632
T	Key / Transferable Skills			
T1	Demonstrate computer literacy (e.g. the management of databases, word processing, PowerPoint, etc.)	MG408 MG413	BM522 BM565	BM632
T2	Demonstrate good communication skills, both oral and written	All level 4 modules	All level 5 modules	All level 6 modules
T2	Demonstrate problem solving and decision making skills	BM461 BM414 MG411 MG412 MG408	BM561 BM562 BM563	BM634/BM635* BM633 BM632 MG629 MG630
T4	Demonstrate ability to work both independently and as part of a team	MG408 MG414	BM561 BM562	MG629 MG630
T5	Display a range of personal and interpersonal skills, including the capacity for continuous learning, taking initiatives, performing to deadlines, communicating effectively and persuasively, skills which are necessary to enter a career in business or undertake further study	All level 4 modules	All level 5 modules	All level 6 modules
T6	Solve problems by clarifying complex questions, considering alternative solutions and critically evaluating outcomes		BM562	BM634/BM635* BM633 BM632 MG630

On successful completion of a Level 6 Ordinary degree,

Graduates will have achieved the majority of the learning outcomes specified above for the full Honours award with the exception of those marked with a *.

The above learning outcomes will be demonstrated by the achievement of a combined total of 300 credits comprising 120 credits at Level 4, 120 credits at Level 5 and 60 credits at Level 6 with the exception of BM634 Dissertation and BM635 Consultancy Project.

On successful completion of a **Diploma of Higher Education (DipHE)**, a graduate will be able to:

- Demonstrate knowledge and critical understanding of well-established principles of key business disciplines and the way in which these have developed. ,
- Evaluate the range of activities within the key business functional areas and their interrelationship and interconnectedness, and in an employment context.
- Actively engage in business and marketing briefs and activities that encourage enterprise and entrepreneurial capability.
- Demonstrate the qualities and transferable skills necessary for employment requiring the exercise of personal responsibility and decision making.
- Demonstrate good communication skills, to specialist and non-specialist audiences.
- Use a range of established techniques to initiate and undertake critical analysis of information, and to propose solutions to problems arising from that analysis
- Demonstrate knowledge of the main methods of enquiry in key business disciplines, and ability to evaluate critically the appropriateness of different approaches to solving problems.
- Recognise the limits of their knowledge, and how this influences analyses and interpretations based on that knowledge

The above learning outcomes will be demonstrated by the combined achievement of 240 credits comprising 120 credits listed at Level 4 and 120 credits at level 5 for this programme.

On successful completion of a **Certificate of Higher Education (CertHE)**, a graduate will be able to:

- Demonstrate knowledge and understanding of the underlying concepts and principles associated with business foundation disciplines, such as business environment, accounting and finance, operations, marketing, business information systems and people and organisation behaviour;
- Evaluate the range of activities within the key business functional areas.
- Evaluate the appropriateness of different approaches to problem solving and decision-making,
- Demonstrate the qualities and transferable skills necessary for employment requiring the exercise of some personal responsibility.

The above learning outcomes will be demonstrated by the achievement of 120 credits listed at Level 4 for this programme.

Course Structure:

Programme Title		BA (Hons) Business Management / BA (Hons) Business Management with Foundation Year							
Course Code		BB1BMA1 / BB1BMA4							
Mode of Study		Full time							
Credit Value		UK		360 credits		ECTS		180 credits	
Module Code	Module Title	QCF/FHEQ Level	Course Stage / Year	Status in Award (/IClare / /Optional)	Credit Value	Assessment Regime			Semester Taught *
						Written Exam %	Coursework %	Practical %	
Foundation year									
FY026	Preparing for Success: Knowledge and Creativity	0	1	C	n/a		100		S1/S2
FY027	Preparing for Success: Self Development and Responsibility	0	1	C	n/a		60	40	S1/S2
FY021	Introduction to Business Studies	0	1	C	n/a		100		S1/S2
FY028	Inquiry Based Learning	0	1	C	n/a		100		S1/S2
Level 4									
BM461	Global Business environment	4	1	C	15		100		S1
MG408	The Graduate Challenge	4	1	C	15		100		S1
MG411	Introduction to People Management	4	1	C	15		100		S1
MG412	Principles of Marketing	4	1	C	15		100		S1
BM414	Financial Decision Making	4	1	C	15		100		S2
MG414	Organisational Behaviour	4	1	C	15		100		S2
MG410	Career Viewpoint	4	1	C	15		100		S2
MG413	Data Insights for Business Decisions	4	1	C	15			100	S2
Level 5									
BM561	Business Consulting	5	2	C	15		40	60	S1
BM522	Project Management	5	2	C	15		50	50	S1
BM533	Contemporary Business Economics	5	2	C	15		100		S1
BM562	Consulting in practice	5	2	C	15		100		S2
BM563	Operations and Service Management	5	2	C	15		70	30	S2
BM565	Digital Business and New Technologies	5	2	C	15		60	40	S2

Students should choose one of the following options, one module per semester									
BM564	Enterprise and Entrepreneurship	5	2	O	15		40	60	S1
MG529	Strategic Marketing	5	2	O	15		70	30	S1
MG526	Customer Experience	5	2	O	15		100		S2
Level 6									
BM631	Research Methods	6	3	C	15		100		S1
BM633	Strategic Agility	6	3	C	15		100		S1
MG628	International Marketing Management	6	3	C	15			100	S1
MG629	Developing leadership and management skills	6	3	C	15		100		S1
BM632	Managing & Developing Innovation & Creativity	6	3	C	15			100	S2
MG630	Change Management and organisation Development	6	3	C	15		60	40	S2
Students must choose one module from BM634, or BM635									
BM634	Dissertation	6	3	O	30		100		S2
BM635	Consultancy Project	6	3	O	30		100		S2

Foundation year modules only apply to the “**with Foundation Year**” version of this programme.

How your programme is taught

Teaching and Learning

Throughout the award the objective is to develop the knowledge, skills and analytical ability of students to enable them to enter successful careers in business organisations. This objective is met by a combination of lecture inputs, seminars, self-study and directed research. Students are required to work both individually and in groups.

During the Foundation Year, students will be exposed to a variety of summative and formative assessments whilst developing the academic skills to be a successful student at university; course content and Learning Outcomes strongly relate to students developing their knowledge and understanding of the subjects being studied and assessed.

Level 4 teaching and learning methods are aimed at introducing students to the core areas of Business and providing them with a foundation of knowledge and skills to build upon in levels 5 and 6.

- At level 4, a number of different methods will be utilised, including lectures, classroom-based activities, independent learning methods and practical sessions, where applicable. Lectures enable dissemination of knowledge to large numbers of students. They typically provide structure to the topic area in order to facilitate understanding and inspire students to think critically about the issues. At this level

seminar will also provide a forum in which students can engage with the subject, clarify issues and begin to discuss the subject matter.

- At Level 5 students are expected to acquire more in-depth knowledge and understanding of the subjects at a strategic level.
- At Level 6 students will be encouraged to develop independent learning, analytical and critical evaluation skills and critical application of their knowledge, taking into account wider contexts, to a professional standard. This level will focus on business strategy rather than operational issues which will have been covered at level 5.

The University has a **Virtual Learning Environment** which is a digitally based programme that offers an abundance of supportive features used by lecturers teaching on this programme. This is not offered as an alternative to classroom interaction between students and lecturers, rather it is seen as an additional resource in the forms of:

- *Peer support* – facilitated through the use of the discussion board facility
- *Notices* – maintains communication between lecturer and students between teaching sessions.
- *Resources page* – on-line links to good academic articles of relevance to the module
- *E-Journals* – students registered on Blackboard have the ability to access full-text e-journals that the library subscribes to from anywhere that they have Internet access.
- *Course documents* – such as; lecture handouts, seminar activities, module guides, seminar readings, assessment guidelines, reading list etc.

Core Modules

Foundation Year

Foundation year modules only apply to the “with Foundation Year” version of this programme.

Module Code: FY026	Module Title: <i>Preparing for Success: Knowledge and Creativity</i>
<p><u>Description:</u> This module enables students to begin developing the Bucks Graduate Attributes associated with knowledge and its applications and creativity, which are essential for success in higher education and in the world of work. It encourages students to see the significant overlap between study skills and employability skills and provides the opportunity for students to reflect on and develop their existing abilities in both areas. The module will prepare students for successful progression to Level 4 academic study while allowing them to learn about and prepare themselves for employment in the twenty-first century through inquiry based learning, problem solving and critical and creative thinking.</p> <p>This module complements FY027 Preparing for Success: Self-development and Responsibility, which develops the Bucks Graduate Attributes associated with leadership and self-development and social and ethical awareness and responsibility. Both FY026 and FY027 are designed so that students can take them in any order.</p>	
<p><u>Assessments:</u> Summative Assessment</p>	

ID	Activity Type	% or P/F	Size of assessment (Length / duration)	Outcomes Assessed	Workload (Hours)
CW1	Coursework: Written Assignment	40	1000words	1, 2	
CW2	Coursework: Portfolio	60	2000words	1, 3,4	

Module Code: **FY027**

Module Title: **Preparing for Success: Self Development and Responsibility**

Description:

This module enables students to begin developing the Bucks Graduate Attributes associated with leadership and self-development and social and ethical awareness and responsibility, which are essential for success in higher education and in the world of work. It encourages students to see the significant overlap between study skills and employability skills and provides the opportunity for students to reflect on and develop their existing abilities in both areas. The module will prepare students for successful progression to Level 4 academic study while allowing them to learn about and prepare themselves for employment in the twenty-first century through inquiry based learning, problem solving and critical and creative thinking.

This module complements FY026 Preparing for Success: Knowledge and Creativity, which develops the Bucks Graduate Attributes associated with knowledge and its applications and creativity. Both FY026 and FY027 are designed so that students can take them in any order.

Assessments:

Summative Assessment

ID	Activity Type	% or P/F	Size of assessment (Length / duration)	Outcomes Assessed	Workload (Hours)
PR1	Practical Exam: Oral Assessment and Presentation	40	15minutes	1, 2	
CW1	Coursework: Portfolio	60	2000	1, 3,4	

Module Code: **FY021**

Module Title: **Introduction to Business Studies**

Description:

This module introduces the student to the different business functions within an organisation. These functions include Finance, Marketing and HR. The module will also introduce the concept of the business environment, so that students begin to appreciate the factors which impact on businesses, both internal and external.

Students will be provided with a sound foundation in terms of the knowledge and skills required in business. The module also equips the students with appropriate business language and terminology so that they will be able to undertake successfully future modules in undergraduate programmes in the areas of Business and Management.

Assessments:

It is critically important that students on the Foundation year have the opportunity for feedback throughout the modules, rather than waiting until an assessment at the end of each module. Therefore, a patchwork assessment strategy will be used. This will enable students to adopt a portfolio approach to their assessment. The assessments will include;

- a group presentation,

- creating a poster,
- a case study
- a report on one specific business function (HR, Marketing, Finance, Business Management) including a brief project proposal and rationale.

These will be completed throughout the module, and although a mark will not be awarded until the end of the module, detailed formative feedback will be provided together with the opportunity for the student to resubmit work until the final deadline providing formative developmental opportunities.

Module Code: **FY028** | Module Title: ***Inquiry Based Learning***

Description:

Delivery of this module is based on 'confirmation inquiry' – a foundational level of inquiry geared for developing students' understanding of key concepts and themes as well as basic methodologies and approaches to academic work, relevant to the discipline of the individual student. Students will then have the opportunity to analyse a problem or question that relates to their subject area, making use of information gathered from various sources using different methods and strategies. This module is one of the two subject modules studied during the Foundation Year. It can be taken in either semester one or semester two and does not assume or require and prior knowledge of the subject area.

Assessments:

Summative Assessment

ID	Activity Type	% or P/F	Size of assessment (Length / duration)	Outcomes Assessed	Workload (Hours)
CW1	Coursework: Report	100	2000words	1,2,3,4	100% assessment time

Level 4

Module Code: **BM461** | Module Title: ***Global Business Environment***

Description:

This module introduces the students to the concept of the global business environment. The students will systematically examine how identified external factors influence the environment in which the firm operates. The module addresses both topics of the day as well as the long term impact of events in the near past.

It provides an understanding of the economic, social, and political influences constraining and providing opportunities for the business organisation in the national and international context.

Assessments:

As this is a level 4 module, covering a range of topics, the assessment strategy is a portfolio, where students will be asked to complete a series of short reports relating to topical issues. There will be opportunities for formative feedback on these reports throughout the module, so that the students have a clear idea on requirements.

The first report (CW1) will be submitted in Week 8 enabling feedback prior to the final portfolio. The word count for this will be 500 words.

CW2 will be a portfolio which includes more short reports on key topics from the module. Overall word count will be 1500 words.

Module Code: **MG408** | Module Title: ***The Graduate Challenge***

Description:

In this module, students will be introduced to the academic study skills they need to develop to be successful in their degree. This will include input on evidence-based writing, report structuring and referencing. The LDU will be heavily involved in supporting the lecturing teams with this module.

This module also sets the student a series of business challenges to encourage their entrepreneurial flair and to help them develop an understanding of the entire range of business activities from marketing research to financial accounting and from planning operations and logistics to designing and building brands. The aim is to provide the student with an overview of business while developing their sense of competition and their team-working skills. This is a fun, stimulating module where students learn mostly from practice and not lecture content.

Assessments:

Coursework 1 will be a short business report which will ensure that core academic skills have been learned by the students. This allows early feedback in the module.

The module will be organised around a number of competitive challenges e.g. a business simulation game which focuses on team decision making using financial data, a branding challenge which addresses the application of target marketing theory, and a live business problem set by a local company. Students will need to be involved in all challenges and will, as a result, develop skills in team working, emotional intelligence, communication as well as applying business concepts.

The Graduate Challenge teaching team will also be present throughout all challenges to monitor progress of the individual students.

Throughout the module the students will populate an e-portfolio summarising the challenges and reflecting on what they have learned through their involvement with the challenges.

Module Code: **MG412** | Module Title: ***Principles of Marketing***

Description:

The aim of this module is to introduce first year students within a business discipline to the fundamental concepts and function of marketing within a commercial business activity. This will centre on the marketing planning process: segmentation, targeting and positioning of a brand offering with respect to the competition. Additionally the concept and elements of the marketing mix will be applied in different contextual settings.

Assessments:

The assessments are a mixture of individual and group activities that allow the students to develop personal communication skills as well as independent and peer learning throughout the module. These assessments are typical, but not restrictive and can be amended as necessary to meet the needs of the student cohort, contextual changes in the business environment and requirements of the university.

The first assignment will be a simple, individual business report commenting on a firm's application of the 4Ps. This will also test the basics of report writing, academic research using secondary sources and Harvard referencing.

Assignment 2 will build on the research knowledge gained from the completed of Assignment 1 where students work in groups to develop a new brand for an existing market. This will be creative in nature, resulting in a presentation together with a short report. Formative feedback on the students' progress will be made through in-class direct feedback as necessary.

Summative feedback is presented through written feedback and is used as a developmental tool where problem areas are not only identified, but structured and improvement based in order to allow the students to identify how they can improve.

Module Code: **MG414** | Module Title: **Organisational Behaviour**

Description:

The aim of this module is to enable students to understand how organisations work and how individuals and groups impact on organisational success or failure. It will cover theories explaining organisational behaviour. This module will equip you with knowledge and skills to help you understand how people and organisations function at individual, group and organisational levels based on the latest academic evidence.

A critical success factor for an organisation is the contribution made by employees and the module considers a range of factors such as motivation, team-working, culture and organisational practice, which influence this contribution.

Assessments:

Coursework 1 requires students to work wither individually or in a small group and carry out both secondary and primary research into a selected topic, which is introduced in the seminars on various theories and concepts of human behaviour in the workplace and their interaction. The output is a formative group presentation and a final summative report.

Module Code: **MG410** | Module Title: **Career Viewpoint**

Description:

This module attempts to make sustainable employability strategies explicitly aiming to equip the students with a range of tools for assessing their own skills and developing their abilities to manage their careers.

Increasingly, not least because of the rising costs of undertaking a degree, students are measuring the worth of their degree upon their increased employability prospects. For many years this has been implicit within a degree with the focus being on subject specific content rather than the emotional intelligence which underpins employability.

The aims of the module are to:

1. Ensure students start developing their "exit strategy" from University into a career from Year One
2. Ensure all students are capable of securing internships after the completion of Year One
3. Ensure students understand the need to develop sustainable employability skills

Assessments:

Students will be required to undertake 2 formally assessed assignments.

CW1 is a written report analysing the nature of their industry/industry sector together with the skills and competencies necessary for employment. This will involve an active piece of research accessing labour market statistics.

CW2 will build on the students' industry audit by requiring them to look at their own strengths and development needs by undertaking a gap analysis. This last assignment will also require the students to produce a CV and LinkedIn profile, which can be used to secure summer work or an internship.

Module Code: **MG413** | Module Title: **Data Insight for Business Decisions**

Description:

The module examines the importance of collection and managing data to facilitate informed business decision making. Businesses are faced with an ever-increasing volume and range of data and the module will develop the ability to selectively analyse different data sets to provide insight for effective decision making. The module covers both qualitative and quantitative forms of data collection and use of appropriate software for the analysis and interpretation of data to provide insight into business and management research issues.

Assessments:

Coursework 1 will be a group presentation covering the initial stage of the research process including problem scoping, problem structuring and initial exploratory research results.

Coursework 2 will be a group presentation of the results of the descriptive research stage (incorporating charts, graphs and other statistical outputs) and provide insight and problem solutions into the research issue identified.

Several topics of research may be utilised and tailored to the individual areas of degree specialisms ie. Business Marketing, and HR to ensure relevance to the students of the topic selected.

Level 5

Module Code: BM561	Module Title: Business Consulting
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Description:

This module will provide some key underpinning about the role of a business consultant and the key skills needed for that role. These skills include working effectively in a team and pitching for business, by demonstrating a good understanding of how the skills of the team would relate to a client. Students will be provided with live project briefs from clients and will relate their skills and knowledge to the requirements of the client.

The module will also consider how business research sources can support the consultant in understanding the client, their industry and the issues they are trying to address.

Assessments:

Coursework 1 (PR1) requires the students to complete tests to analyse their own strengths and weaknesses as a team, and prepare a 10-minute pitch as to why a client want to pick them as their business consultants. In addition to self-analysis and self-promotion, this coursework will help students assess the value of engaging with a business.

CW 2 is based on the interpretation of the client project brief, and secondary research into the client, their industry and the business context in which they operate. The report will be based on their research in accordance to a project for a client organisation.

There is an opportunity for formative feedback on the assignment work. Students are encouraged to present drafts of their work to lecturers during scheduled times in the classes.

Module Code: BM522	Module Title: Project Management
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Description:

This module aims to introduce students to the fundamentals of Project Management. In the fast paced business environment of today, project management can be termed as equivalent to fiscal power. Good project management ensures that the associated risks are identified and managed and objectives and benefits are achieved within budget. Students will also gain practical experience of key project management techniques using industry standard methodologies and software.

Students will be expected to gain a good grasp of project management Software to develop professional competencies in the use and application of this software and may go on to further develop their project management skills. This module also provides the opportunity for students to prepare for entry to the professional examinations.

Assessments:

The coursework (CW1) is designed to assess students' ability to apply project planning frameworks and theories to real-life situations and to critically reflect on the usage and limitations of such applications. The assignment is based on a realistic situation and requires the students to demonstrate competence in applying project management skills, including the use of software.

The written exam is designed to prepare students for the professional examination. The exam will allow students to demonstrate understanding the essential roles, principles, themes and processes involved.

Module Code: **BM533** | Module Title: **Contemporary Business Economics**

Description:

Business Economics is a vibrant area of study, as it focuses on issues that impact on everyday life. This module will give you a sense of how important it is for businesses to understand 'the economy' in order to increase their chances of success.

This module aims to enhance the understanding of economic theory as it pertains to business and equips the students with the ability to apply clear logical and economic reasoning when examining firm pricing and output decisions, and when examining the rationale and operation of government macroeconomic aims and policies.

However, more recently it has become acknowledged that calculating costs and benefits of actions are not the only influence on consumers. Psychologists such as Kahneman carried out experiments about how decisions are being made, which showed that we are not always rational. Consequently, this module will also consider behavioural economics, alongside the more "traditional" approaches to economics. This will be of relevant to all business management, marketing and accounting students.

Assessments:

Coursework 1 will be based on a case study organisation. Students will critically analyse the application of different economic models, including behavioural economics, to that organisation. This assess students' abilities to apply elements of economic theory to the operation of companies within varying market structures.

Module Code: **BM562** | Module Title: **Consultancy in Practice**

Description:

This module will provide some key underpinning about the role of a business consultant and realities of undertaking projects in the industry/ charity/university. The purpose of the module is to provide learning and supervised experience in undertaking real time projects for client organisations. The module actively encourages independent learning and group work, and aims to apply knowledge and theory learned in the projects.

The module also encourages innovation, creativity and enterprise to hone business communication skills and student employability.

These business communication skills include working effectively in a team, communicating effectively with clients and supervisors, problem solving and critical analysis.

Assessments:

The first coursework will be a portfolio demonstrating key business communication skills and also a client report demonstrating a clear interpretation of the client project brief, a

summary of the solutions proposed, and an indication of the measurement of success of those solutions.

The second coursework will be an updated CV and LinkedIn profile and additions to the e-portfolio where relevant, which builds on feedback from Level 4 modules, but also incorporates the new skills developed within this module and others at Level 5. This then ensures that students are ready to apply for summer internships between Level 5 and 6, or for graduate roles as soon as they begin Level 6.

Module Code: **BM563** | Module Title: **Operations and Service Management**

Description:

This module focuses on the design and management of products and services regarding their supply chains. It considers the acquisition, development, and utilisation of resources that firms need to deliver the goods and services their clients want. An understanding of operations management techniques is essential in virtually all organisations. This module also provides the opportunity to analyse how technological advances are improving supply chain efficiencies in manufacturing and service industries.

Assessments:

The coursework (CW1) is a 2500 written assignment designed to assess students' ability to apply operation management concepts and theories to an organisation and to critically reflect on the usage and limitations of these. The assignment will allow students to demonstrate understanding of operations processes and concepts relating to the business world at the end of the semester.

Module Code: **BM565** | Module Title: **Digital Business & New Technologies**

Description:

Digital business and new technologies have transformed the world of work and social interactions beyond all expectations within a very short period of time and the pace of these changes is not slowing down, if anything they are getting faster. The business graduate's role and skill sets are thus changing and often in ways that will emerge rapidly and without warning. Being aware of these technological changes and possessing the skills to use and integrate them into their work to improve efficiency and deliver commercial insight, is becoming a more important business skill employers are looking for.

This module focuses on the changing digital and technological environments that presently exist and that are emerging due to the rapid rise in a world driven by sharing data and ever-increasing levels of human-technological integration within our everyday lives. Topics will be examined to provide insight and application opportunities in order to move beyond simple theoretical concepts. The module allows the student to place and examine these developments within their degree area and where applicable their business function be that Finance & Accounting, Marketing, Human Resources or Business Management.

The module will equip the student with the skills to use and comprehend the outputs of these and other technologies that will equip them with the management skills they need as well as offer the opportunity for integration and sue in other modules such as dissertation or consultancy project.

Assessments:

Students will adopt the coursework that offers the best scope for their chosen career path and learning styles.

Coursework 1: 60% weighting:

Students will select an appropriate technological topic from the lecture series and write a 2,000-word report review on the emerging themes, trends and arguments emerging about that concept.

Coursework 2: 40% weighting: The student will build on the research from the first assignment, to create a presentation demonstrating the application of that technological topic to a chosen sector/profession.	
Students should choose one of the following options, one module per semester	
Module Code: BM564	Module Title: Enterprise and Entrepreneurship
<u>Description:</u> The aim of this module is to develop and enhance the students' entrepreneurial capabilities. Students will be encouraged to work on their existing business idea and/or embryonic enterprise. This module provides the opportunity for students to gain an understanding of all the elements required to develop a growth sustainable business proposition in the form of a business plan, underpinned with the appropriate market research and feasibility studies to prove its viability, and then for it to be pitched to professional business advisors, bankers and accountants. The purpose of this module is to provide learning and supervised experience in a practical manner, so that students are aware how to run and manage a business and are able to launch or develop an existing business. The module develops independent practical and experiential learning. Having followed this course of study, the students should be capable of running their own concern, working within a professional business support or advice environment or managing part of a larger organisation in an entrepreneurial manner.	
<u>Assessments:</u> PR1 will be in the form of a presentation of a sustainable business plan, annotated Power Point presentation which will pitch the business proposition to a panel of business experts who will ask the potential entrepreneur questions to ascertain viability The initial business proposal will include feasibility studies conducted and the process of business idea generation, motivation for choice of business, details of the product/service to be offered, potential market opportunities, attractiveness of the industry as well as potential risks/threats and possible solutions CW2 will require students to develop a business plan of the proposed business presented in coursework 1 to include full description of business, industry analysis, market potential and marketing plan, operational plan as well as financial projections to include start-up costs, proposed sources of finance and projected income statement.	
Module Code: MG529	Module Title: Strategic Marketing
<u>Description:</u> The aim of the module is to examine the importance of marketing as a strategic business function in today's digital landscape. The module outlines the importance of all the key stages within the marketing planning process, from the audit, through strategic decision making, to the implementation of plans. Furthermore the module will include coverage of the importance of managing resources and employing monitoring and measurement techniques to enable the achievement of strategic marketing objectives.	
<u>Assessments:</u> Based on a live brief or case study approach the students will develop a strategic marketing plan aimed at achieving a sustainable competitive advantage through enhanced stakeholder engagement. The assignment will have two components parts 1. A group presentation detailing an in-depth audit of the company critically evaluating how the company currently engages with stakeholders including coverage of the organisation current and future internal and external environments. 2. The outcome of the audit will inform a full strategic marketing plan detailed in a group report as follows- :	

- A strategic audit of where the organisation is now, using relevant models and frameworks to audit the current situation.
- Identification of the organisation key strategic marketing objectives.
- A review of strategic options to achieve goals.
- Strategy implementation.
- Monitor and control mechanisms.

Module Code: **MG526** | Module Title: **Customer experience**

Description:

Delivering an exceptional customer experience is a challenge which requires skill and an in-depth knowledge of customer requirements.

This module will provide the skills and understanding necessary to assess customer expectations, and develop and deliver activities that meet those expectations. It introduces customer experience frameworks, and how to monitor and measure customer satisfaction.

Assessments:

This module will be assessed through a report which will demonstrate an understanding of key aspects of business which impact on the customer experience, based on an organisational example. The report will also consider what changes could be made to enhance the customer experience within that setting.

Level 6

Module Code: **BM631** | Module Title: **Research Methods**

Description:

Business research methods are an essential component of the graduate skill set and advances in technology require the graduate to comprehend the design, application, analysis and evaluation of appropriate research methodologies. Business research stands apart from the more traditional scientific fields of enquiry due to the heuristic nature and speed of change in global markets and consumer behaviour. Although termed business research the module will cover the academic topics associated and applied within the business management field and will draw from the social sciences for theoretical and conceptual inspiration.

This module provides the student with the practical skill sets required to conduct quantitative and qualitative research within the field of business management. For students wishing to continue their studies and application of this topic they can progress to the Dissertation or Consultancy modules where they can conduct primary research in order to address a specific business related issue.

Assessments:

The assessment strategy for this module is comprised of two pieces of individual coursework.

Coursework one is an individual research proposal including topic title and rationale, methodology design, justification, analysis plan with a project management plan weighted at 70%. Coursework one will outline the case and justification for their chosen research project and allow the student to evaluate different research methodologies in order to justify their final selection. An overview of the field of literature will be identified through the use of databases to present a robust examination of the literature contributing to the topic. In order to demonstrate both quantitative and qualitative research skills the student will assess different approaches and provide a critique and justification from the application of software packages where appropriate.

Coursework 2 is an individual written report on the ethical considerations of the student's research proposal weighted at 30%. Within this coursework the student will examine the wider contextual issues of ethics in research as well as the legal frameworks and compliance.

Module Code: **BM633** | Module Title: **Strategic Agility**

Description:

This module develops a practical understanding of how leaders and senior management make decisions about the strategy and direction their organisation should follow. The students will select a real organisation and, as a group, undertake and present a formative environmental analysis of that organisation followed by an individual summative assessment.

The focus of the learning will be to develop critical awareness of the speed of modern business and the rapid changes that occur within the global business environment that require strategic and organizational agility to adapt and respond.

They will exercise critical judgement to identify critical factors in the external and internal environment affecting that organisation. Individually, students will then develop alternative strategic choices for that organisation, they will evaluate those choices and recommend an appropriate strategy, justified by key elements of the environmental analysis.

Assessments:

PR1 Formative: A presentation will be used to assess the analysis of an organisation's environment and internal capability. The presentation will be made as a group formed into Action Learning Sets, ALS, in order to develop skills in integrating different analytical perspectives into one consistent integrated presentation.

CW1 Summative: An individual assignment report will be used to assess the ability of the students to develop novel strategic options and evaluate them, making reference to the prior analysis. This assessment method is used to develop and assess independent working and critical thinking to evaluate the strategic choices available to an organisation. The report will also require the students to recommend and justify an appropriate strategy based on earlier analysis.

Module Code: **MG628** | Module Title: **International Marketing Management**

Description:

This module examines the application of modern marketing techniques and management practices to the task of developing and promoting brands internationally. Students will build on knowledge developed from marketing modules on level 4 and 5. They will set this within a contextual framework of issues such as globalisation v globalisation, alongside of concepts such as thin and thick culture whilst relating this to the impact of technology on international trade and marketing at a local and international level. The module will examine the theoretical underpinning of these concepts and evolving marketing models, matching these against the study of case studies, so enabling students to develop skills and knowledge to plan fully justified international marketing operations in a variety of situations.

Assessments:

Students will be asked to devise and carry out a marketing plan based upon a live brief from a real client. They will be then asked to present this to the client with full supporting documentation.

Module Code: **MG629** | Module Title: **Developing Leadership and Management skills**

Description:

This module will provide an understanding of the core competencies relating to management and leadership skills in organisations. The module will examine management and leadership models and evaluate the effectiveness of those in the 21st Century including the difference between management and leadership.

Additionally, there will be opportunities to apply these theoretical concepts and develop personal skills through workshops in leadership and team building.

Assessments:

This module will be assessed through a business report which will analyse the effectiveness of leadership within an organisation, through applying key models and theories.

There will also be a self-reflective report considering the development of the student's own leadership skills throughout the module. This will include updating the e-portfolio for the students.

Module Code: BM632	Module Title: <i>Managing & Developing Innovation & Creativity</i>
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Description:

The current global economic environment necessitates the need for students to acquire specialist skills in order to be successful in dynamic, uncertain and entrepreneurial environments. This module will equip students with such skills by focussing on innovation, creativity and design thinking. The module will also focus on comprehending, applying and evaluating a range of tools and skills and assess innovation capabilities and capability needs in an organisation or industry/market sector.

The students will apply knowledge from other modules to examine specific business issues that require innovation and/or creative solutions to generate viable options and make recommendations on how they can implement their chosen solution including identifying potential blockages to successful implementation. In this module, it will be expected that the students will participate, challenge and debate the issues within the class and in their work.

Assessments:

The assessment strategy will be a single 100% weighted film report (presentation) where the student can elect to work individually, in pairs or a small group (max 4 students). The assessment will rate individual student's work and performance only. Each student will also submit a short portfolio of evidence to support their work.

The student will carry out their assignment task and film their report illustrating the problem definition their research, creative and innovative activities, results, conclusion including any recommendations where necessary. The use of ICT technology is covered in the formative and summative exercise, which will include content and programme design in the form of story boards

The assessment will require the student (pairs/small group) to identify an issue facing a specific firm/industry/market/operational or function (e.g. Accounting, HR, Marketing, Operations) Apply creative and or innovation methodologies to the production of possible solutions, selection and planning for implementation identifying any potential issues that their solution may encounter and recommendations for overcoming these. These solutions can be process driven or product driven, physical, virtual or online and is open to new developments and markets that have not yet been identified or presently exist.

Module Code: MG630	Module Title: <i>Change Management and Organisation Development</i>
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Description:

This module aims to enable students to develop a critical understanding of change management theory and practice in modern organisations. Students will understand the key business drivers of change, the change management context, change management theory and approaches, and resistance to change.

Additionally, the module will introduce students to the concept of Organisation Development (OD) and how that can be linked to contemporary organisations. OD focuses on making interventions by facilitating the way employees are motivated to perform and rewarded for

performance; are involved in the business decision making process and interact with each other

Change is inevitable and a constant factor in organisational life. This module will require students to relate their academic learning to real organisations and develop an in-depth understanding of the challenges which organisations face.

Assessments:

PR1 will be in the form of a presentation which can be conducted in pairs or individually. The presentation will apply change management models to a case study scenario. This will be 15 minutes long to include questions

The presentation will be supported by an individual report, CW1, which builds on the change management aspects considered in the presentation, and also includes more of the organisation development models and theories.

Students must choose one module from BM634, or BM635

Module Code: **BM634**

Module Title: **Dissertation**

Description:

The dissertation is a research project which is based around a topic to be investigated and the outcome is likely to be answers to a set of research questions. The dissertation is expected to be submitted in the form of a thesis*. This thesis will demonstrate research data gathering and analysis skills, as well as depth of understanding of the topic area. Formative feedback is provided by regular discussions with the dissertation supervisor and through comments received on draft chapters.

The students are required to select a feasible topic for study related to their degree programme and plan and carry out a piece of independent research with guidance from an allocated dissertation supervisor. The student will be allocated a dissertation supervisor who will work with the student initially in small groups and then on a one-to-one basis to provide specific guidance for the student's own dissertation providing guidance about the submission requirements.

The students can choose any area of study, which is of particular interest to them, provided that the core of the Dissertation falls within the single, major or joint field of study. Ideally the topic should be based around a question so that the students can put forward an argument and discuss the benefits and drawbacks, or exceptions and limitations, challenges and comparisons.

*Alternative summative assessment methods may be used to allow for originality, creativity, diversity, access and learning needs by agreement with the module leader and in consultation with the faculty.

Assessments:

The assessment strategy for this module is one summative assessment point comprising a 10,000-12,000-word dissertation*.

The formative assessment is the dissertation in total assessing the following components; Introduction of approximately 2,000 words to present the research idea, problem definition/statement including context and rationale with evidence to support the authors views, overview of any organization or organizations being used as the focus of the research, TOR/aim statement and research questions and research objectives;

A 4,000-word literature review using a justified approach relevant to the focus and topic of the research that may result in, but not exclude alternative types of literature review – Systematic Literature Review; Narrative Literature Review; Integrative Literature Review; Theoretical Literature Review; Thematic Literature Review, Meta-analysis and or Meta-synthesis reviews.

A critique of the research tool, application and results noting any original insight and areas for future research as well as any weaknesses in the research findings.
Presentation and discussion of results using appropriate quantitative, qualitative or mixed methods integrating literature themes.
Development of conclusion and appropriate actionable recommendations where appropriate with costings, time scales and KPI.
A detailed reference list formatted in the Harvard style.

A range of appendices illustrating the research tool/s, evidence of primary research activity including where necessary a selection of interview transcripts, permissions from participating organizations and participants, completed research ethics checklists, skills review and additional research material, supervisor meeting diary, research project Gantt chart.

*Alternative summative assessment methods may be used to allow for originality, creativity, diversity, access and learning needs by agreement with the module leader and in consultation with the faculty.

Module Code: **BM635**

Module Title: **Consultancy Project**

Description:

The consultancy project is based around a client organization's business presenting either a problem to be solved or an opportunity to be explored. The outcome of a consultancy project is likely to be solution(s) identified and/or implemented by the students. The final outcome is submitted in the form of a consultancy report. This report will explain and justify the steps taken throughout the project and the outcomes achieved. On-going formative feedback will be provided throughout by the organisational contact/sponsor as well as by the university tutor & supervisor.

The student's consultant engagement work with the client organization will focus on a specific issue and will present the problem, research, findings and recommendations in a business report as well as sharing the findings with the organisation.

Engagement with a voluntary organization as a consultant is acceptable where the student cannot negotiate access with their employer or if they are not presently employed or employed within a suitable organization. The students are required to identify and negotiate independently with the organisation to gain access to data, resources and to plan the research project within the timescales required for submission. Where no suitable project is available, the students can, if they choose to, elect to conduct a case study approach to their consultancy project.

Assessments:

The module has two summative assessments throughout the semester and are weighted 25% and 75% respectfully. The first assessment takes the form of a client engagement proposal outlining the problem and contextualizing the issue the client organization is facing. The work presents the scope of the engagement including primary and secondary research, access agreements, and ethical considerations involved. The second summative assessment is submitted towards the end of the semester and is an 8,000-word management report that draws together the student's work with client organization including methodologies, theoretical underpinning, research findings and analysis and finally conclusions and recommendations that addresses the client organizations problem.

Formative assessment will take place throughout the semester through the one to one supervision sessions and through the action learning sets used during seminars. Students will be encouraged to take ownership of the developmental activities and contract with their supervisor their self-directed learning activities that are required to assist in the completion of this module.

A critical self-reflective journal will form part of the appendices to the management report and outline the student's personal attributes and developmental journey they have been through and see the fruits of their labour being put into practice.

Core Modules

Module Code	Module Title	Credit Value	Written Exam %	Coursework %	Practical %
Foundation year					
FY026	Preparing for Success: Knowledge and Creativity	N/A		100	
FY027	Preparing for Success: Self Development and Responsibility	N/A		60	40
FY021	Introduction to Business Studies	N/A		100	
FY028	Inquiry Based Learning	N/A		100	
Level 4					
BM461	Global Business environment	15		100	
MG408	The Graduate Challenge	15		100	
MG411	Introduction to People Management	15		100	
MG412	Principles of Marketing	15		100	
BM414	Financial Decision Making	15		100	
MG414	Organisational Behaviour	15		100	
MG410	Career Viewpoint	15		100	
MG413	Data Insights for Business Decisions	15			100
Level 5					
BM561	Business Consulting	15		40	60
BM522	Project Management	15		50	50
BM533	Contemporary Business Economics	15		100	
BM562	Consulting in practice	15		100	
BM563	Operations and Service Management	15		70	30
BM565	Digital Business and New Technologies	15		60	40
Level 6					
BM631	Research Methods	15		100	
BM633	Strategic Agility	15		100	
MG628	International Marketing Management	15			100
MG629	Developing leadership and management skills	15		100	
BM632	Managing & Developing Innovation & Creativity	15			100
MG630	Change Management and organisation Development	15		60	40

Optional Modules

Module Code	Module Title	Credit Value	Written Exam %	Coursework %	Practical %
Students should choose one of the following options, one module per semester					
BM564	Enterprise and Entrepreneurship	15		40	60
MG529	Strategic Marketing	15		70	30
MG526	Customer Experience	15		100	
Level 6					
Students must choose one module from BM634, or BM635					
BM634	Dissertation	30		100	
BM635	Consultancy Project	30		100	

Planning your studies

Attendance to all teaching sessions is compulsory for this programme. Each student is expected to attend all scheduled classes in time. The attendance register will record every student's attendance in the class. The details guidance on this subject is found on the LSCI website: www.lsci.og.uk

All students will be sent the class timetables and other related information by email and will also be available on the VLE (Blackboard). Changes to timetable and teacher's absence will be notified to relevant students via text message and email instantly.

Your Programme Team

Programme Roles

The following are a set of roles that are found on programmes offered by the University and LSCI. Depending on the nature of the inquiry you have, you may wish to contact the relevant individual. If you feel that issues have not been resolved at the levels mentioned below, you can also contact your Vice Principal or Dean or Principal.

Academic Personal Tutor

You will be allocated an Academic Personal Tutor for each year of study. Your Academic Personal Tutor will monitor your progress on the programme and your level of achievement. In particular, your tutor will support you to become an autonomous and creative learner and will help you to develop your employability, enterprise and leadership skills. They will be a

first point of contact for you to the specialist support and other services provided by the London School of Commerce &IT.

Programme Leader

Your Programme Leader, also known as the Course Leader, is the person with overall responsibility for your course of study. You can bring to your Programme Leader any issues you may have with the running of your programme.

Module Leader

Modules are individual parts of programmes. Your Module Leader will be the person directly responsible for co-ordinating the various parts of the module and normally setting assessment briefs. The Module Leader will normally be your first point of call for issues specifically relating to that module.

Course Registrar

Your Course Registrar is a member of administrative staff and has responsibility for ensuring that the administrative side of your programme runs smoothly. Your Course Registrar will normally be your first port of call for questions about and interpretation of any regulations which relate to your programme.

Contact Details

Contact details for London School of Commerce & IT staff with key responsibility for your programme.

Name	Role	Extn	Email
Mr Namees and Mr Shifan	Programme Leaders		mdnameessayed@lsci.org.uk ; shifanrazick@lsci.org.uk
Ms Afshan Hafiz	Academic Personal Tutor		afshan@lsci.org.uk
Dr Aunul Islam	Module Leader		aunul@lasi.org.uk
Mr Mahmud	Course Registrar		Mahmud@lsci.org.uk

Contact details for University staff with key responsibility for your programme. Please note that it is expected that your Course Team at London School of Commerce & IT will be your first point of contact for all course enquiries.

Name	Role	Extn	Email
Ms Pia Carnegie	Partnership Tutor	XXX	pia.carnegie@bucks.ac.uk
Dominika Kuspit	Course Registrar	XXX	dominika.kuspit@bucks.ac.uk
Elaine Mcauley	Course Administrator	XXX	elaine.mcauley@bucks.ac.uk

Administrative Support

The administrative office is located at the ground floor of LSCI building behind the reception desk. You may pop in and talk to admin team for any enquiry or need with one of them and they will readily try to help you.

Student Wellbeing and Support

Your journey through University can be an amazing time of change in your life. Throughout your studies, it is important to care for your physical health as well as your mental health and wellbeing. There may also be times where you may feel that you need support to help you get the most out of your time here.

Here you will find information, support and guidance to help you manage any issues that might impact on your studies, as well as your general wellbeing, and we offer a range of options and services to help you.

At LSCI, your support officer is Ms Niharika who will be able to facilitate your need and try to provide you with best advice and solution.

Student Portal

Your student portal for BNU programmes is called [BNU Connect](#) . You will be given full instruction on how to access and use it. It will help you register with BNU and see your academic progress and results.

Academic Advice

The [Academic Advice pages](#) on the BNU website are maintained by the **Academic Registry** and contain detailed advice on the following areas (clicking on each subheading below will take you to the webpage):

- [Managing your studies](#) including: Terms and Conditions for Admission that you agreed to on enrolment to the course; how to enrol and re-enrol; credit accumulation (if you wish to transfer in credit achieved elsewhere); and other important information such as attendance requirements, placements and dates of terms
- [Course Structure and Regulations](#) including: types of learning and teaching approaches you may encounter during your studies; the academic regulations which govern your academic progression and achievement of your programme; and how you can submit feedback on your course or module (including how that feedback is used to improve provision)
- [Resolving Problems](#) outlining what you can do if you encounter problems with any aspect of your time at the University or with your fellow students, such as if you have a concern about how your course is being run, or if you have a problem with another area of the University, e.g. accommodation

- [Student Conduct](#), which outlines our commitment to providing a University community which is valued by all, and the standards of conduct and behaviour that we expect of all students as members of that community
- [Changing Direction](#), which outlines your options should you find that the course you have chosen is not for you, such as changing courses at Bucks, transferring to another institution, or leaving Higher Education altogether
- [Assessment and Examination](#) including: a guide to assessment as a whole and how to submit coursework, how exams work, how we promote assessment integrity (including guidance on referencing of source material); an overview of the marking, moderation and feedback processes; the options available to you should you experience exceptional circumstances which affect your ability to complete assessment (e.g. if you are ill, or unavoidably absent for an exam); and what may happen if you fail a particular assignment or module
- [Results](#): how your award is calculated and conferred, how you will receive your results and your options if you think that a mistake has been made in the calculation or awards process.
- [Receiving your results](#): your final results for each Level/year of your programme will be available online through our [BNU Connect](#) student portal at the end of the Level/year after they have been confirmed by a Board of Examiners. (Marks and feedback for individual pieces of assessment will be released on Blackboard during the year. Students in the School of Nursing and Allied Health will receive their interim results on Blackboard)

Through these pages you should be able to access the related policies and procedures as well as any related forms and additional guidance notes. All University policies, procedures and regulations are available via the following [policies webpage](#) or by clicking on the “About Us” on the website menu and then clicking on How Our University Operates.

Academic Integrity

The University expects all students to maintain the highest standards of academic integrity. This means that you must

- produce work that is the **result of your individual effort** unless the assessment explicitly requires a group submission of an individual piece of work, e.g. a group presentation.
- **Clearly acknowledge the sources used in your work**, following the referencing system for your programme.
- **not reuse for a new assessment any work or part of any work for which credit has already been granted**. In the rare case when this may be permissible the earlier work must be appropriately referenced following the system for your programme.
- include **accurate data and information obtained appropriately and ethically in your work**, and which represents your own endeavours, knowledge and understanding.

- adhere to and comply with all **applicable legal, professional, ethical and regulatory requirements**. This includes the University's regulations regarding conduct in examinations.

Academic misconduct is a breach of academic integrity. If your work does not clearly meet the expectations above, you may be accused of poor academic practice or academic misconduct. This can lead to your work being penalised for poor practice or being required to be resubmitted for cases of misconduct. In both cases this can impact on your degree classification

More information about the University's Academic Integrity policy can be found on our [academic advice pages](#).

Your course team will support for you so that you can ensure you maintain your academic standards.

Complaints

The College greatly values the views of its staff and students. It aims, therefore, to manage their complaints in a way that is sensitive to the needs of each specific case and supportive of the College's goal of providing an exceptional experience. There are a number of informal channels through which it is hoped that most problems can be resolved. If, however, you need to pursue a complaint formally, you can be sure that the College will treat it seriously and impartially.

The Complaints Procedure contains the following stages:

Stage 1: Informal discussion of the complaint with the individual(s) directly involved

Stage 2: Formal investigation by the Principal

Stage 3: Review by the Appeal/Complaint Panel

On receipt of such an appeal, the Appeal/Complaints Panel will be convened to discuss the grounds of appeal and come up with a conclusive decision. The Panel will take 10 working days to come to a final decision. The Principal on behalf of the panel write a letter to the complainant informing the decision of the Panel.

If you think that the service, you have received at LSCI is unsatisfactory in some way and you want it to be investigated you can take this to the University. Please visit the following link to know the student complaints procedure at BNU.

<https://www.bucks.ac.uk/current-students/registry-helpdesk-and-academic-advice/resolving-problems>

The letter of the Panel decision will also notify the complainant of the College's intention to issue a Completion of Procedures Letter, in accordance with the provisions of the Office of the Independent Adjudicator for Higher Education (OIA).

Once the complainant has been issued with a Completion of Procedures letter, you will be able to have your complaint considered by the OIA. Information about the OIA will be sent with the Completion of Procedures letter or you can contact the OIA directly:

OIA, Third Floor, Kings Reach, 38-50 Kings Road, Reading, RG1 3AA

Telephone No. 0118 959 9813

E-mail: enquiries@oiahe.org.uk

Further and specific details about the OIA can be obtained from the LSCI Student Welfare Officer or from the following website: <http://www.oiahe.org.uk/>

A complaint will not be considered by the OIA unless it is received within three months from the date of issue of the Completion of Procedures letter.

Additional Programme Information

Feedback on your programme

We welcome feedback from you on your programme, any areas of good practice and ideas for improvement; you will be given the opportunity to comment on your programme at various stages.

Programme Committees / Student Representation

Each subject area has a Programme Committee where you can review and discuss operation of your programme and receive updates on actions that have been undertaken.

Programme committees meet at least twice during the academic year and membership includes your Programme Leader, Module Tutors, and student representatives drawn from all levels of the programme, as well as a representative of the Students' Union. Records of programme committees are available to all students via the Programme Committee Organisation on Blackboard. Here you can also find the most recent external examiner's report for your programme, a Students' Union and NSS summary and other recent reports about your course.

National Student Survey (NSS) / Other national surveys

In the final year of your undergraduate programme you will be invited to take part in the [National Student Survey](#) (NSS). The NSS is launched annually in January and is your opportunity to give your opinions on what you liked about your time at Bucks as well as things that you felt could have been improved. Your feedback is used to compile year on year comparative data which is then made available to prospective students and their families via [DiscoverUni](#).

Postgraduate students also have the opportunity to give feedback on their experiences via the Postgraduate Taught Experience Survey (PTES), which is run by the Higher Education Academy.

In both cases, we closely monitor survey results to improve our provision.

Division of Responsibilities

Working in partnership with London School of Commerce & IT, the University has agreed how responsibilities are divided or shared and a summary of this is given below.

Responsibility for:	University	London School of Commerce & IT	Notes
Design of the course and award	✓		
Teaching of classes		✓	
Provision of hard copy Learning Resources (ie Library)		✓	
Provision of Online Learning Resources	✓	✓	Joint responsibility
Technical support	✓	✓	Joint responsibility
First marking of assessments		✓	
Moderation of marked assessments	✓		
External Examination	✓		
Examination Venues		✓	
Examination Invigilation		✓	
Provision of VLE	✓		
Assessment Boards	✓		
Results Letters	✓		
Transcripts	✓		
Certificates	✓		
Appeals	✓	✓	
Complaints	✓	✓	
Accommodation advice and support		✓	
Disability advice & support		✓	
Learning Development advice / support		✓	
Careers and employability advice and support		✓	
Financial advice and support		✓	
Students' Union	✓		
Multi-faith chaplaincy		✓	

Introductory Reading List

Course-related texts

Ebert, R.J. and Griffin, R.W. (2019) Business Essentials. 11th ed. New Jersey: Prentice Hall. (e-book available through library)

Cottrell, S. (2017) Skills for success: personal development and employability. 3rd edition. Basingstoke: Palgrave Macmillan.

Howard, K., Sharp, A. and Peters, S. (2017) The Management of a Student Research Project. 3rd edition. Abingdon: Gower.

Trout, F. (2018) Brilliant Employability Skills: How to Stand Out from the Crowd in the Graduate Job Market. Harlow: Pearson Education Ltd

Mullins L (2019) Management and Organisation Behaviour 12th Edition FT Prentice Hall

Brassington, F. and Pettit, S. (2018) Essentials of Marketing, 3rd Ed: FT/Prentice Hall

Bryman, A. Bell, E. (2015) Business research methods. 4th ed. Oxford: Oxford University Press

Dyson, J. (2017) Accounting for Non-Accounting Students. 9th ed. Harlow: FT Prentice Hall

Pinto, J., (2016), Project Management Achieving Competitive Advantage, (4th edition), Pearson

Hayes, J. (2014). The Theory and Practice of Change Management (4th ed.). London: Palgrave MacMillan

Study support texts and online resources

The Economist, ABI Inform, EBSCO Host, Emerald, Financial Times

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