



**University College
of Osteopathy**

Student Handbook

**Academic Year
2017-2018**

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<p>If you have any feedback or suggestions for enhancing this document, please email your comments to: quality@uco.ac.uk</p>					

CONTENTS

1. WELCOME TO THE UNIVERSITY COLLEGE OF OSTEOPATHY!	9
2. AN INTRODUCTION TO THE STUDENT HANDBOOK	9
3. USEFUL INFORMATION & GUIDANCE	9
4. ACADEMIC GOVERNANCE & MANAGEMENT INFORMATION	9
5. COURSE & UNIT INFORMATION	10
6. STUDYING AT THE UCO	10
<i>Table 1: Courses of Study and Validating Organisations</i>	<i>11</i>
7. THE UCO'S TEACHING CENTRE	11
8. THE UCO'S CLINICAL CENTRE	11
9. CONDUCT & BEHAVIOUR	12
9.1 CODE OF CONDUCT	12
9.2 GOSC GUIDELINES	12
9.3 USE OF MOBILE PHONES	12
9.4 PROFESSIONAL RELATIONSHIPS WITH STAFF	12
10. ATTENDANCE & PARTICIPATION	13
10.1 COURSE SPECIFIC ATTENDANCE REQUIREMENTS	13
10.2 MONITORING YOUR ATTENDANCE	14
10.3 NOTIFYING US OF AN ABSENCE	14
11. E-LEARNING	15
12. RECEIVING OSTEOPATHIC TREATMENT AT THE UCO	15
13. FREEDOM OF SPEECH	16
14. THE PREVENT DUTY & SAFEGUARDING AT THE UCO	16
15. POLICIES & PROCEDURES FOR STUDENTS	17
16. GUIDELINES & HANDBOOKS FOR STUDENTS	17
17. THE ACADEMIC QUALITY FRAMEWORK	17
18. STUDY SKILLS GUIDANCE	18
18.1 TIME MANAGEMENT	18
18.2 NOTE-TAKING	18
18.3 PREPARING ASSIGNMENTS	19
18.4 WRITING ASSIGNMENTS	20
18.5 REFERENCING	20
18.6 ORAL PRESENTATIONS	20

19.	ASSESSMENT GUIDANCE.....	21
19.1	ASSESSMENT TASKS.....	21
19.2	THE PROCESS OF SETTING ASSESSMENTS	21
19.3	TYPES OF ASSESSMENT	22
19.3.1	<i>Summative Assessment</i>	22
19.3.2	<i>In-Course Essays</i>	22
19.3.3	<i>Portfolios & Portfolio Reports</i>	22
19.3.4	<i>Clinic Tutor Reports</i>	23
19.3.5	<i>Timed Written Examinations</i>	23
19.3.6	<i>Patient Management Problems (PMPs)</i>	23
19.3.7	<i>Objective Structured Clinical Examination (OSCE)</i>	23
19.3.8	<i>Objective Structured Practical Examination (OSPE)</i>	23
19.3.9	<i>Case Presentations</i>	23
19.3.10	<i>Mini Clinical Examinations (MCEs)</i>	24
19.3.11	<i>Research Paper</i>	24
19.4	FORMATIVE ASSESSMENTS	24
19.5	ON-LINE ASSESSMENTS	24
19.6	REQUIRED FORMAT OF WRITTEN ASSIGNMENTS.....	24
19.7	SUBMITTING COURSEWORK.....	25
19.8	EXAMINATIONS	25
19.9	COLLECTING ASSIGNMENTS	25
19.10	GRADING, RESULTS AND USING FEEDBACK.....	26
19.11	MARKING ASSESSMENTS.....	26
19.12	PROGRESSION CRITERIA	26
19.13	VIVA VOCE EXAMINATIONS	27
19.14	ACADEMIC APPEALS.....	27
19.15	ACADEMIC OFFENCES.....	28
19.15.1	<i>Plagiarism</i>	28
19.15.2	<i>Double-Counting</i>	29
19.15.3	<i>Working Together (Collusion)</i>	29

19.15.4	<i>Cheating in Exams or In-Class Tests</i>	29
19.15.5	<i>Fabrication</i>	30
19.15.6	<i>Impersonation</i>	30
19.16	NOTIFICATION OF RESULTS	30
19.17	GENERAL OSTEOPATHIC COUNCIL (GOSC) REQUIREMENTS	30
20.	USING YOUR STUDENT VOICE	30
20.1	OPEN DOOR POLICY	31
20.2	STUDENT VOICE E-FORUM	31
20.3	STUDENT REPRESENTATIVE SYSTEM	31
20.3.1	<i>Why Become A Student Representative?</i>	31
20.3.2	<i>The Student Representative Role</i>	32
20.3.3	<i>Training & Support for Student Representatives</i>	32
20.3.4	<i>The Benefits of Being a Student Representative</i>	32
20.3.5	<i>Types of Student Representative</i>	33
	<i>Table 2: Committees with Student Representation</i>	33
20.3.6	<i>How to Become a Student Representative</i>	34
20.4	STUDENT EVALUATION QUESTIONNAIRES.....	34
20.5	FOCUS GROUPS, STEERING AND WORKING PARTIES	34
20.6	COURSE / UNIT APPROVALS & REVIEWS	34
20.7	COMPLAINTS AND APPEALS PROCEDURES.....	35
20.7.1	<i>Complaints</i>	35
20.7.2	<i>Academic Appeals</i>	35
21.	THE UCO'S STUDENTS' UNION	35
21.1	THE STUDENT'S UNION CONSTITUTION	36
21.2	THE STUDENT CHARTER	36
21.3	STUDENT SOCIETIES	36
21.3.1	<i>Manus Sinistra</i>	36
22.	THE ACADEMIC REGISTRY	37
22.1	INTRODUCTION & INTRANET INFORMATION	37
22.2	STUDENT RECORD SYSTEM.....	37

22.3	STUDENT REGISTRATION & INDUCTION	37
22.3.1	<i>Student Registration</i>	37
22.3.2	<i>Student Induction</i>	37
22.4	TIMETABLES	38
22.5	STUDENT CARDS	38
22.6	STUDENT STATUS CONFIRMATION	38
22.7	ACADEMIC ADVISORY SERVICE	39
22.8	ATTENDANCE REGISTERS.....	39
22.9	ASSESSMENT ADMINISTRATION	39
22.10	SPECIAL CIRCUMSTANCES.....	39
22.11	TRANSCRIPTS OF RESULTS	40
22.12	MAKING A COMPLAINT	40
22.13	DUTY OF CARE & WHISTLEBLOWING	40
22.14	REPORTING ACADEMIC REGISTRY ISSUES & ENHANCEMENTS.....	41
23.	ESTATES & FACILITIES.....	41
23.1	INTRODUCTION & INTRANET INFORMATION	41
23.2	MAINTENANCE ISSUES.....	41
23.3	HEALTH AND SAFETY	42
23.3.1	<i>First Aid and Reporting Accidents</i>	42
23.3.2	<i>First Aid Boxes</i>	42
23.3.3	<i>Health & Safety in the Clinical Environment</i>	43
23.3.4	<i>Fire Safety & Evacuation Procedures</i>	43
23.3.5	<i>Fire Wardens</i>	44
23.3.6	<i>Related Health & Safety Policies & Procedures</i>	44
23.4	SMOKING.....	45
23.5	SECURITY.....	45
23.5.1	<i>Security & Identification</i>	45
23.5.2	<i>Door Codes</i>	45
23.5.3	<i>Reporting Thefts</i>	45
23.5.4	<i>Suspect Packages</i>	46

23.6	STORAGE	46
23.6.1	<i>Lockers</i>	46
23.7	LOST PROPERTY.....	46
23.8	CYCLE FACILITIES & CAR PARKING	46
23.8.1	<i>Cycle Facilities</i>	46
23.8.2	<i>Car Parking</i>	47
23.9	SUSTAINABILITY & RECYCLING.....	47
23.10	SITE OPENING HOURS	47
23.11	REPORTING ESTATES & FACILITIES ISSUES & ENHANCEMENTS	47
24.	THE FINANCE DEPARTMENT	47
24.1	INTRODUCTION & INTRANET INFORMATION	47
24.2	TUITION FEES	48
24.3	OTHER CHARGES	48
24.4	PAYMENT METHODS & PLANS	48
24.5	TUITION FEE POLICY & FINANCIAL REGULATIONS FOR STUDENTS	48
24.6	REPORTING STUDENT FINANCE ISSUES & ENHANCEMENTS.....	49
25.	THE ICT DEPARTMENT, COMPUTING AND INFORMATION TECHNOLOGY	49
25.1	INTRODUCTION & INTRANET INFORMATION	49
25.2	COMPUTER SUITES & FACILITIES	51
25.3	REGISTERING FOR ICT SERVICES.....	52
25.4	CODES OF CONDUCT REGARDING ACCEPTABLE USE ELECTRONIC RESOURCES.....	52
25.5	REPORTING ICT ISSUES & ENHANCEMENTS	52
26.	THE LIBRARY & LEARNING RESOURCES	52
26.1	INTRODUCTION & INTRANET INFORMATION	52
26.2	LIBRARY OPENING HOURS.....	53
26.3	LIBRARY STAFF.....	54
26.4	LIBRARY RESOURCES & SERVICES	54
26.5	USING THE LIBRARY	54
26.6	ELECTRONIC LIBRARY RESOURCES	55
26.7	BONE (THE UCO'S ONLINE LEARNING ENVIRONMENT).....	55

26.8	REPORTING LIBRARY & LEARNING RESOURCES ISSUES & ENHANCEMENTS	55
27.	THE STUDENT SUPPORT DEPARTMENT.....	55
27.1	INTRODUCTION & INTRANET INFORMATION	55
27.2	LEARNING SUPPORT SERVICE	56
27.3	STUDENTS WITH ENGLISH AS AN ADDITIONAL LANGUAGE	57
27.4	SKILLS DEVELOPMENT	57
27.5	GUIDANCE ON THE PROPER USE OF ENGLISH.....	57
27.6	SUPPORTING STUDENTS WITH A DISABILITY	58
27.7	SPECIFIC LEARNING DIFFICULTY (SPLD) SUPPORT & TUITION	58
27.8	STUDENT SUPPORT & WELFARE ADVISORY SERVICE	59
27.9	COUNSELLING SERVICE.....	59
27.10	STUDENTS AT SPECIAL RISK.....	59
27.11	EQUALITY AND DIVERSITY.....	60
27.12	CAREERS ADVICE	60
27.12.1	<i>M.Ost Graduates</i>	60
27.13	WITHDRAWING FROM YOUR COURSE / SUSPENDING YOUR STUDIES	60
27.14	ACADEMIC TUTORS.....	61
27.15	PRAYER & FAITH FACILITIES	61
27.16	REPORTING STUDENT SUPPORT ISSUES & ENHANCEMENTS	62
28.	ACADEMIC GOVERNANCE & MANAGEMENT AT THE UCO	62
28.1	ACADEMIC GOVERNANCE	62
28.2	ACADEMIC MANAGEMENT	62
28.3	UCO COMMITTEES	63
28.4	VALIDATING INSTITUTIONS	63
28.4.1	<i>Laser Learning Awards</i>	63
28.4.2	<i>The University of Bedfordshire</i>	64
28.5	COLLABORATIVE PARTNERS OF THE UCO.....	64
28.5.1	<i>The Osteopathic Centre for Animals</i>	64
29.	USEFUL CONTACT INFORMATION	64
29.1	WHO TO CONTACT FOR WHAT GUIDE	64

1. WELCOME TO THE UNIVERSITY COLLEGE OF OSTEOPATHY!

Welcome to the University College of Osteopathy (UCO)!

You are a student of the oldest osteopathic UCO in the UK respected throughout the world for providing excellence in health care, education and research. The UCO, which was founded in 1917 as the British School of Osteopathy, has the largest osteopathic clinic in Europe and supports the community in which we operate and the students we educate. The UCO plays a fundamental role in the development of the osteopathic profession, educating leaders in the field, conducting research and setting new standards; several of our senior academics sit on General Osteopathic Council committees involved in education, research, continuous professional development and regulation.

We hope that you will fulfil your potential and succeed at the UCO!

2. AN INTRODUCTION TO THE STUDENT HANDBOOK

This handbook is applicable to all students of the UCO and is intended to be your main guide to the UCO. It contains details and information about the facilities and services that are provided for you and where to look for additional support and guidance. It is intended to be your first point of reference should you have any questions about the UCO, and we hope that for most situations this handbook will provide you with the answers.

3. USEFUL INFORMATION & GUIDANCE

Useful information and guidance that is included in this handbook includes:

- Course & Unit Information
- Studying at the UCO & Study Skills Guidance
- Assessment Guidance
- Using Your Student Voice
- The UCO Students' Union & Student Societies
- Governance & Management of the UCO
- Student Services & Facilities
- The Academic Registry
- The Estates & Facilities Department
- The Finance Department
- The ICT Department, Computing & Information Technology
- The Library & Learning Resources
- The Student Support Department

4. ACADEMIC GOVERNANCE & MANAGEMENT INFORMATION

Also provided is some information about the Academic Governance and Management at the UCO, including information about the validating institutions the UCO works with.

It is important that you become familiar with the information contained in this handbook. Every effort is made to ensure that the information in this Handbook is correct, however if you identify any errors or have any questions about the information contained within this handbook, please do not hesitate to contact the quality team: quality@uco.ac.uk.

5. COURSE & UNIT INFORMATION

You are normally provided with several course documents that outline your course and units of study as follows:

Course Document	Overview of Document	Published
Course Information Form (CIF)	Formal course document containing essential information about a course which is approved for delivery.	BONE Relevant "Course Information" Pages
Course Handbook	Formal course document containing course-specific information expanding on information presented in the Course Information Form.	BONE Relevant "Course Information" Pages
Unit Information Form (UIF)	Formal course document containing essential information about each unit approved for delivery.	BONE Relevant Unit Pages
Unit Handbook	Formal course document containing unit-specific information expanding on that provided in the Unit Information Form.	BONE Relevant Unit Pages

For detailed information specifically about your course, please refer to your Course Handbook and Course Information Form both of which are published on the Pre-Degree, Pre-Registration or Postgraduate "Course Information" pages of BONE.

For detailed information about each unit that you will be studying, please refer to your Unit Handbook and Unit Information Forms published in the "Unit Information" folder on each of your Unit pages of BONE.

You can log into BONE through the UCO's intranet here: <http://intranet.uco.ac.uk/>

6. STUDYING AT THE UCO

Studying at the UCO is a partnership between you, your tutors, the UCO and the organisation that validates (approves) your course of study (see Table 1). You will be provided with support to help you achieve your potential, but you will also be expected to take an increasing responsibility for your own learning.

TABLE 1: COURSES OF STUDY AND VALIDATING ORGANISATIONS

Course	Validating Organisation
Access to Higher Education Diploma (Osteopathic Sciences and Health Care)	LASER Learning Awards
Integrated Master of Osteopathy (M.Ost) (Full-Time)	University College of Osteopathy
Integrated Master of Osteopathy (M.Ost) (Part-Time)	University College of Osteopathy
Postgraduate Certificate in Academic & Clinical Education	University College of Osteopathy
Postgraduate Certificate in Animal Osteopathy	University College of Osteopathy (Delivered by the Osteopathic Centre for Animals)
Postgraduate Certificate in the Integrated Care of Older Adults	University College of Osteopathy
Postgraduate Certificate in Specialist Paediatric Osteopathic Practice	University College of Osteopathy
Postgraduate Certificate in Integrated Theories of Care of the Osteopathic Paediatric Patient	University College of Osteopathy
MSc in Osteopathy (Pre-Registration)	University College of Osteopathy
Professional Doctorate in Osteopathy	University of Bedfordshire

7. THE UCO'S TEACHING CENTRE

You will attend lectures, tutorials, seminars and practical classes at the UCO's Teaching Centre located just 10 minutes away from the UCO's Clinical Centre at 275 Borough High Street.

The UCO's Library and ICT suites are located on the third floor of the teaching centre and designated student areas can be found on the Ground Floor.

All teaching rooms are available for students to use as private study rooms if they are not needed for teaching purposes – you can book rooms or check room availability through the Academic Registry.

8. THE UCO'S CLINICAL CENTRE

In April 2008 the UCO purchased and designed a new state-of-the-art clinic at 98 – 118 Southwark Bridge Road, SE1. The new clinic provides better facilities for consultations and an excellent learning environment for students, including 34 treatment rooms (all with sinks and air conditioning), tutorial rooms, a teaching space and student facilities. This is where you will undertake clinical observation and training as part of your course as appropriate.

9. CONDUCT & BEHAVIOUR

9.1 CODE OF CONDUCT

As a community we adhere to a code of conduct and we will expect you, in joining our community, to abide by the code as well. Our code covers a range of issues including:

- Behaviour.
- Respect for others.
- Attendance and engagement.
- Integrity.

You are expected to conduct yourself in an orderly, dignified and professional manner at all times both in the precincts of the UCO and elsewhere. You are expected to demonstrate honesty and integrity in all dealings within the UCO. Anybody practising, or purporting to practise, as an osteopath, other than under the auspices of the UCO, will be liable to summary dismissal from the UCO.

All students should be familiar and comply with the UCO's Code of Conduct and Disciplinary Procedure for Students published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

9.2 GOSC GUIDELINES

All osteopathic (pre-registration) students and staff must be aware of current General Osteopathic Council (GOsC) practice guidelines, the "Osteopathic Practice Standards" (2012), which can be found on the GOsC website (www.osteopathy.org.uk). Students and staff are expected to behave in a professional manner during all clinical interactions in compliance with the GOsC practice guidelines.

9.3 USE OF MOBILE PHONES

The use of mobile phones by students and tutors is normally not permitted during any teaching or clinic session.

If you require the use of your mobile phone, for instance if you are expecting an urgent message, please keep the phone on silent or answer-phone.

The use of mobile phones is strictly not permitted during student / tutor–patient interactions.

9.4 PROFESSIONAL RELATIONSHIPS WITH STAFF

The relationship between student and staff members (including all course tutors and administrative and support staff) is an integral part of your educational development. In order that enquiry and learning can be facilitated, this relationship must be a supportive one characterised by good communication, trust and confidence. Unprofessional behaviour on the part of the staff member/student can lead to abuse of such a relationship, made more serious by the unequal power of the two parties. The UCO therefore expects ethical professional relationships between academic/clinic staff and students within the classroom and clinical environment, in one-to-one tutorials and in social settings.

You are strongly advised not to enter into any sexual/romantic or other potentially incompatible relationship with staff which compromises the relationship of academic trust, or could reasonably appear to do so in the eyes of other students.

If such a relationship does occur, it is the duty of both parties to declare it, so that alternative arrangements can be made for tutoring, supervision and assessment. The declaration can be made in confidence to your Course Leader or the Student Support Manager. A student in doubt about their position is encouraged to discuss this with the Student Support Manager.

To leave undeclared a sexual/romantic or other potentially incompatible relationship, where a staff member is also in professional contact with the student, may be regarded as misconduct and could lead to disciplinary action for both parties.

All students should be familiar with and comply with the UCO's Relationships between Students & Staff Policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

10. ATTENDANCE & PARTICIPATION

Studying at the UCO is not just about subject knowledge. We are also committed to helping you to develop your wider attributes and skills. To do this you will need to attend and actively engage in the range of learning activities the course provides. Attendance is fundamental to your development.

We therefore expect you to attend all learning opportunities offered on your course.

10.1 COURSE SPECIFIC ATTENDANCE REQUIREMENTS

The importance of attending all formal teaching sessions is paramount. Please refer to the Attendance Policy published on the intranet (http://intranet.uco.ac.uk/policies_and_procedures/) and of any course specific attendance requirements as stated in your Course and Unit Handbooks and Information Forms.

You are reminded that:

- There is no formal attendance requirement for lectures but as these form the basis of subject delivery, it is strongly recommended that you attend on a regular basis.
- Attendance at **all other classes** is mandatory.

For clinical sessions (observation and experience):

- It is particularly important that you inform Clinic Administration of any unavoidable lateness to or absence from any clinic session. If you are a training professional within the clinic you have a responsibility to your patients, colleagues and staff at the UCO.
- You are required to ensure that UCO Clinic Reception/Administrative staff are made aware of any absence with as much notice as possible so that alternative arrangements can be made in good time.
- This is of particular importance when you become responsible for your own patients in the final years of the course.

10.2 MONITORING YOUR ATTENDANCE

The UCO has observed that attendance is a reliable indicator of student success and achievement. We do therefore monitor your attendance and will contact you if it gives us cause for concern.

Attendance is formally monitored by the UCO's Student Attendance & Retention Group (SARG), which consists of Course Leaders, Heads of Area and the Student Support Department as appropriate. This group regularly reviews attendance registers throughout the academic year to identify students with a low level of attendance and to refer these students to relevant support staff and Course Leaders who will then determine whether any support strategies need to be implemented to enable student attendance to improve.

The Terms of Reference of the SARG outlining the remit and membership of this committee can be found on the intranet here:

http://intranet.uco.ac.uk/UCO_Committees/

Attendance is also monitored by individual tutors who review their own class registers. They may contact you directly if your absence is of a concern to them or refer you to the Course Leader or relevant support staff who may contact you to determine the reason for your absence and offer you support should you require it.

10.3 NOTIFYING US OF AN ABSENCE

You can help us and yourself by notifying us of any factors that affect your ability to attend teaching sessions. If you are unable to attend a teaching session or an examination through illness or another personal circumstance then it is important that you let us know.

You should email the Class Absence FirstClass conference (or email classabsence@uco.ac.uk) if you are / will be absent from teaching sessions delivered at the Teaching Centre as soon as you are able to.

You should email the Clinic Absence FirstClass conference (or email clinicabsence@uco.ac.uk) if you are / will be absent from clinical sessions delivered at the Clinic Centre as soon as you are able to.

These two FirstClass conferences are checked daily and notification of your absence received this way will be recorded and taken into account when attendance is reviewed by the SARG.

If you are absent from any teaching session you are advised to contact / discuss this with the tutor(s) concerned to identify what you have missed and to ensure that you do not fall behind in your studies.

If your absence is likely to affect your ability to complete your studies or submit assignments then you can apply for an extension or deferral by contacting the Academic Registrar (Phil Heeps, p.heeps@uco.ac.uk) in writing.

11 E-LEARNING

The UCO is committed to using computer based resources to support students' learning. The most recent significant advance in e-learning at the UCO is the introduction of our Virtual Learning Environment. The UCO On-Line Environment (BONE) was launched in 2007 and now contains over 1000 separate resources.

A significant majority of the unit resources available on BONE are text based files such as PowerPoint presentations, Word documents and PDFs. Although these are immensely useful to you, they only present a fraction of the teaching and learning opportunities available. BONE has undergone some evolution over the last four and a half years and is proving highly invaluable to students but the UCO recognises that there has not been a sufficiently radical review of the way e-learning is used and how different pedagogies can be employed. The introduction of our extended course provision has changed this and the UCO now has the impetus to develop BONE in a way that recognises academic best practice and utilises more of the potential available through this medium.

All PowerPoint presentations and Learning Resource Packs are already posted onto BONE but these will be supplemented by on-line self-assessment quizzes and a discussion forum. The use of on-line assessment could also change from being formative to summative. On-line quizzes are already being employed successfully at the UCO at foundation level and having trialled them in this area they are ready to be introduced in this unit of learning. We will also use forum discussions to support the activities conducted in class. This will allow students and tutors to consider and converse on varied topics before and after focussed face to face discussion in class. Forum discussion and formal email communication will also be implemented to generate debate on osteopathic research and to encourage reflective thought on students' group and individual developmental and clinical experiences. Access to BONE can be found here: <https://bone.uco.ac.uk/login/index.php>.

12 RECEIVING OSTEOPATHIC TREATMENT AT THE UCO

As a student of the UCO you are entitled osteopathic treatment free of charge at the UCO's general clinic. Any osteopathic treatment received at the UCO must be undertaken according to the following principles:

- Osteopathic treatment of students within the UCO is to be carried out only within a clinical environment and with the student being treated as a 'normal' patient.
- Treatment by final year students during normal Clinic Hours is bookable through the Clinic Reception and must be carried out under the supervision of Clinic Faculty.
- Students are expected to complete full case histories for first consultations and update records on all subsequent patient visits and treatments.
- Students may refer patients to other practitioners (osteopathic or non-osteopathic) where appropriate.
- Students are not permitted to treat patients, friends, colleagues, family members or members of the public unsupervised whether in or outside the UCO's premises until they are qualified and have suitable professional indemnity insurance.

- All aspects of treatment, as with any other patient, remain confidential between the patient, student, practitioner and Clinical Faculty involved in the consultation. Failure to comply with this could be considered to be a disciplinary offence for the student practitioner or clinic faculty and may initiate a Fitness to Practise investigation.
- If students are concerned about confidentiality they may elect to be treated outside the UCO by a registered osteopath.

You should read the Osteopathic Treatment Policy and Practice of Technique by Students Policy in conjunction with the above, both of which are published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

13 FREEDOM OF SPEECH

As an academic community, the UCO is committed to upholding freedom of thought and expression. The expression of controversial views, provided they are not unlawful, does not constitute reasonable grounds for refusing facilities for an activity, particularly if it is evident that sponsors aim to ensure that all aspects of controversy are presented. The UCO has a legal obligation to ensure that freedom of speech within the law is secured for its members, staff, students and visiting speakers.

The UCO's Freedom of Speech Policy & Procedure should be complied with for any activity (including meetings, exhibitions, publications and leaflets produced or distributed) that takes place on UCO premises. This is published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

14 THE PREVENT DUTY & SAFEGUARDING AT THE UCO

The UCO is committed to supporting and promoting the welfare of its employees, students, volunteers and other third party workers and is committed to provide a safe environment conducive to work, study and the enjoyment of a positive experience for all members of its community.

In 2015 the Counter-Terrorism and Security Act 2015 (the Act) came into force, placing a duty on certain bodies, including Higher Education Institutions, to have "due regard to the need to prevent people from being drawn into terrorism" – known as the Prevent Duty. The Government's Prevent work is intended to deal with all kinds of terrorist threats to the UK not. The most significant of these threats is currently from terrorist organisations in Syria and Iraq, and Al Qa'ida associated groups. But terrorists associated with the extreme right (e.g. white supremacist ideology of extreme right-wing groups) also pose a continued threat to safety and security.

The UCO is therefore complying with the Prevent Duty and is working with the Higher Education Funding Council for England (HEFCE) (the body that monitors the implementation of the duty in the higher education sector in England at the Government's request) to ensure that we make students, staff and other stakeholders of the UCO aware of the Duty and what to do if they have concerns about a colleague may be at risk from or is being drawn into terrorism or radicalised.

You are recommended to become familiar with our Safeguarding Policy that provides further information about this and the procedure to follow if you have such concerns. This policy is published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

In addition, we would like to draw your attention to the following policies that also help to ensure our compliance with the Prevent Duty:

- Public Disclosure (Whistleblowing) Policy
- External Speaker Policy
- Freedom of Speech Policy
- ICT Acceptable Use Policy
- Social Media Policy
- Security Policy

Further information about the Prevent Duty and how the UCO is complying with this statutory requirement may be found on the UCO's website: <http://www.uco.ac.uk/>

15 POLICIES & PROCEDURES FOR STUDENTS

In addition to those policies listed above, a wide range of academic policies and procedures relevant to you as students are in operation at the UCO. These have been developed to promote and support your learning and achievement and to enhance and promote operational efficiencies at the UCO. You are recommended to make yourself familiar with these policies and procedures should you need to refer to them at any point during your time at the UCO.

All policies and procedures relevant specifically to students and the clinic, including those referred to throughout this handbook, are accessible through the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

16 GUIDELINES & HANDBOOKS FOR STUDENTS

Similarly guidelines and handbooks have been produced to provide you with further information about certain areas of the UCO and / or your course.

All Guidelines & Handbooks referred to throughout this handbook are accessible through the UCO's intranet here: http://intranet.uco.ac.uk/guidelines_and_handbooks/

17 THE ACADEMIC QUALITY FRAMEWORK

We aim to provide you with a high-quality student experience. To assist us in achieving this, we have developed and make use of a range of processes and procedures set out in the UCO's Academic Quality Framework.

These procedures ensure that all aspects of teaching, learning and assessment at the UCO are subject to quality assurance processes to ensure that you, as students of the UCO, receive a high quality education and experience.

We hope that the Academic Quality Framework will provide you with useful information about some of the activity that goes on in organising your courses and how you can be involved.

The Academic Quality Framework is accessible through the intranet here:

http://intranet.uco.ac.uk/Academic_Quality/

18 STUDY SKILLS GUIDANCE

Below is some guidance that may help you to develop useful Study Skills. More information and support about Study Skills can be obtained from the Student Learning Advisor (Ugo Ejionye | u.ejionye@uco.ac.uk | Rm 3.06) and from the Academic Learning Resources area of BONE.

18.1 TIME MANAGEMENT

Throughout your studies you are likely to be juggling academic work with other demands such as paid employment and family commitments. One way of managing these demands would be to draw up a list of tasks you need to carry out in order to complete your academic work successfully (attending classes, collecting information reading, note taking, writing and so on) then plot these on a weekly timetable working backwards from assignment deadlines (in the unit handbooks). You will obviously need to construct this timetable in such a way as to accommodate the other demands on your time, always allowing some extra time to cope with unexpected, such as the right book not being in the library when you want it, the computer breaking down, extra shifts at work or family illness.

For more information on how to plan your time effectively please see the “Time Management & Organisational Skills” page in the Academic Learning Resources area on BONE.

18.2 NOTE-TAKING

At lectures and seminars, it is good practice to take notes even if handouts are provided. You might, for example, jot down your understanding of what is being said in your own words or repeat some of the examples given to illustrate key points. The very act of writing will help you to concentrate as well as to fix the ideas and issues in your memory and assist understanding.

Where handouts are not provided, don't try to take down everything the lecturer says but concentrate on key issues. The lecturer will often assist in this process by putting the main points on overheads. Don't limit your notes to the points on the overheads, however, and screen out everything else the lecturer is saying. Again, make a note of examples or words and phrases that particularly convey the meaning for you. As your knowledge and understanding of a subject grows, and you are practised at note taking, you will probably take fewer, more focused notes.

Build the task of writing up or word processing your notes as soon after the lecture or seminar as possible into your timetable. This will assist understanding by further fixing the ideas and issues in your mind and highlighting any areas of confusion to clear up through further reading or directly with the lecturer concerned.

For more information on note-taking please see the “Note-Taking” page on the Academic Learning Resources area on BONE.

18.3 PREPARING ASSIGNMENTS

You will also need to make notes of the reading you do when preparing for assignments. When writing an essay, or report, or seminar paper, for example, you might undertake some generally reading initially to work out your overall approach to tackling the issues involved.

Use the reading suggested in the Unit Information Form or otherwise identified up by the teaching team. At this point, you might need to take only brief notes to record the sources you have drawn on and the key points addressed.

Once you have drawn up an assignment plan (see next section) then you will need to take further notes of your reading under the different headings outlined in your plan.

Don't be tempted to simply copy from the book, journal or Internet site unless you intend to quote directly from that source. Rather focus only on the essential points you want to convey, and try to express in your own words the essence of ideas and issues expressed and their relationship to the assignment topic you are addressing.

Above all, write down the source of your notes where they are drawn from another author. The easiest way is to construct an overall list of full references, then in your own notes you need only record the last name of the author, publication date and page number. It is essential that you do this so that you can identify the source if you want to return to it and critically so that you reference correctly in your completed assignment.

As indicated above, the key to effective assignment writing is preparation, which in turn involves planning and time management. Having a plan is essential. Study the assignment guidelines, work out what is required and do some initial reading and planning. Check your approach with lecturer concerned during an office hour or at a pre-arranged time and refine your plan as necessary.

An effective plan outlines the structure of your assignment, which should always include an introduction and conclusion. So far as the middle is concerned, it is useful in a plan to list the different sections of your assignment under headings underneath which you can make a brief note of the issues you intend to discuss in that section. At the beginning of each section in your plan you should also make a note of its relevance to the assignment title and to the preceding discussion. This will help you to construct a discussion that flows according to an explicit logic. In the case of an essay, for example, this will often consist in presenting first the pros then the cons of an argument. Whilst it is not usual to use sub headings in an essay (although you would use them in say a report or seminar paper), you need to be clear in your plan about the ordering of your discussion and the way that the points you are making fit together. Unless you have a plan, your discussion is likely to lack focus and to be driven by your reading rather than by the question.

Once you have developed a plan, then you can undertake more detailed reading and note taking as outlined below. Adapt your plan if necessary to take in important new points or shift the emphasis, but don't be tempted off at a tangent by something you have read which may seem interesting but which is not strictly relevant to the question. When adapting your plan, go through the same procedure of noting the relevance of each point to that section and to the discussion as a whole.

For more information on note-taking and planning for assignments please see the "Note-Taking" and "Academic Writing" pages on the Academic Learning Resources area on BONE.

18.4 WRITING ASSIGNMENTS

Stick to your plan when writing up your first draft. In your introduction – which may well be the last section you write – outline the key themes pursued in the assignment and the order in which they will be tackled. In the main body of the assignment, write a linking sentence or phrase at the beginning of each new section to show where the discussion is going and how it relates to the last section and to the task as a whole.

Until you are fluent in subject specific terminology, it is better to use your own words when writing up your notes. This will assist your understanding and better communicate the level of your comprehension to the marker. In your conclusion, draw the threads of recommendations as required by the assignment task.

Ideally you will have allowed sufficient time in your action plan (see time management) to put this draft aside for a short period. Then you will come back to it with a fresh mind and will be better equipped to spot error, any lack of clarity in the discussion or missing links. You can also present a draft of your assignment to a tutor or the Student Learning Advisor for general feedback.

For further information on writing different types of assignments please see the “Academic Writing” page within the Academic Learning Resources area on BONE.

18.5 REFERENCING

Referencing is the way in which you arrange in your work the quotations you make from other authors or the sources on which you draw. Details of how to reference effectively will be covered in your course.

If you don't reference correctly then you are at risk of being accused of plagiarism. Plagiarism is an academic offence which covers both direct copying and copying or paraphrasing with only minor adjustments:

A direct quotation from a text must be indicated by the use of quotation marks and the source of the quote (title, author, page number and date of publication);

A paraphrased summary must be indicated by attribution of the author, date and source of the material including page numbers for the section(s) which have been summarised.

If you are still unsure as to whether you have referenced something correctly after consulting the guidelines provided, please consult a member of the Research Team (in Rm 2.02) or the Student Learning Advisor (in Rm 3.06).

18.6 ORAL PRESENTATIONS

The guidelines about time management, note taking, planning, structuring and writing up assignments apply equally to the preparation of oral presentation. In particular you should prepare in detail what you are going to say and how you are going to say it. When you are familiar with the material, translate your notes into key points on cue cards so that you are forced to extemporise rather than read from a prepared script during the presentation.

When delivering your presentation, try to make eye contact as well as looking down at your cue cards. Try to vary the tone and rhythm of your speech and don't talk too fast. Don't be afraid of being silent for a few seconds. This gives the audience the chance to catch up or catch breath.

Put the key points on overheads, but don't overcrowd them. You can always use handouts for more detailed text. It's a good idea to use overheads as they not only help you to communicate meaning, but also takes the attention away from you, which will probably help you to relax. Be careful, though, not stand in front of the words. Make sure, too, that you synchronise your speech with the presentation of each point on your overheads.

It's not at all unusual to be nervous of presentations but the vast majority of your peers will be supportive – after all, they are facing the same issues themselves!

19 ASSESSMENT GUIDANCE

Assessment is not just about 'grading' your performance but an integral and important part of your learning. Preparation for assessment, undertaking the set tasks and using the feedback provided helps you to develop and demonstrate skills as well as being able to evidence your knowledge and understanding.

You are advised to read the Examination & In-Course Assessment Regulations published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

19.1 ASSESSMENT TASKS

Each Unit Information Form will provide details of the specific tasks for that unit and you will also be provided with additional assessment briefs for coursework. These will indicate precisely what is required of you, how you will be graded and details of how and when the assessment is due to be submitted. The assessment brief will give you details of the assessment, such as:

- Assessment Title
- Learning outcome(s)
- Assessment outline
- Submission date
- Provisional results and feedback publication date
- Draft reading submission process
- Generic level descriptors
- Submission details (including formatting requirements)

If you require further information and help on what is expected of you for each assessment task then consult your Unit Leader. If you want more general help with preparing for assessments then you may consult the Student Learning Advisor or visit the Academic Learning Resources area on BONE.

19.2 THE PROCESS OF SETTING ASSESSMENTS

When setting assessments examiners will ensure that assignments elicit student responses that are able to demonstrate the following:

- Whether or not the unit Learning Outcomes have been achieved according to the respective Assessment Criteria.

- Whether or not the submission is at an appropriate Level of learning.
- Any specific areas of weakness or concern.

This will be achieved by the examiner providing markers (and external examiners) with:

- Marking criteria that indicate what the student is likely to demonstrate in order to show that the Learning Outcomes have been met.
- An indication of how marks are weighted and which Learning Outcomes they relate to.
- The Level Descriptors appropriate to those Learning Outcomes and the Phase of the course.

19.3 TYPES OF ASSESSMENT

19.3.1 SUMMATIVE ASSESSMENT

In order to progress to the subsequent year of your course or achieve your course award, you are required to complete and pass satisfactorily each of the summative assessments as detailed in Unit Information Forms.

A combination of coursework, timed examinations and practical assessments may be used to assess your progress. A description and the expectations of some of the common types of summative assessment that you may encounter are outlined below. In addition, a list of assessment types in use at the UCO can also be found in the Academic Quality Framework (Section 7: Academic Regulations) published here:

http://uco.bso.ac.uk/Academic_Quality/

19.3.2 IN-COURSE ESSAYS

In-course assessments usually consist of essay-type questions that you complete in your own time over a pre-determined period of time. Because you have plenty of time and the opportunity to research your answer, the marker normally expects evidence of an in-depth study of the subject plus a much higher standard of presentation than is the case for a timed written examination. You are expected to demonstrate referencing in the Harvard style and to provide a full bibliography. It is very important that what you submit is your own work - it is all too easy to plagiarise unwittingly, whether copied verbatim from a text book or from another student. A guide to referencing is available from the Student Learning Advisor and you are advised to be aware of the UCO's Plagiarism Policy. If a student is suspected of plagiarism, they will be subject to the UCO's Student Fitness to Practise & Professional Behaviour Policy or Academic Discipline Policy & Procedures as appropriate.

19.3.3 PORTFOLIOS & PORTFOLIO REPORTS

A portfolio, as the name suggests, consists of a collection of learning materials comprising a representative sample of your work to demonstrate your ability and progress. At the UCO we mainly use portfolios in association with practical and clinical work. They have two main purposes: the first is to provide you with an on-going record of your achievement and progress on the course; the other is to provide evidence for us that you have met the learning outcomes associated with the programme. Your portfolios are not assessed directly. Instead, we assess a Portfolio Report that you write to demonstrate what you have learned and the

developments you have made, by drawing on the material in your portfolio which is used as evidence to demonstrate your achievement.

19.3.4 CLINIC TUTOR REPORTS

Clinic Tutor Reports are produced by clinic tutors and assess your progress within the clinic environment. They are based on what clinic tutors observe during your work in the clinic and will assess a number of elements including your communication skills, diagnostic ability and your ability to apply the more theoretical aspects of the course to patient problems as well as using osteopathic concepts in order to understand the conceptual nature of the patient's problem. Clinic Tutors will also report on your professionalism including your general manner, behaviour and dress in and around the clinic.

19.3.5 TIMED WRITTEN EXAMINATIONS

The traditional timed written exam usually consists of a choice of questions - the number, degree of choice and length of answer required depending on the length of the exam.

19.3.6 PATIENT MANAGEMENT PROBLEMS (PMPs)

PMPs are 'paper patients' that give us the opportunity to see how you manage a standardised clinical situation. In the PMP you are given information about a patient and asked to outline your thinking about the problem, including what additional information you require. You are then given more information and asked how this changes your view. In PMPs there is rarely one 'right' answer and we are looking to assess your ability to suggest a number of possible explanations and provide a rationale for choosing just one or two of them. We are, therefore, assessing your thinking and analytical ability rather than your ability to come up with the right answer – process rather than product.

19.3.7 OBJECTIVE STRUCTURED CLINICAL EXAMINATION (OSCE)

The OSCE is a more practical version of the PMP. The aim of an OSCE is to assess your data-gathering skills, clinical reasoning and clinical management of a patient. Again you will be given information about a clinical case, but this time will be asked to demonstrate the clinical procedures that you would use to get the information that you require, and to evaluate a hypothesis (or hypotheses). You will discuss the case with a senior tutor rather than writing your response, which gives more opportunity to demonstrate the depth of your knowledge and understanding. An OSCE normally comprises a line of four 10-20-minute short assessments (known as stations). Because this is a simulation of a clinical encounter you are requested to come in suitable clinical dress.

19.3.8 OBJECTIVE STRUCTURED PRACTICAL EXAMINATION (OSPE)

Similarly to an OSCE an OSPE comprises of a series of 10-20 minute stations, each asking you a different question. OSPE's are generally of a practical nature, but may also contain written stations.

19.3.9 CASE PRESENTATIONS

Case Presentations are opportunities for you to present a case study in depth. Case Presentations include identifying the salient features of the problem, clarifying difficult or ambiguous issues and coming to some kind of conclusion. Normally a Case Presentation will

have a particular focus – for example to demonstrate some of the health care concepts inherent in a clinical case.

19.3.10 MINI CLINICAL EXAMINATIONS (MCEs)

Mini Clinical Exams (MCEs) are clinical assessments that assess students in relation to their competency and fitness to practise as an osteopath. You will be asked to see new and continuing patients, gather relevant historical and examination evidence and critically discuss your understanding of the patient with the examiners. The assessors will be looking to see that you are able to competently assess, evaluate, diagnose and treat patients osteopathically by employing appropriate and effective skills and techniques in a logical and reasoned fashion, whilst maintaining a professional standard of practice. They are not necessarily looking to see if you make the right diagnosis, rather that you are able to take responsibility for making justified and safe clinical decisions in the best interests of the patient, and that you are able as to treat and manage them appropriately.

19.3.11 RESEARCH PAPER

The Research Paper is your opportunity to carry out a major piece of academic research work and demonstrate that you have an enquiring and analytical mind that will be able to engage with any clinical situation.

19.4 FORMATIVE ASSESSMENTS

In addition to the summative assessments that you are required to complete in order to progress through and from your course, you will also encounter formative assessments. Formative assessments are used to inform both you and your tutors about your progress throughout your course, and are also used to prepare you for summative assessments.

Formative assessments do not contribute to the final grade of a unit. They may however be mandatory to some courses.

19.5 ON-LINE ASSESSMENTS

On-line assessments provide you with the opportunity to assess yourself. You will normally receive instant grades and feedback which you can then use to support your own learning. On-line assessments are normally conducted through BONE, enabling you access to on-line assessments at a time and location that suits you.

19.6 REQUIRED FORMAT OF WRITTEN ASSIGNMENTS

Any written assignment (i.e. coursework) should adhere to the following guidelines:

- All written assignments should be word processed in Microsoft Office Word unless otherwise stated in the assessment brief;
- “Arial” or “Comic Sans” font, Size 12 should be used;
- Line spacing should be “Double”;
- Text should be “Justified”.
- The left and right-hand side margins should be at least 2.5cm;
- Your candidate number should be placed in the “Header” of every page;

- Each page should be numbered consecutively.

19.7 SUBMITTING COURSEWORK

Coursework must be submitted by the date and time specified on assessment schedules published on BONE and on the assessment briefs in accordance with the UCO's Examination & In Course Assessment Regulations published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

If you believe that you are likely to miss a deadline because of extenuating circumstances you should apply to the Academic Registrar for an extension. Your application should be accompanied by documentary evidence of your special circumstances. Where an extension has been granted, work can be submitted up to two weeks after the published hand in date. Please note that lecturers are not able to extend published deadlines.

If your assignment is submitted within the week after the deadline, an indication of the academic worth of the work will be given but the assignment will be awarded a maximum pass of grade D-.

If your assignment is submitted more than a week after the deadline, the assignment will receive a grade F.

Working to deadlines is an important life-skill and we would encourage you to make every effort to develop appropriate practices and keep to the deadlines as stated in Assessment Briefs wherever possible.

All coursework / written assignments should be emailed to the email address (as stipulated in assessment briefs) from your FirstClass email account.

19.8 EXAMINATIONS

When scheduling examinations we try to ensure that students have no more than one exam on the same day. However, this may not always be possible.

You are responsible for finding out the time and location of each of your exams.

Examination dates are published on BONE at the beginning of each Academic Year on the "Course Information" page of BONE. Please note that examination schedules may be subject to change; you are advised to check BONE and FirstClass regularly for any notification of changes.

Students requiring special exam arrangements are advised to contact the Student Support Department and to inform the Academic Registrar at the beginning of the academic term to ensure that appropriate arrangements are made.

19.9 COLLECTING ASSIGNMENTS

Assignments submitted in hard copy are normally made available for you to collect from the Registry Department, who will notify you when they are ready for collection through your FirstClass "Year Notices" or "Course Forum" conference.

Assignments submitted electronically will normally be returned to you electronically through your FirstClass "My Mailbox".

19.10 GRADING, RESULTS AND USING FEEDBACK

The UCO uses a grading system to indicate your performance which is detailed in your Course Handbook.

You will receive a grade for the work you submit and the grade point used to determine an average grade for each unit.

The weightings for each assignment are found in your Unit Handbooks and / or Unit Information Forms.

We feel that it is important that you receive focused, meaningful and timely feedback to support your learning and that you reflect upon and use any feedback to develop your skills and improve performance.

In order to help you do this a Student Feedback Handbook has been produced and published for your use here:

http://intranet.uco.ac.uk/guidelines_and_handbooks/students

19.11 MARKING ASSESSMENTS

The grading system enables examiners to discriminate between excellent, able, sound, and merely adequate levels of achievement, as well as distinguishing a student who has marginally failed from one whose performance is clearly of concern on grounds of knowledge, skill or safety.

When marking a script or practical assessment, the marker first ensures that the candidate has addressed all or most of the issues the examiner has identified in the marking criteria and that these represent the unit Learning Outcomes. In addition to awarding a grade, the marker is asked to indicate, on a three point scale, where the student lies within the grade. A candidate awarded, say, a grade B can achieve it, 1) Adequately (-), 2) Well (neither – or +), or 3) Very well (+). Using these subcategories facilitates the calculation of an overall Unit grade when there is more than one.

Please be aware of the following:

- You must achieve an overall unit grade of a Grade D- or above to be awarded the appropriate number of credits for the unit.
- Where there is more than one summative assessment in a unit, a minimum of a Grade E+ must be obtained in all areas of assessment even if the overall unit grade is a Grade D-.
- Failure to submit an assignment or attend an exam will result in a Grade F being awarded which equates to an automatic failure of the unit.
- A Grade G in any component of a unit will result in an automatic failure of the unit.

19.12 PROGRESSION CRITERIA

Progression criteria are used by the Board of Examiners to determine whether you have achieved the required level and the adequate number of credits to progress to the next Phase of your course.

The progression criteria for your course are detailed in your Course Handbook.

The final decision as to the recommendations of progression for students is made by the Board of Examiners, who may consider evidence of previous performance and special circumstances in reaching this decision.

The decision of the Board of Examiners is final.

19.13 VIVA VOCE EXAMINATIONS

Examiners may exceptionally choose to examine any student viva voce in addition to the assessments specified in programme regulations. This form of assessment should be applied sparingly, but may properly be used:

- To determine difficult or borderline cases. Such additional assessment can be used only to raise, and not to lower, a student's marks; or
- As an alternative or additional assessment where valid reasons for poor performance have been established; or
- To settle cases where there is significant doubt whether work which has been presented for assessment (for example, a project or dissertation) is the student's own work.
- Students should make themselves available for viva voce examination on the days when Boards of Examiners are meeting.
- If a candidate has failed a unit, the Examination Board will have the final decision on which assessments should be re-taken, and the decision of the Examination Board will be final.

For further information please read the Guidelines on the Conduct of Viva Voce and Oral Examinations published here:

http://intranet.uco.ac.uk/guidelines_and_handbooks/

19.14 ACADEMIC APPEALS

Your work will be graded by your tutor and may also be second marked independently to ensure that your grade is appropriate. In addition, an independent external examiner from outside the UCO samples students' work to ensure that our standards are broadly consistent with those at other universities. As a result, the initial grades that you receive on your work are provisional and may vary slightly from the final grade, which are confirmed at Boards of Examiners at the end of the academic year.

Because of the safeguards the UCO has in place to prevent error and unfairness, you cannot appeal against a grade you have been given just because you believe it deserved better. However, you can discuss the grade awarded with your tutor who will explain the reasoning behind the grade.

Appeals against grades awarded are allowed in certain circumstances, for example, where there has been an administrative error or where regulations were not followed.

Further details about this can be found in the UCO's Academic Appeals Policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

19.15 ACADEMIC OFFENCES

Academic offences include a range of actions designed to deceive examiners and gain an unfair advantage over other students. This is unethical and threatens the integrity of the UCO's assessment procedures and the value of our academic awards. Your academic performance will be assessed on the basis that it is your own work. Anyone thought to be gaining an unfair advantage in any form of assessment is subject to formal investigation in accordance with UCO's Regulations published in the UCO's Academic Discipline Policy & Procedures published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

It is your responsibility to ensure that you are not vulnerable to any allegation that you have breached these regulations (for example by sharing your assignments with friend in such a way that they can copy your work and claim it as their own).

Although we have very few incidences of academic offences each year we treat each possible occurrence very seriously and the penalties, when the breach of regulations is proven, can be severe. They may include failure in a unit or an element of a unit which may mean that you have to repeat the year as a part-time student and bear the associated financial cost. In extreme cases you may be required to leave the UCO.

Typical academic offences and breaches of the assessment regulations are described below.

19.15.1 PLAGIARISM

This offence consists of copying work or attempting to copy from any other source, published or unpublished, including the work of a fellow student or another person, in a manner not authorised by the regulations of the assessment, and presenting the copied work as if it were the student's own work.

It includes written and non-written forms of production, for example, in performance, design, the making of artefacts or other objects, and oral presentations, and may constitute part or all of a submitted assessment.

Plagiarism takes the form of repeating another person's words or images and claiming them as your own, or presenting someone else's line of thinking as if it was your own. To plagiarise is to give the impression that you have written or designed or thought something that you have in fact borrowed from someone else. You can use other people's ideas, words and images, but it's important that you acknowledge them through appropriate referencing.

Remember that your examiners are wanting to assess your ability, not those of others, so it's important that you also interpret others' work and that there is sufficient of your own work in your assignments that your ability can be assessed.

You should keep a careful record of all the sources you use, including all internet material, ensure that you understand correct referencing practices and read the UCO's Plagiarism Policy published on the intranet here: http://intranet.uco.ac.uk/policies_and_procedures/

To help address plagiarism and protect your award, we may submit your assignment to the "Turnitin" Plagiarism Detection Service. Some units may require that your coursework must be submitted electronically and checked in this way.

19.15.2 DOUBLE-COUNTING

You are also not permitted to re-present any assessment already submitted for one unit as if for the first time in another unit. Double counting of assessed work is not normally allowed. If submitting work previously included in another assessment then you should attribute the section of text from the earlier work so that it can be taken into account by the examiners.

19.15.3 WORKING TOGETHER (COLLUSION)

This offence is the joint production with another person or persons of an assessment that contributes to a unit grade where this is not permissible in the assessment task. It includes knowingly supplying work, with consent, for the use of another, where this is not permitted by the assessment task brief, and negligence in protecting work (in hard copy and electronic formats), and it includes examination/test collusion, i.e. using, or supplying/allowing help to others, in a manner not explicitly permitted by the regulations for the examinations.

Discussing ideas with your fellow students is part of learning and we would encourage you to do this and to exchange interesting and relevant sources and references. However, there is a distinction between sharing ideas and collusion which is an academic offence. You must not work with others to the extent of exchanging written materials you have prepared, such as notes or drafts of assignments unless you have been expressly told that this is permissible. If these types of materials are shared this will be regarded as an assessment offence for the person who lends the material as well as for the person who uses it. Your own work should be regarded as your own property and you should protect it.

If you are working in a shared space, log off from the computer you are working on whenever you take a break so that others cannot access or copy your own work; take care to destroy printed drafts or copies of work, rather than just discarding them; and, don't give your work to others in any format. If you are working on a group assignment make sure you understand the allocation of responsibilities between yourself and the other members of the group.

19.15.4 CHEATING IN EXAMS OR IN-CLASS TESTS

This offence consists of attempting to complete an examination or in-class test that counts towards a unit grade by unfair means, including but not limited to:

- deliberately acquiring advance knowledge of the detailed content of an examination;
- obtaining help from others in a manner not explicitly permitted by the regulations for the examination, including the use of mobile telephones, pagers, or any other electronic device capable of sending or receiving text etc.;
- bringing into the examination any unauthorised materials; or
- referring during the examination to any unauthorised material

You must not communicate with other students during an exam or test and you must not take into the exam or test room any materials, notes or aids other than those officially authorised in the examination paper. If an invigilator observes you with any prohibited materials, notes or equipment, or observes you communicating with another student, your actions will be investigated in accordance with the Academic Discipline Policy & Procedures.

19.15.5 FABRICATION

This offence consists of the presentation of any false or fabricated information, results or conclusions in any form of assessment, including practical work, field studies, number of hours (including Clinic hours) completed, oral presentations, interviews and reports on work placements.

It also includes the fabrication of information within an application for study at the UCO.

19.15.6 IMPERSONATION

This offence is the assumption by any person of the identity of a student with intent to deceive or gain unfair advantage. Impersonation commonly entails using a substitute to undertake, in full or part, an examination or other assessment task.

19.16 NOTIFICATION OF RESULTS

Results of assessments taken during the academic year are normally released by email to your FirstClass "My Mailbox" from Registry. You will normally be notified through FirstClass when they will be sent. End of year progression results will normally be emailed at 13.00 on the day of issue, which is normally published on your assessment schedule. Please note that results will NOT be faxed or given over the telephone.

19.17 GENERAL OSTEOPATHIC COUNCIL (GOSC) REQUIREMENTS

Students studying on pre-registration courses leading to an award recognised by the GOSc as a Recognised Qualification for entry onto the UK Register of Osteopaths are required to provide a character reference to the GOSc before they are eligible to register. A character reference is produced by the UCO and provided to each pre-registration course graduate as appropriate following their successful completion of the course as confirmed by the Board of Examiners.

20 USING YOUR STUDENT VOICE

The UCO very much values your views about your course and your experience as a student at the UCO.

UCO Staff and the Students' Union encourage all students to have an input into enhancing the UCO and your student experience by giving us feedback about what is working well and what could be improved by using your "Student Voice".

Although it may not be possible to address all matters, we take all suggestions seriously and will endeavour to make appropriate changes where resources permit.

It is very important to us that all students have and take the opportunity to give their views so we have implemented a range of ways to enable you to have your say individually and collectively.

We place a high value on the feedback we receive about your student experience including:

- Course Content & Structure
- Teaching Methods
- Assessment & Feedback

- Facilities & Learning Resources
- Academic & Welfare Support
- Course Organisation & Management
- Personal Development
- The UCO Environment

We also value the contribution of students in consultation about proposed changes to the course or to institutional plans and we are committed to keeping the student body informed about our planning and responses.

Brief information is given below about the different student voice routes so that you can see the different ways in which you can get involved and help make the UCO better for you and others.

More information about the Student Voice is contained in Section 10 (The Student Voice) of the Academic Quality Framework published on the UCO's intranet here:

http://intranet.uco.ac.uk/Academic_Quality/

20.1 OPEN DOOR POLICY

The UCO has an open door policy at the UCO which means that you can talk directly with any member of staff, as well as contacting them by email through FirstClass. This is a quick and direct method for raising your views and getting a quick response.

20.2 STUDENT VOICE E-FORUM

When on or off-site, you can post matters to the "Student Voice" FirstClass e-forum, and the email will be forwarded to the appropriate staff member for a response. Like the open door policy, this method can address issues quickly.

The e-forum route can be anonymous through a student representative raising an issue on your behalf.

Summaries of the issues raised through the e-forum are received by the Student-Staff Liaison & Consultation Groups (SSLCGs) so that there can be further discussion if required.

20.3 STUDENT REPRESENTATIVE SYSTEM

The UCO values a good relationship with its students and has an established Student Representative System to maintain and promote this. Student Representatives have an important role in acting as a conduit between students and staff to contribute to decision-making at the UCO.

20.3.1 WHY BECOME A STUDENT REPRESENTATIVE?

Student Representatives are a valued and important voice for representing group views held by students on their course in their year group, and for presenting their own perspective to the UCO.

They also have an important role in advising and encouraging students of other ways in which they can raise issues or give feedback and resolve course or personal problems.

20.3.2 THE STUDENT REPRESENTATIVE ROLE

The Student Representative role is a position fully supported by the UCO.

The role is for one year, from January to December.

The main responsibilities of the Student Representative are:

- To identify themselves to the group of students they represent.
- To attend training events.
- To advise students about the appropriate ways in which they can give their group feedback, or raise individual/personal matters.
- To consult student colleagues and identify group issues and need to be raised at committee level.
- To attend and participate in committee meetings, ensuring that the student perspective is considered in discussion and decision-making.
- To accurately represent the group views of their student colleagues even if they do not agree with them.
- To promote the UCO's student surveys and National Student Survey to fellow students and to encourage them to participate.
- To provide feedback to their student colleagues on the outcomes of meetings they attend.
- To respect staff and student confidentiality where appropriate.

20.3.3 TRAINING & SUPPORT FOR STUDENT REPRESENTATIVES

All Student Representatives are provided with an annual Training Session that reviews the role and their responsibilities, how to be an effective Student Representative, an introduction / review of the Student Voice mechanisms available to students, and a Question & Answer session.

Ongoing support for Student Representatives is provided by the Student Experience Manager who is available to advise on how to deal with student issues.

20.3.4 THE BENEFITS OF BEING A STUDENT REPRESENTATIVE

There are many advantages to becoming a Student Representative at the UCO, in both the short-term (by demonstrating to your colleagues, staff and the UCO that you are interested in enhancing the Student Experience for yourself and others proactively) and the long-term (by demonstrating to future employers that you are motivated, have taken on additional responsibilities and have developed useful transferable skills). Student Representatives:

- Demonstrate that they are motivated, responsible and interested in helping to enhance the UCO and Student Experience – attributes that are desirable for employers and are important aspects of professionalism.
- Get to know their fellow students and UCO staff better.
- Develop important transferable skills including:
 - Dealing with Confidentiality

- Communication Skills
- Listening Skills
- Analysing Problems
- Problem Solving
- Negotiation Skills
- Being Assertive
- Managing Conflict
- Committee Skills

20.3.5 TYPES OF STUDENT REPRESENTATIVE

There are two types of Student Representative:

- i. Year Group / Course Student Representatives who represent the views of their year group and are members of and attend Student & Staff Liaison Consultation Group (the consultation forum for institutional matters raised by staff or students) meetings three times a year.
- ii. Committee Student Representatives who attend the meetings of a particular committee (up to four meetings a year) to represent a student view and the views of their fellow students about specific issues within the remit of the committee. Committees that include Student Representation are listed in Table 2 below.

TABLE 2: COMMITTEES WITH STUDENT REPRESENTATION

Committee	Committee Remit	Student Representative Role
Academic Council	The main academic decision-making body of the UCO.	Contribute to Academic Council's decision-making with views from the UCO's whole student body.
Education Enhancement & Strategy Committee	Leads educational strategy and initiatives.	Contribute to this committee's work with views from the UCO's whole student body.
Course Teams	Manage the day-to-day operation of a course.	Contribute to the Course Team's work with views from the course/year group and bring forward course-specific matters from students to be discussed.
Widening Participation & Admissions Strategy Group	Develops strategy for admissions and widening participation.	Contribute with views from the UCO's whole student body.
Equality Committee	Considers the assurance, improvement and promotion of equality for all UCO users, within the UCO, as required under the Equality Act 2010.	Contribute to discussions with views from the UCO's whole student body.

Research Strategy & Scholarship Committee*	Focuses on research and scholarship activity and development across the UCO and takes responsibility for the assurance and enhancement of research activities of the UCO.	Contributes to the committee's discussions and business with views from the UCO's whole student body.
Research Ethics Committee**	Considers from an ethical viewpoint all proposed research work within and outside of the UCO.	Contributes to the committee's discussions and business.

* Research Degree Students Only

** Students who have since graduated from the UCO Only

20.3.6 HOW TO BECOME A STUDENT REPRESENTATIVE

Student Representatives are recruited annually (normally in November) and may nominate themselves or a fellow student for the position.

Student Representative roles are advertised through posters and emails and more information about the roles can be found in the Student Representative Handbook published on the UCO's intranet here:

http://intranet.uco.ac.uk/guidelines_and_handbooks/

20.4 STUDENT EVALUATION QUESTIONNAIRES

Annually you are invited to complete surveys about your experiences at the UCO. The responses to these questionnaires are carefully analysed by the relevant staff and by senior committees; then we 'close the loop' and let you know how we have used your feedback. In addition to the internal surveys for all students, final year undergraduates can participate in the National Student Survey <http://www.thestudentsurvey.com/>. Eligible students will be contacted, initially by email, during the spring term of the final year of your course and asked to complete a quick online questionnaire.

20.5 FOCUS GROUPS, STEERING AND WORKING PARTIES

Focus groups are sometimes arranged at the UCO, for instance, to follow up in more detail on themes identified in questionnaire responses. On an ad-hoc basis you may be invited to contribute to specific projects at the UCO which affect the student experience. These are both good opportunities to discuss matters in depth.

20.6 COURSE / UNIT APPROVALS & REVIEWS

Student representatives and the wider student body are invited to contribute when the UCO is designing and approving new courses and reviewing existing courses.

You may be invited to be a member of Course Approval / Review Panels to participate in quality assurance and decision-making processes about new and existing courses at the UCO. In these circumstances you will be drawing on your experience as a student of the UCO to particularly ensure that the student experience is carefully and duly considered.

You may also be invited to meet external reviewers, from example from the Quality Assurance Agency for Higher Education¹, or visitors from Professional, Statutory and Regulatory Bodies to provide them with feedback about your student experience at the UCO which they then use to evaluate the quality of the UCO as a Higher Education provider.

20.7 COMPLAINTS AND APPEALS PROCEDURES

We hope that you will not have cause to use the UCO's academic appeals or complaints policies however we do recognise that things may sometimes not be to your satisfaction and that further action may be needed to resolve matters.

20.7.1 COMPLAINTS

The UCO has a Student Complaints Policy & Procedure which is published through the UCO's intranet (http://intranet.uco.ac.uk/policies_and_procedures/) to deal with matters that are particularly concerning to you. A complaint is defined as the expression of a specific concern about the provision of an academic or related service by the UCO. As this policy states, we encourage you to resolve complaints informally wherever possible.

If you wish to make a complaint or are unsure about making a complaint, please contact the Student Experience Officer or Students' Union who will be able to provide with impartial advice.

You are reminded that the Student Voice mechanisms outlined above are designed to enable you to engage with the UCO on an ongoing basis, to provide the UCO with feedback about academic standards, the quality of your learning and student experience and to resolve day-to-day matters as and when they occur.

However, as stated above, if you have a particular concern, please do not hesitate to use the Complaints Policy and Procedure; you will not be penalised in any way for making complaint.

20.7.2 ACADEMIC APPEALS

Should you have a particular concern regarding an academic outcome, e.g. if you dispute the decision of a Board of Examiners, then you may make an Academic Appeal using the Academic Appeals Policy, also published through the intranet.

Please refer to the Academic Appeals Policy for the grounds on which you may make an academic appeal; further advice about making an academic appeal may be sought from the Student Experience Officer or Academic Registrar.

21 THE UCO'S STUDENTS' UNION

The UCO believes that a strong, healthy and vibrant Students' Union is vital to enhancing the student experience. The UCO has had a Students' Union for many years and they have been incredibly effective in supporting students with academic and welfare matters, liaising, promoting the student voice within the UCO and organising a range of clubs and many social events.

¹ Quality Assurance Agency (QAA): The independent body entrusted with monitoring, and advising on, standards and quality in UK higher education (<http://www.qaa.ac.uk/en>).

In more recent years, the Students' Union officers and student representatives have become more involved in the UCO's business as a whole. The Students' Union President sits on Academic Council (the main academic decision-making committee of the UCO), disciplinary panels and fitness to practice panels. Student representation at Course Team meetings has been introduced and the UCO has student representation at the Board of Directors level. This has significantly increased the profile of the Students' Union at the UCO.

You will be introduced to the UCO Students' Union (UCOSU) during your induction week and have the opportunity to become more involved when the UCOSU elections are held each year.

21.1 THE STUDENT'S UNION CONSTITUTION

The Student's Union Constitution sets out the principles by which the UCO SU is governed and is published here:

http://intranet.uco.ac.uk/policies_and_procedures/

21.2 THE STUDENT CHARTER

The UCO and the UCO SU have jointly produced a Student Charter which provides you with guidance about what you can expect from the UCO and the Students' Union and what the UCO and Students' Union expects from you in return.

The Student Charter has been designed to ensure that you make the most of your student experience fully supported by the UCO and your Students' Union.

Please make sure that you read the Student Charter which is published on the UCO's website here: <http://www.uco.ac.uk/>

21.3 STUDENT SOCIETIES

21.3.1 MANUS SINISTRA

Manus Sinistra is an osteopathic student society at the University College of Osteopathy managed and run by UCO students. Its aim is to provide a forum for students to explore aspects of osteopathy. It is the largest and most active osteopathic student society in Europe and organises an exciting annual schedule of talks, courses and debates. Please visit <http://www.manussinistra.org/> for more information.

(Please note that the UCO is not responsible for the management or content of this website).

22 THE ACADEMIC REGISTRY

22.1 INTRODUCTION & INTRANET INFORMATION

The Academic Registry is responsible for providing administrative support to all UCO students from enrolment to graduation, including day to day course administration, timetabling, exam and assessment administration and the student records system.

Further information about the Academic Registry can be found on the intranet as follows:

Intranet Location	Information Available
http://intranet.uco.ac.uk/registry_info/	Opening Hours Academic Registry Staff Academic Registry Services
http://intranet.uco.ac.uk/registry_info/faq	Frequently Asked Questions
http://intranet.uco.ac.uk/registry_info/term_dates	Current Term Dates
http://intranet.uco.ac.uk/registry_info/future_term_dates	Future Term Dates (Subject to Change)
http://intranet.uco.ac.uk/registry_info/useful_links	Useful Links

You can contact the Academic Registry for any general queries by emailing:

Registry@uco.ac.uk

22.2 STUDENT RECORD SYSTEM

The UCO utilises Unit4's Agresso Campus as its student record system. This system stores your contact details and records your progress throughout your course. We may use this information to contact you about your progress, results and other matters so it is important that you keep your contact details up to date. Please inform the Registry Department of any change to your contact details so that the student record system can be updated.

22.3 STUDENT REGISTRATION & INDUCTION

22.3.1 STUDENT REGISTRATION

Each academic year, you must register for your course by completing a Registration Form and handing this in to the Academic Registry.

Failure to do so may mean that you are excluded from accessing important resources necessary for your studies.

If you have difficulty registering, please see Academic Registry staff or email

Registry@uco.ac.uk.

22.3.2 STUDENT INDUCTION

Induction sessions are normally provided to all students at the beginning of each academic year.

You are expected to make every effort to attend these where you will be welcomed as a returning student, provided with new relevant information and informed of any developments that may have occurred and implemented for the new academic year.

22.4 TIMETABLES

Your timetable is produced in line with the UCO's Timetable Policy which outlines our general approach to timetabling including student and staff availability for delivering and attending classes, staff and student roles and responsibilities regarding timetabling, construction of the timetable, allocation of teaching rooms, timetable publication and requests for changes to the published timetable.

Your timetable will be published using the calendar facility available through FirstClass or through a schedule uploaded to your Course Forum or BONE.

FirstClass Timetable Calendars can be accessed through your FirstClass "Year Notices" conference or via the UCO's intranet here: http://intranet.uco.ac.uk/timetables_by_year/

Amendments to your timetable are normally communicated to you through your FirstClass "Year Notices" or "Course Forum" conference as appropriate.

The UCO's term dates and part time course weekend dates are made available via the Institutional Calendar on the intranet by clicking on the "Institutional Calendar" tab here: <http://intranet.uco.ac.uk/>.

22.5 STUDENT CARDS

All students will receive a UCO Student Card at enrolment and this must be displayed at all times.

This card will be used to confirm attendance at all teaching sessions and to gain entry to all examinations.

For students whose course requires them to have regular access to the clinic this card also acts as a swipe card for entry to the clinical site areas.

If you require a new or replacement UCO Student Card please contact the Academic Registry in Rm 4.07.

Please note that there will be a £10.00 administrative charge for all replacement UCO Student Cards payable by cash or cheque.

22.6 STUDENT STATUS CONFIRMATION

On occasion you may require proof of your status as a student. This is often required by councils, banks and gyms to confirm your student status.

The Academic Registry can provide you with a standard Student Status Confirmation Letter for these purposes.

Please email Registry@uco.ac.uk with your name, course and year of study with your request for a Student Status Confirmation Letter in addition to any specific wording that may be required.

You will be notified when your letter is ready to collect.

22.7 ACADEMIC ADVISORY SERVICE

An impartial Academic Advisory Service is provided by the Academic Registrar and is available to all students enrolled at the UCO to provide you with independent, impartial and confidential advice if you are having difficulties with your studies.

Please contact the Academic Registrar (Phil Heeps / p.heeps@uco.ac.uk / 020 7089 5353 / Rm 4.07) if:

- You are having difficulties attending lectures or meeting coursework deadlines;
- Your course is more difficult than you expected;
- You are unable to sit an exam;
- You would like advice about special circumstances;
- You would like advice on issues relating to examination results and referrals;
- You would like advice about applying for extensions of assignment deadlines;
- You would like advice about negotiated progression;
- You wish to change your mode of study;
- You wish to interrupt or suspend your studies;
- You are thinking of withdrawing from your course.

22.8 ATTENDANCE REGISTERS

The Academic Registry produces and maintains attendance registers for all classes in line with the Attendance Policy and the guidance outlined in this handbook.

The Class and Clinic Absence FirstClass conferences are checked daily by Academic Registry staff who produce summaries of student attendance and absence for the Student Attendance & Retention Group to review based on this data; it is therefore important that you report any absences from classes or clinic.

Should you have a query about your attendance please visit the Academic Registry or email:

Registry@uco.ac.uk

22.9 ASSESSMENT ADMINISTRATION

The Academic Registry is responsible for administering all assessments undertaken by students. This includes uploading assessment schedules and briefs to BONE, printing examination papers, organising examination invigilators, processing and assessment results, inputting assessment results into the Student Record System and distributing feedback and results to students.

22.10 SPECIAL CIRCUMSTANCES

Sometimes there can be extenuating circumstances which can affect your ability to attend classes, meet a deadline or attend an examination. The UCO may take such circumstances into special consideration by providing you with additional support and extending a submission deadline as appropriate.

If you wish to report any extenuating circumstance, please follow the Special Circumstances Policy & Procedure published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

The Academic Registry maintains a confidential record of Special Circumstances and will only impart these to relevant staff with your consent.

Examples of circumstances that would justify special consideration are provided in the Special Circumstances Policy and Procedure published here:

http://uco.ac.uk/policies_and_procedures/

If you do submit a Special Circumstances form, you should not assume that it is necessarily going to be accepted; it is your responsibility to make sure that you complete all assessment requirements in a unit as far as possible.

22.11 TRANSCRIPTS OF RESULTS

The Academic Registry is responsible for producing transcripts of your results at your request.

Please email your name, course and year of study to Registry@uco.ac.uk to request a transcript.

22.12 MAKING A COMPLAINT

The Academic Registrar also acts as the UCO's Complaints Officer and administrates the UCO's Complaints Policy and Procedure.

A complaint is defined as the expression of a specific concern about the provision of an academic or related service by the UCO. Should you feel the need to report a concern and make a complaint about any aspect of the UCO please refer to the Complaints Policy & Procedures published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

We hope that you should not have to use this however should you be required to do so we recommend that you try to resolve the complaint with the relevant department or staff amicably and informally.

Advisory support about making a complaint can be provided by the Student Experience Officer:

22.13 DUTY OF CARE & WHISTLEBLOWING

'Whistleblowing' refers to staff and students providing information to the UCO regarding malpractice which may put others at risk.

The safety, health and wellbeing of our patients, students and staff are primary concerns for the UCO.

If you become aware of a behaviour of an individual or practice that may put others (staff, students or patients) in danger you have a duty to act appropriately on this concern, and the UCO has a responsibility to deal adequately with such disclosures of information within a reasonable time.

Should you wish to report any malpractice or behaviour please refer to and follow the UCO's Public Interest Disclosure (Whistleblowing) Policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

22.14 REPORTING ACADEMIC REGISTRY ISSUES & ENHANCEMENTS

If you have any queries about or suggestions for the Academic Registry Department please do not hesitate to contact the Academic Registrar:

Phil Heeps / p.heeps@uco.ac.uk / 020 7089 5353 / Rm 4.07

23 ESTATES & FACILITIES

23.1 INTRODUCTION & INTRANET INFORMATION

The Estates and Facilities Team at the UCO are responsible for ensuring that the building environment is a safe and pleasant environment in which to study and work.

Further information about the Estates & Facilities Department can be found on the intranet as follows:

Intranet Location	Information Available
http://intranet.uco.ac.uk/estates_and_facilities/home%20page	Opening Hours Estates & Facilities Staff
http://intranet.uco.ac.uk/estates_and_facilities/site_opening_hours	Site Opening Hours Accessibility
http://intranet.uco.ac.uk/estates_and_facilities/maintenance_issues	Reporting Maintenance Issues
http://intranet.uco.ac.uk/estates_and_facilities/health_and_safety	Health & Safety Reporting Accidents Appointed First Aiders First Aid Boxes Reporting Safety Issues
http://intranet.uco.ac.uk/estates_and_facilities/emergency_procedure	Emergency Procedures Fire Exits Emergency Evacuation
http://intranet.uco.ac.uk/estates_and_facilities/smoking_policy	Smoking Policy
http://intranet.uco.ac.uk/estates_and_facilities/manual_handling	Manual Handling

23.2 MAINTENANCE ISSUES

If you notice any maintenance or facilities issues, please email the Maintenance conference on First Class.

This is checked regularly throughout the day and we aim to respond to all issues timely and efficiently.

23.3 HEALTH AND SAFETY

The UCO is committed to ensuring the health, safety and welfare of its students, employees and patients, and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety.

It is your responsibility to familiarise yourself and comply with the UCO's Health and Safety policies and procedures as noted below. This information can also be found in the UCO's Health & Safety Policy which is published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

Whilst the UCO will take all reasonable steps to ensure the health and safety of its students, you should take responsibility for your own health and safety by complying with the appropriate policies and procedures.

If you have any concerns about health and safety matters, please contact the Head of Estates (Martin Frisby, m.frisby@bso.ac.uk).

23.3.1 FIRST AID AND REPORTING ACCIDENTS

If you witness an accident or someone feels unwell whilst in the teaching or clinical centre, alert an Appointed First Aider immediately.

First Aiders are based across both sites – please make yourself aware of the nearest first aider at all times.

There is signage throughout the building to inform who the first aiders are.

All accidents however minor should be reported to the Estates department and recorded in the accident book. There is an accident book at reception at both sites.

23.3.2 FIRST AID BOXES

First aid boxes containing basic First Aid supplied are located at the following points around the UCO:

Borough High Street (BHS):

Ground floor: Main Reception

Ground floor: SU Bar

3rd floor: Library

4th floor: Room 4.01

Southwark Bridge Road (SBR) clinic:

Clinic reception

Clinic staff room

Clinic tea point

23.3.3 HEALTH & SAFETY IN THE CLINICAL ENVIRONMENT

You should also become familiar with the guidance and procedures specific to clinical education at the UCO, including the Infection Control Policy and Regulations within the Clinical Environment for Students to ensure that the health and safety of students, staff and patients in the clinical environment is maintained at all times.

These documents are published on the UCO's intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

23.3.4 FIRE SAFETY & EVACUATION PROCEDURES

If you notice any potential fire hazards, including faulty electric cable or devices, report them immediately to a member of the Estates & Facilities Team or the HR Manager in room 4.06.

Do not attempt to repair or interfere with the equipment yourself.

If you notice any fire or smoke, sound the nearest alarm immediately and evacuate the building.

Fire extinguishers are located at strategic points throughout both buildings.

Please do not attempt to tackle a fire yourself unless you have been trained and only if it would pose no threat to your safety to do so.

If the situation is dangerous or potentially dangerous, activate the fire alarm and evacuate the building immediately.

Once outside, head to the assembly point and call 999.

Procedures on hearing the alarm:

Leave the building immediately by the nearest fire exit

Do not attempt to collect personal belongings

Shut doors behind you and close windows if time permits.

Use green break glass units to release magnetic door locks.

Do not use the lift.

Walk, do not run.

Help escort disabled building users to the refuge points and alert the fire warden or fire brigade to their presence.

Listen to the fire wardens and follow their instructions (they will be wearing fluorescent jackets).

Once outside, head to the assembly point (Cole Street for BHS and Store Street for SBR).

Move as far away from the building as possible and do not block the route of others.

Stand in a safe place away from the road.

Do not reenter the building until told by the Fire Marshall that it is safe to do so.

The Fire Marshall will be at the assembly point coordinating with the fire wardens and fire brigade. Out of hours the Fire Marshall will have a register of who is in the building.

Fire doors designed to slow the spread of fire and smoke throughout both buildings have been installed at strategic points. Fire exit doors should never be wedged open or locked whilst the building is occupied and corridors must never be blocked or used as storage space.

You should familiarise yourself with the evacuation routes and designated assembly points in case of fire.

Practice fire drills will be conducted on a regular basis to ensure your familiarity with the emergency evacuation procedure.

For more information see the Emergency Evacuation Procedures, Fire Risk Assessment and the Health & Safety Policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

23.3.5 FIRE WARDENS

Each floor is monitored by fire wardens in the event of a fire alarm. These individuals are responsible for checking that their floor/site is clear of occupants (without endangering their own safety).

A clipboard for checking the clearance of each floor/site is located on the wall in a central location on each floor/site.

At the BHS Site, the fire warden responsible for the fourth floor checks that each clipboard has been removed in order to check that each floor has been checked before proceeding to exit the building. Upon leaving the building, each fire warden reports to the HR Manager or senior staff member present.

All fire wardens are identifiable by wearing high visibility jackets and are allocated one floor to check in the event of a fire alarm.

The receptionist covering the main entrance to either building should close these doors to entry from new patients, students or visitors take the visitor sign-in sheet and wait outside the front doors to liaise with the fire brigade on arrival.

Emergency lighting has been installed in exit corridors and above emergency exit doors in case of power failure.

Lifts should not be used in the case of an emergency evacuation.

23.3.6 RELATED HEALTH & SAFETY POLICIES & PROCEDURES

You should also become familiar with the following policies that will safeguard the health, safety and wellbeing of yourself and the UCO's community:

- Emergency Evacuation Procedures
- Health & Safety Policy
- Health Policy for Pre-Registration Students
- Incident Reporting Procedure
- Fitness to Practice & Professional Behaviour Policy
- Pregnancy, Maternity & Paternity Policy for Students

- Safeguarding Policy & Guidance
- Security Policy
- Anti-bullying & Harassment Policy for Staff & Students
- Public Interest Disclosure (Whistleblowing) Policy

23.4 SMOKING

Smoking is not permitted outside the main entrance to either building or in the loading bay area at Borough High Street.

A cigarette bin is provided by the picnic benches in the car park at BHS – please ensure you dispose of your cigarette butts responsibly and be considerate of other building users when smoking.

Passive smoke can enter the building through windows so make sure you don't smoke near any open windows.

Please note the use of e-cigarettes is not permitted within either building.

23.5 SECURITY

23.5.1 SECURITY & IDENTIFICATION

You are required to wear your UCO Student Card at all times whilst in the UCO buildings and comply with the Security Policy at all times.

The cards are issued to students at enrolment.

Replacement cards can be purchased from the finance department at a cost of £10.

Your UCO student card provides you access through all swipe doors in the clinic including daytime access across the resident's lobby.

Do not loiter in the lobby and use it only to access the other side of the clinic. Access to the resident's lobby is only available between 8am and 6.30pm Monday to Friday.

23.5.2 DOOR CODES

At the teaching building, some of the doors are accessible only by door entry code.

Please do not give the door code to anyone who you do not know.

If you see anyone in the building who you feel is intruding or acting suspiciously, please inform a member of staff immediately.

23.5.3 REPORTING THEFTS

Any thefts should be reported to the UCO Receptionist at Borough High Street and an incident form completed.

The UCO will not be held responsible for the loss or damage of student property.

It is your responsibility to look after your personal property.

Both the BHS and SBR sites may be accessed by the public and occasionally thefts of money, mobile devices, clinical equipment and other personal possessions do occur - therefore please be vigilant.

23.5.4 SUSPECT PACKAGES

If you notice a suspect or unattended package, please report it to the Facilities Supervisor or the nearest Fire Warden. Do not attempt to examine or move a suspect package.

The Facilities Supervisor will take the appropriate action, including evacuation of the building if necessary.

23.6 STORAGE

23.6.1 LOCKERS

Lockers are available at the Borough High Street building and are allocated at registration.

You will be required to pay a £10 deposit for the locker – this will be refunded when the key is returned to the Finance Department at the end of your studies.

If you lose your key, a replacement can be purchased from the finance department. If you forget your key and need access to your locker during the day, the registry department are able to help.

Lockers are available at the clinic for the duration of your clinic session only. They are located at the far end of the clinic outside the teaching room and are operated on a £1 coin return mechanism. Lockers should only be used whilst you are in clinic and emptied at the end of your session.

23.7 LOST PROPERTY

Lost property should be handed in to reception at the building in which it was found where it is logged and kept securely. ID will be required to collect items.

Items of lost property will be kept until the first week of the vacation period after they have been handed in.

More information is available in the Lost Property Policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

23.8 CYCLE FACILITIES & CAR PARKING

23.8.1 CYCLE FACILITIES

There are 44 secure cycle spaces in the bike shed at Borough High Street with an additional 37 spaces in the car park.

The code for the bike shed is available from the UCO Receptionist and is changed periodically for additional security.

All bike racks are on a first come first served basis.

The storage facilities are only available for people cycling to and from the UCO. If you notice any bikes which you think have been abandoned please email the Maintenance conference on First Class.

Please ensure that all cycles are secured properly and insured.

23.8.2 CAR PARKING

There is a small car park available at the Borough High Street site with a limited number of spaces.

These are normally only available for students with Special Circumstances.

Please contact the Head of Estates (Martin Frisby (m.frsiby@uco.ac.uk)) if you think you need to use a car parking space.

23.9 SUSTAINABILITY & RECYCLING

The UCO is committed to promoting sustainability and reducing our carbon footprint wherever possible.

In order to help us reduce our carbon consumption, please make sure you turn off lights and air-conditioning units if you are the last to leave a room.

Recycling facilities are available on each floor at Borough High Street – please dispose of all rubbish in the correct bin.

Recycling is not currently available at the clinic due to restrictions from the managing agent but we will let you know if this changes.

23.10 SITE OPENING HOURS

The BHS site is open from 8:00am – 9:30pm Monday - Friday (with the exception of Bank Holidays when the building is normally closed).

Weekend opening hours vary depending on which courses are running – check the Institutional Calendar for more details, or contact the Head of Estates if you are unsure.

23.11 REPORTING ESTATES & FACILITIES ISSUES & ENHANCEMENTS

If you have any queries about or suggestions for the Estates & Facilities Department please do not hesitate to contact the Head of Estates:

Martin Frisby / m.frsiby@uco.ac.uk

24 THE FINANCE DEPARTMENT

24.1 INTRODUCTION & INTRANET INFORMATION

The Finance Department aims to provide a quality financial management and information service to the UCO's internal and external stakeholders, including students and staff and to process financial data to ensure financial information is produced in an accurate and timely manner.

More information about the Finance Department can be found on the intranet as follows:

Intranet Location	Information Available
http://intranet.uco.ac.uk/finance_info/	Opening Hours Finance Department Staff

http://intranet.uco.ac.uk/finance_info/student_finance_and_tuition_fees	Student Finance & Tuition Fees
http://intranet.uco.ac.uk/finance_info/what_you_need_to_pay	What You Need to Pay Tuition Fees Other Charges
http://intranet.uco.ac.uk/finance_info/payment_methods	Payment Methods Student Finance England (SFE) Bank Transfer Debit / Credit Cards Cheques / Bankers Drafts Payment Plans Financial Support

24.2 TUITION FEES

The Finance Department is located on the fourth floor of the Borough High Street building (Room 4.12) and is responsible for collecting and processing your tuition fees.

24.3 OTHER CHARGES

The Finance Department is responsible for collecting and processing other charges which include:

- Disclosure & Barring Service (DBS Application Fees)
- Refundable Locker Key Deposits
- Replacement Locker Keys
- Replacement UCO Clinic Cards

Please see the relevant intranet page for these charges:

http://intranet.uco.ac.uk/finance_info/what_you_need_to_pay

24.4 PAYMENT METHODS & PLANS

There are variety ways in which you can pay your tuition fees and other charges.

If you would like to pay tuition fees using a Payment Plan please see the Student Finance Officer in Room 4.12.

24.5 TUITION FEE POLICY & FINANCIAL REGULATIONS FOR STUDENTS

The Finance Department publishes the UCO's Tuition Fee Policy & Financial Regulations for Students annually on the UCO's intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

You are advised to familiarise yourself with this policy which includes information on:

- Tuition Fee Rates for the Current Academic Year
- Fees for Repeating Study
- Changing Course or Mode of Study
- Interruption of Study
- Fees for Students with Prior Degree Level Qualifications
- Fee Status (for M.Ost and MSc in Osteopathy (Pre-Registration) Students Only)
- Overseas Fees
- Policy for Equivalent or Lower Qualifications
- Payment of Tuition Fees
- Student Finance (Student Loans Company) Financial Support (for M.Ost Students Only)
- Sponsorship
- Payment Methods
- Payment Plans
- Discounts
- Financial Support
- Support Funds
- Scholarships
- Bursary Schemes
- Loan Schemes
- Financial Regulations
- Consequences of Failing Pay Tuition Fees and Other Charges
- Fees of Withdrawing and Withdrawn Students
- Complaints

24.6 REPORTING STUDENT FINANCE ISSUES & ENHANCEMENTS

If you have any queries about or suggestions for the Finance Department please do not hesitate to contact the Finance Director:

Joanna Smith / j.smith@uco.ac.uk / 020 7089 5307 / Rm 4.11

25 THE ICT DEPARTMENT, COMPUTING AND INFORMATION TECHNOLOGY

25.1 INTRODUCTION & INTRANET INFORMATION

The ICT department provides the information and communication technology used within the UCO. In most cases, apart from initial induction, student contact with staff of this department will only be indirect, via the staff in the library.

Further information about ICT Resources can be found on the intranet as follows:

Intranet Location	Information Available
http://intranet.uco.ac.uk/ict_resources/	Opening Hours ICT Staff
http://intranet.uco.ac.uk/ict_resources/ict_basics	ICT at the UCO The UCO Computer Network How to Change Passwords How To Download Timetables as iCal Entries How to Download Acrobat Reader The Student Database (QLS) Telephone Help
http://intranet.uco.ac.uk/ict_resources/av_and_hearing_loops	AV Technologies Hearing Loops
http://intranet.uco.ac.uk/ict_resources/bone	How to Login to BONE Guidance for UCO Faculty BONE FAQs
http://intranet.uco.ac.uk/ict_resources/copying_and_printing	Copying & Printing Services Printing Best Practice How to Connect to Printers Advice for Staff
http://intranet.uco.ac.uk/ict_resources/email	FirstClass
http://intranet.uco.ac.uk/ict_resources/firstclass	FirstClass App for Mobiles FirstClass Client Downloads FirstClass Help
http://intranet.uco.ac.uk/ict_resources/uco_intranet	UCO Intranet
http://intranet.uco.ac.uk/ict_resources/microsoft_office	Windows 7 Overview Microsoft Office 2010 Overview How to Access the UCO's Microsoft Office from Home Office 365 & Office 2010 Training Courses
http://intranet.uco.ac.uk/ict_resources/ict_surveys_and_statistics	SPSS Downloads SurveyMonkey

http://intranet.uco.ac.uk/ict_resources/working_on_your_own_devices	<p>Network Access</p> <p>Connecting Printers</p> <p>Transferring Files</p> <p>Wifi</p>
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25.2 COMPUTER SUITES & FACILITIES

The main computer provision for study purposes is based on the third floor of the Borough High Street building in the library (3.07) and in rooms 3.05, 3.09, and 3.10.

You are allocated your own personal H: drive on the UCO network. It is recommended that you use this to store work as it is backed-up every night.

To find out more about our recommendations for how to make the most of the UCO computer facilities we recommend that you consult our publications (leaflets) which are available in leaflet racks in room 3.05 and near room 3.10 and on the intranet. In particular, we recommend that you read:

- ICT at the UCO
- Introduction to the UCO Computer Network
- UCO Intranet
- Advice on Transferring Work between Home and the UCO
- Advice on Printing

In the event of a problem arising, in regard to use of one of the computers or printers in the Library or Computer Rooms please seek assistance from the Head Librarian or one of the Assistant Librarians. If they are not able to solve the problem, they will contact one of the ICT staff.

If you have a problem with use of any of the software used at the UCO, it is recommended that you first check the leaflet racks in room 3.05 and 3.10 to see if your problem is addressed by one of these.

If you are off-site when the problem arises, you can find on-line versions of these leaflets on the UCO intranet at: http://intranet.uco.ac.uk/ICT_Resources/.

If after consulting these, you still find that your problem is not addressed, you should email: ictsupport@uco.ac.uk

Similarly, if you wish to raise any concerns about information and communication technology (ICT) provision or training at the UCO please address them to ictsupport@uco.ac.uk.

In the event of issues arising in relation to a course on BONE, students should firstly direct their enquiries to the name (i.e. email address) of the staff member responsible for that course. This appears at the top of each course. If this person cannot resolve your problem you should refer the matter to the ICT (AV/Multimedia) Technician (Mark Anderson (m.anderson@uco.ac.uk)). When appropriate, the ICT (AV/Multimedia) Technician will pass concerns on to the relevant ICT staff.

At present the UCO has networked computers with a range of software including MS Office, Internet, e-mail and digital information products. Wireless access is available throughout the Borough High Street and Southwark Bridge Road buildings. Details of how to register for use of the UCO wireless facilities are provided at:

http://intranet.uco.ac.uk/ICT_Resources/ICT_WiFi

Through FirstClass and BONE, you have the opportunity to communicate via email from home as well as the possibility of participating in on-line conferences with your fellow UCO students. We recommend that you download software to your home computer, or laptop, to enable you to access FirstClass via the Client Interface. In addition, a downloadable software package called VMWare View is provided to enable you to gain access from home to files in your UCO H: drive. These services are both available from http://intranet.uco.ac.uk/ICT_Resources/ICT_View_Client and their use is restricted to members of the UCO, therefore to make use of them you will need your UCO username and password.

25.3 REGISTERING FOR ICT SERVICES

Your UCO username and password, and your email address, are issued to you when you attend your timetabled ICT Induction class at the start of your first year. You continue to use these same credentials, to access UCO systems and services, for the duration of your course. To support your studies you will need to access a number of internet-based information resources; in addition these credentials allow you to login to and print from networked UCO computers, use your e-mail account and gain access to BONE. It is recommended that you attend the ICT induction class at the beginning of your course even if you have previously completed a course at the UCO—since the content of the ICT induction will vary from course to course.

25.4 CODES OF CONDUCT REGARDING ACCEPTABLE USE ELECTRONIC RESOURCES

You are reminded to read and comply with the ICT Acceptable Use Policy regarding acceptable use of electronic resources.

25.5 REPORTING ICT ISSUES & ENHANCEMENTS

If you have any queries about or suggestions for the ICT Department please do not hesitate to email ictsupport@uco.ac.uk.

26 THE LIBRARY & LEARNING RESOURCES

26.1 INTRODUCTION & INTRANET INFORMATION

The mission of the UCO Library is to meet the needs of its users for accurate, timely and relevant information and to assure the development of lifelong learners for the improvement of health. The Library seeks to promote the skills of seeking, collecting, managing and evaluating information. It aims to promote self-directed, independent, active and continuing education.

Further information and guidance about the Library is available on the UCO's intranet as follows:

Intranet Location	Information Available
http://intranet.uco.ac.uk/library_info/	<p>Opening Hours</p> <p>Library Staff</p> <p>How to Find & Borrow Books</p> <p>Studying in the Library</p> <p>Computing, Printing, Photocopying & Binding Facilities</p>
http://intranet.uco.ac.uk/library_info/journals	<p>Article Requests</p> <p>A List of Journals held by the Library</p>
http://intranet.uco.ac.uk/library_info/e_resources	<p>Link to BONE</p> <p>Literature Searching</p> <p>Links to Osteopathy Websites</p> <p>Other Online Resources</p> <p>E-Books</p> <p>E-Journals</p> <p>Multimedia Online Videos</p>
http://intranet.uco.ac.uk/library_info/research	<p>Examples of Good M.Ost Dissertation Projects</p> <p>Postgraduate Research Items held by the Library</p> <p>Literature Searching Guidance</p> <p>Statistics Resources</p> <p>Referencing Guidance</p>

26.2 LIBRARY OPENING HOURS

The UCO Library opening hours are made available on the “Institutional Calendar” on the intranet here:

<http://intranet.uco.ac.uk/>

The UCO Library and Computer Rooms are located on the third floor of the UCO’s Teaching Centre (Borough High Street site) and are normally open as follows:

During Term time:

Monday – Thursday	9:00am – 9:30pm
Friday	9:00am – 7:00pm
Saturday	11:00am – 6:00pm

Weekends:

During term-time Saturdays the library is open to all from 11:00am – 6:00pm.

Additionally, on part-time course weekends (approximately two weekends per month) the library is open from 08:00am – 9:00pm, both Saturday and Sunday.

Out of Term:

Monday – Friday 9:00am – 5:00pm

Extended opening hours are operated at exam times and on Part-Time course weekends. Please check for these on the Institutional Calendar at:

<http://intranet.uco.ac.uk/>

26.3 LIBRARY STAFF

The UCO Library is staffed by experienced librarians all of whom can provide you with guidance on utilising the resources and services available in the library in person via library@uco.ac.uk or by calling 020 7089 5324.

26.4 LIBRARY RESOURCES & SERVICES

The UCO Library holds 10,000 books and 200 videos, and subscribes to 45 periodicals. There is a special collection of osteopathic works, a collection of student projects, and reference copies of medical dictionaries and key textbooks. There are also (model) bones, models, flexispines, sets of slides, tape/slide presentations, audiotapes, videos and DVDs for use in the library. The library also offers word processing, printing, photocopying and document binding facilities. You can purchase credit for printing and photocopying of these via the cash machine in the library.

Borrowing items from the library is free of charge. You may borrow four items at a time, normally for four weeks and all may be renewed if not reserved by another user. Videos and books in demand may be borrowed for a week. The UCO Library can also borrow books and articles from other libraries. This service is free to students. Although periodicals are not available to borrow, they may be photocopied and / or scanned subject to copyright restrictions.

You can also perform searches on the Internet in the library, e.g. on PubMed/Medline (orthodox medicine, freely and publicly available), AMED (alternative and complementary medicine), CINAHL (Allied Health) and SPORTDiscus (Sport Science) via the electronic resources link on the home page of BONE. You can print out or download the results, which will sometimes be the full texts of the articles you want. If only the reference is available online, give the references to the library staff and they will retrieve the articles that you request.

26.5 USING THE LIBRARY

The library staff aim to make it easy for you to find what you want. However, if you have any difficulty in using or finding a library resource please contact any of the librarians in person or by telephone or email. Also, if you have any queries or concerns about library services or have suggestions for purchases of books and other items, please see the library staff and/or your course representatives.

26.6 ELECTRONIC LIBRARY RESOURCES

The Library provides useful learning resources that you may access via the home page in BONE. Please contact the library staff for assistance if you experience any difficulties accessing any of these resources.

The learning resources made available for you and the style of the learning resources will reflect the nature of the subject in hand. Some learning resources might be tailored to fit the lectures/tutorials/seminars and others may be designed specifically for supporting you with your private/group study. All the learning resources are placed on BONE along with interesting articles or text that the tutors have located during their preparation for class.

Guidance on books and recommended reading is located within your Unit Information Forms.

The UCO library has the largest osteopathic collection in Europe and stocks all the books required to complete the course successfully. You are advised to use the Library and use a variety of books to broaden your knowledge. It is also advisable to loan a book from the Library before you purchase it. This will enable you to use the book and ensure that it suits your learning style for that subject and is appropriate to match your needs.

26.7 BONE (THE UCO'S ONLINE LEARNING ENVIRONMENT)

The UCO's online learning environment (BONE) is where you can access your course materials. It includes a range of learning resources including PowerPoint presentations, Word documents, PDF files, audio and video files as well as online quizzes to help and support you in each of the units you study. It is important that you access BONE regularly to keep up to date with your studies.

You can access BONE through the UCO's intranet: <http://intranet.uco.ac.uk/>. (Your username and password are the same as those for logging into FirstClass.)

Course materials found on BONE may be provided to you in hard copy, in line with the UCO's Photocopying & Provision of Learning Materials Policy.

26.8 REPORTING LIBRARY & LEARNING RESOURCES ISSUES & ENHANCEMENTS

If you have any queries about or suggestions for the Library & Learning Resources Department please do not hesitate to contact the Head Librarian:

Will Podmore / w.podmore@uco.ac.uk / 020 7089 5324 / UCO Library

27 THE STUDENT SUPPORT DEPARTMENT

27.1 INTRODUCTION & INTRANET INFORMATION

The Student Support Department at the UCO consists of: the Student Support Manager (whose duties also include providing disability, welfare, health and financial advice and support), the Student Learning Advisor and the Student Counsellor. Together they make up a team whose aim is to provide multidisciplinary support to all students during their time at the UCO. This includes your academic and practical progress and your personal, social and emotional well-being.

The Student Support Department is located on the 3rd Floor of the Borough High Street site and staff are available from 9:30am – 5:30pm on Monday to Thursday and from 10:00am – 6:00pm on Fridays. Appointments are available in person, on the phone or via Skype.

Further information and guidance about Student Support is available on the UCO's intranet as follows:

Intranet Location	Information Available
http://intranet.uco.ac.uk/support/	Opening Hours Student Support Staff
http://intranet.uco.ac.uk/support/welfare_advise_support	Student Money Advice Accommodation Your Health & Personal Wellbeing
http://intranet.uco.ac.uk/support/disability_dyslexia_support	Disability Support
http://intranet.uco.ac.uk/support/counseling_service	The Counselling Service How We Can Help You Frequently Asked Questions about Counselling
http://intranet.uco.ac.uk/support/learning_support	Learning Support The Student Learning Advisor Academic Learning Resources & Study Skills Academic Tutors

27.2 LEARNING SUPPORT SERVICE

It is not unusual to need some extra advice and guidance on developing your academic skills. The UCO's Learning Support Service aims to provide you with this type of academic support, to encourage you to improve your academic performance and excel in all areas of your learning. This service is provided by the Student Learning Advisor. The Student Learning Advisor is able to provide support in a range of key areas including:

- Essay writing skills;
- Note taking;
- Memory techniques;
- Presentation skills;
- Exam preparation and revision techniques;
- Time management.

1:1 tutorials sessions, lasting up to one hour, can be arranged in any of the key areas mentioned above from Monday to Thursday between 9:30-5:30 and between 10-6 on

Fridays. In addition the Student Learning Advisor is contactable via email, phone or Skye. They are also available on alternate weekends for Part-Time students. You are encouraged to drop in to see the Student Learning Advisor if you have any concerns about your learning. Students with Specific Learning Difficulties are particularly encouraged to access the support of the Student Learning Advisor.

The Academic Learning Resource page on BONE also provides you with additional information about the above key areas.

27.3 STUDENTS WITH ENGLISH AS AN ADDITIONAL LANGUAGE

If your first language is not English you are encouraged to book tutorials with the Student Learning Advisor for additional support and advice should you require it. The Student Learning Advisor is able to proof read essay drafts (one version per assignment) and help to correct spelling and grammar. The Student Learning Advisor can also provide you with help and advice on how to proof read your own work and how to create a common list of mistakes within written work. Classes specifically aimed at students with English as an Additional Language will also be available throughout the year.

27.4 SKILLS DEVELOPMENT

Developing your knowledge and understanding of your subject area is an important aspect of your course – but it's not the only one. Your course curriculum is also designed to help you to be able to challenge and critique theories and to be able to apply your knowledge and understanding to different problems in a range of contexts. In order to be able to do this you will need to be able to work individually and with others on your problem solving and critical thinking skills. Furthermore, you will be expected to demonstrate your understanding in a variety of ways – not just through exams and essays.

Please refer to your Course Information Form and Unit Information Forms which identify the range of key skills that you will develop in addition to the knowledge and understanding of your subject area, including:

- Communication.
- Information Literacy.
- Research and Evaluation.
- Creativity and Critical Thinking.
- Team Working.
- Improving Learning and Performance.
- Career Management Skills.
- Different Approaches to Learning.

27.5 GUIDANCE ON THE PROPER USE OF ENGLISH

The ability to communicate clearly and professionally is identified as a key skill. Part of this ability relates to the use of written English. It is recognised that students' ability to use a high level of English is a cause for concern across the whole HE sector, particularly, but not exclusively, in science and non-humanities subjects.

Whilst it is clearly desirable that students should be able to express themselves effectively in assessments, it is not reasonable that a student's use of English should be assessed in every assessment. 'Use of English' is therefore set as a marking criterion for only certain assignments. These include all course-work assignments that are presented in essay form, portfolio reports and other assignments that directly assess communication skills and, in particular, major pieces of written work such as dissertations. In addition, due to the nature of some subject areas, assessments may also include the ability to clearly express ideas as part of their marking criteria.

Timed exams will not normally include 'Use of English' as a marking criterion. It will be made clear to you that abbreviations should only be used appropriately, that 'texting' language will not be permitted in any assessment and that markers reserve the right not to mark any script where these are used. In the case of a dispute over this issue, the Unit Leader will normally adjudicate.

It is your responsibility to ensure that you are clear and unambiguous in your writing. Markers are not expected to guess what a student might have meant in cases where the language is not clear. You are encouraged to proof-read your assignments, to check for spelling errors and your use of English before you submit them for marking. Guidelines on how to proofread your own work are available on the Academic Learning Resources page on BONE.

27.6 SUPPORTING STUDENTS WITH A DISABILITY

The term 'disability' can cover many conditions including: specific learning difficulties such as dyslexia, deafness, some visual impairments, MS, ME, RSI, HIV/AIDS, arthritis, diabetes, epilepsy, mental health difficulties and a range of other long-term health conditions. Such conditions are those recognised under the Equality Act 2010 and usually those that have lasted or are expected to last for one year or more.

If you have a disability or long-term medical condition (including mental health) which is likely to affect your studies you are encouraged to declare it at enrolment in your health questionnaire or as soon as you become aware of it. Students should contact the Student Support Manager as we can put in place a process to review your needs and make any necessary reasonable adjustments to your studies. The UCO's Student Support Manager will coordinate this and may be able to identify additional support and resources that can help you with your studies and may involve guiding you through the process involved in applying for Disabled Students' Allowance (DSA).

For further information please refer to the UCO's Disability Policy published here:

http://uco.ac.uk/policies_and_procedures/

27.7 SPECIFIC LEARNING DIFFICULTY (SPLD) SUPPORT & TUITION

If you think that you may have a specific learning difficulty, such as Dyslexia, Dyspraxia or ADHD, you are advised to come along to the Student Support Department to discuss your concerns.

Students who have a full diagnostic assessment, and are in receipt of Disabled Students Allowance, may be awarded specialist tuition. If this is the case the Student Support Manager can arrange for a specialist SpLD tutor to tutor you within the UCO or somewhere more convenient for you.

27.8 STUDENT SUPPORT & WELFARE ADVISORY SERVICE

The Student Support Manager supports you with issues which might be affecting your studies such as: personal difficulties, health and wellbeing, accommodation, student finance, including debt and advice on sources of internal and external funding, and any other concerns students might have during their time at the UCO. Welfare advice is available to all students attending the UCO whatever level of study and we can also make recommendations about or refer students on to appropriate external support services. The Student Support Manager offers a confidential and impartial service with no information being disclosed about you to anyone in the UCO or externally, without your written consent. In some exceptional circumstances information may need to be shared with a third party if a student has disclosed information which deems them to be a risk to themselves or to others.

The Student Support Manager is also responsible for advising and administering several loans and hardship fund schemes available within the UCO, and may also be able to help you source other funding from outside organisations such as educational charities.

Appointments lasting one hour can be arranged from Monday to Thursday between 9:30am - 5:30pm and between 10:00am – 6:00pm on Fridays; telephone and Skype appointments are also available. They are also available on alternate weekends for Part-Time students.

27.9 COUNSELLING SERVICE

Support is also available for personal and emotional issues. The Student Counsellor is available to help you if you are going through a crisis or just dealing with an issue that has been affecting your mental well-being. You might just simply need to talk to someone to get things off your chest and sort out your own thoughts and feelings.

Clive Carswell is the Student Counsellor. He is available four days per week, two hours per day and is based in Room 3.12. To make an appointment you can either email him directly (c.carswell@uco.ac.uk) or sign up for an appointment outside room 3.12; this can be done anonymously. If you are unable to get to the UCO during those appointment hours then Skype appointments are available instead. If you are unable to access this support in any form during the hours it is provided, please speak to the Student Support Manager who will help you source outside counselling.

27.10 STUDENTS AT SPECIAL RISK

The UCO recognises that some students may from time to time be at increased risk of injury or ill-health resulting from course-related activities or due to life circumstances. This could include injury, medical conditions, permanent or temporary disability, taking medication and pregnancy.

The UCO will undertake risk assessments for those students who inform us that they are at increased risk and take corrective action as necessary.

If you feel that this may apply to you, you can report this in the first instance to the Student Support Manager (in Room 3.08 at the Borough High Street (BHS) site), who will advise on an appropriate course of action.

All disclosures will be treated in the strictest confidence.

27.11 EQUALITY AND DIVERSITY

The UCO is committed to promoting equality of opportunity in all of its activities, aiming to enable students and staff to reach their full potential, and provide them with an environment that is free from unfair and unlawful discrimination. The UCO recognises and appreciates the diversity of its student population and the community it serves, and works to develop a curriculum to meet the needs of a varied and contemporary society. This commitment is embodied in the aims and principles of the UCO's Equality & Diversity Policy for Students and Pregnancy, Maternity & Paternity Policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

27.12 CAREERS ADVICE

It's never too early to think about what you might do once you complete your course and you will receive some guidance on this during your studies.

27.12.1 M.OST GRADUATES

Most students graduating from the M.Ost course will become osteopaths.

Career opportunities in osteopathy are increasing and, as the public awareness of osteopathy grows, there is an increasing demand for qualified and registered osteopaths. Most osteopaths are self-employed, which means that there is no clear structured career path. Career progression usually begins, however, by working as an osteopath's assistant and this often leads to running your own practice. Alternatively, you might progress from an assistantship to working within a group osteopathic practice. Self-employed osteopaths with their own practices must be prepared to spend a lot of time building and marketing their businesses. The M.Ost course has components to enable you to gain the skills to set up effectively as a self-employed osteopath and the business and marketing skills to help you to build and develop this.

27.13 WITHDRAWING FROM YOUR COURSE / SUSPENDING YOUR STUDIES

We hope you won't want to but if you are thinking about withdrawing from the course then do discuss it with us first. It may be possible to consider alternative actions such as suspending your studies for a while or possibly transferring to an alternative mode of study.

Your Course Leader or Academic Tutor would be a good starting point to discuss this.

Alternatively, if you want more independent advice then do contact the Student Support Department.

If you do decide to withdraw or suspend your studies then you will need to follow the Suspension of Studies & Student Withdrawal Policy and complete relevant forms.

These are available from the Student Support Department (Room 3.08) or the Academic Registrar (Rm 4.07).

If you fail to follow the Suspension of Studies & Student Withdrawal Policy you may be charged full tuition fees.

27.14 ACADEMIC TUTORS

The role of an Academic Tutor is to support and assist you throughout your studies and to help you make the most of your time at the UCO.

They will help you to evaluate your own learning and make action plans or learning goals. From these discussions the Academic Tutor may refer you on to another member of staff for subject specific guidance, the Counsellor, Student Learning Advisor or the Student Support Manager.

You can find out who your Academic Tutor is by referring to your Course Handbook (published on BONE on the Course Information Page).

Your Academic Tutors will contact you via your year group forum on a regular basis to make you aware of their availability.

You are expected to meet with your Academic Tutor once per term with a compulsory group meeting in the autumn term to discuss any academic concerns or to make an action plan as to how you wish to improve your academic performance. Following on from this you are encouraged to meet with your Academic Tutor for a one to one meeting once per term where you can also discuss your grade profile and any written or verbal feedback you may have received.

The main role of your Academic Tutor is as follows:

- To maintain regular contact with each tutee (advised one meeting per term).
- To assist you in your Professional Development Planning (PDP) by:
- Discussing your grades and feedback.
- Helping you to interpret feedback independently so as to improve certain skills or learning in general.
- Encourage you to reflect on not only your academic profile but your professional and personal progress as well.
- Refer you to other members of academic staff as appropriate, such as Unit Leaders or clinic faculty for more subject specific help.
- Refer you to other sources of support within the UCO, such as the Student Support Manager, as required for issues of a more personal nature.

27.15 PRAYER & FAITH FACILITIES

In line with the UCO's Equality & Diversity Policy a room on the first floor of the Borough High Street building has been allocated as a Multi-Faith Prayer Room and is available for all students and staff to use whenever the building is open in line with the following guidelines outlined below.

This room is intended for individual use and for those of any faith. The room is simply furnished and contains no permanent religious imagery. All students and staff are expected to be sensitive to the customs and needs of others.

No food or drink should be consumed in the room and no burning of candles or incense is permitted.

Please respect others using this room by maintaining silence whenever possible, especially when other users are present and please turn off your mobile phone when using the room.

Please ensure that your shoes are clean before entering the room or leave them outside to enable those whose practise is to use the floor for prayer may do so in confidence that the carpet is clean.

The Multi-Faith Prayer Room is not bookable and should not be used for private study or other work.

Users of the room are requested to leave the room in a tidy state by removing any additional chairs, prayer mats, etc. to ensure that the room is ready for use by others.

Students and staff should take into consideration that due to specific times of prayer the room may be busier at certain times of day than others.

27.16 REPORTING STUDENT SUPPORT ISSUES & ENHANCEMENTS

If you have any queries about or suggestions for the Student Support Department please do not hesitate to contact the Student Support Manager.

28 ACADEMIC GOVERNANCE & MANAGEMENT AT THE UCO

28.1 ACADEMIC GOVERNANCE

The UCO's Board of Directors has oversight of the UCO's academic governance structure. This includes the UCO's Academic Council, which is the main decision-making committee regarding academic matters. The strategy and policy of the UCO is determined by its committees, covering both an academic and business focus.

More information about the Board of Directors can be found on the intranet here:

http://intranet.uco.ac.uk/governance_and_management/uco_governance

Current Board members can also be found on the USO's website.

28.2 ACADEMIC MANAGEMENT

Responsibility for ensuring that the institution is directed, managed and administered effectively on a day-to-day basis rests with the Principal, who is supported by the two Vice-Principals (the Vice-Principal (Education) and Vice-Principal (Research)). Together with the Finance Director and Director of Corporate Services they comprise the Principal's Group.

This group has ownership of overseeing the delivery of the UCO's strategic plan and monitoring its performance and to horizon scan and to share this information and its implications for the UCO's function and direction.

The responsibility for ensuring that the institution operates efficiently and effectively and to provide effective leadership, management and co-ordination of all the major academic and support activities undertaken by the UCO is that of the Senior Management Team (SMT). The SMT is comprised of a wide range of staff members including the following:

- Principal and Chief Executive Chair
- Vice Principal (Research)
- Vice Principal (Education)

- Finance Director
- Dean of Academic Development
- Head of Clinical Practice
- ICT Manager
- Chair of the Pre-Registration Education Portfolio Board
- Head of Estates
- Head of Marketing & Communications
- HR Manager
- Academic Registrar
- Head of Quality

Further information about Academic Management structures can be found on the intranet here:

http://intranet.uco.ac.uk/governance_and_management/uco_management

28.3 UCO COMMITTEES

Governance and academic management at the UCO is represented by the UCO's Committee Structure. This provides the institutional framework for the assurance of quality and the securing and enhancing of standards at the UCO. It consists of a number of committees each with its own Terms of Reference and responsibility for ensuring the efficient and transparent governance and operation of the UCO's academic provision

The UCO's Committee Structure Diagram shows how the UCO's different committees interact. Each committee has its own Terms of Reference and responsibility for ensuring the efficient and transparent operation of the UCO.

The Committee Structure Diagram and Committee Terms of Reference are published on the UCO's intranet here:

http://intranet.uco.ac.uk/UCO_Committees/

28.4 VALIDATING INSTITUTIONS

28.4.1 LASER LEARNING AWARDS

Laser Learning Awards (LASER) develops, accredits and quality assures courses and qualifications at all levels of education and training and is licensed by the Quality Assurance Agency for Higher Education to award the Access to Higher Education Diploma.

LASER validates the UCO's Access to Higher Education Diploma (Osteopathic Sciences and Health Care) course.

More information about LASER can be found through their website:

<http://laser-awards.org.uk/>

28.4.2 THE UNIVERSITY OF BEDFORDSHIRE

The UCO enjoys a longstanding collaborative relationship with the University of Bedfordshire which, from 2004 until 2015/2016, validated our taught provision and continues to validate the Professional Doctorate in Osteopathy programme.

More information about the University of Bedfordshire can be found here:

<https://www.beds.ac.uk/>

28.5 COLLABORATIVE PARTNERS OF THE UCO

28.5.1 THE OSTEOPATHIC CENTRE FOR ANIMALS

The Osteopathic Centre for Animals (OCA) in Wantage, Oxfordshire, UK became our first Accredited Partner in 2016, where our Postgraduate Certificate in Animal Osteopathy is delivered.

29 USEFUL CONTACT INFORMATION

Please find below “Who to Contact for What” guide that will help you identify relevant staff members should you have any further questions about a specific area as noted below.

29.1 WHO TO CONTACT FOR WHAT GUIDE

Area	Staff to Contact
Academic Advice (procedural): Matters regarding extensions, mitigating circumstances, etc. (See other academic advice areas below such as lectures/teaching and student support)	Phil Heeps Academic Registrar p.heeps@uco.ac.uk 020 7089 5353 Room 4.07
Academic Registry: Queries relating to, photocopying, student status confirmation letters, room bookings, student cards, reporting your absence from classes.	Felipe Silverio Acting Deputy Registrar f.silverio@uco.ac.uk 020 7089 5306 Rm 4.07
Clinic (in general): Matters regarding clinical education in general. General queries about the clinic. Allocation of clinic sessions in general. Allocation of vacation or specialist clinic sessions.	Francesca Wiggins Head of Clinical Practice f.wiggins@UCO.ac.uk 020 7089 5363 UCO Clinic
Complaints: Impartial advice about complaints and appeals	Phil Heeps Academic Registrar & Complaints Officer

<p>processes.</p> <p>Submitting complaints and appeals.</p>	<p>p.heeps@UCO.ac.uk</p> <p>020 7089 5353</p> <p>Room 4.07</p> <p>Student Experience Officer</p>					
<p>Finance:</p> <p>Matters about fees and payments.</p> <p>Student finance advice (e.g. bursaries).</p>	<p>Maria Rodil</p> <p>Student Finance & Purchasing Officer</p> <p>m.rodil@UCO.ac.uk</p> <p>020 7089 5318</p> <p>Room 4.12</p>	<p>Student Support Manager</p> <p>020 7089 5334</p> <p>Rm 3.06</p>				
<p>Health & Safety:</p> <p>Any health and safety matters.</p>	<p>Martin Frisby</p> <p>Acting Head of Estates</p> <p>m.frisby@UCO.ac.uk</p> <p>020 7089</p> <p>Room 4.17</p>					
<p>ICT:</p> <p>Any computer-related issues, issues relating to FirstClass, operational issues relating to BONE, printing issues.</p>	<p>Email "ICT Support" in First Class: ictsupport@uco.ac.uk</p>					
<p>Lectures/Teaching:</p> <p>Course or subject content and learning matters.</p>	<p>If an issue arises relating to a particular subject or specific tutor, please try to resolve the issue with the tutor concerned in the first instance.</p> <p>Unit Leaders, the Course Leader and the Student Learning Advisor are also available for you to talk to.</p>					
<p>Library:</p> <p>Queries about books available, library photocopying, borrowing books etc.</p>	<p>Email "Library" in FirstClass: library@uco.ac.uk</p> <p>Alternatively contact:</p> <table border="1" data-bbox="759 1601 1417 2027"> <tr> <td data-bbox="759 1601 1098 1771"> <p>Will Podmore</p> <p>Head Librarian</p> <p>w.podmore@uco.ac.uk</p> </td> <td data-bbox="1098 1601 1417 2027" rowspan="3"> <p>020 7089 5324</p> <p>Library</p> </td> </tr> <tr> <td data-bbox="759 1771 1098 1942"> <p>James Barclay</p> <p>Assistant Librarian</p> <p>j.barclay@uco.ac.uk</p> </td> </tr> <tr> <td data-bbox="759 1942 1098 2027"> <p>Claire O'Donovan</p> </td> </tr> </table>		<p>Will Podmore</p> <p>Head Librarian</p> <p>w.podmore@uco.ac.uk</p>	<p>020 7089 5324</p> <p>Library</p>	<p>James Barclay</p> <p>Assistant Librarian</p> <p>j.barclay@uco.ac.uk</p>	<p>Claire O'Donovan</p>
<p>Will Podmore</p> <p>Head Librarian</p> <p>w.podmore@uco.ac.uk</p>	<p>020 7089 5324</p> <p>Library</p>					
<p>James Barclay</p> <p>Assistant Librarian</p> <p>j.barclay@uco.ac.uk</p>						
<p>Claire O'Donovan</p>						

	Assistant Librarian c.odonovan@uco.ac.uk	
Maintenance: Reporting anything that is broken, spills, issues about recycling, security etc.	Email "Maintenance" in First Class: maintenance@uco.ac.uk	
	Alternatively contact: Martin Frisby Head of Estates m.frisby@uco.ac.uk 020 7089 Rm 4.17	
Student Disability Advice: Applying for DSA and support with any disability, accessing dyslexia support	Student Disability Advisor 020 7089 5334 / Rm 3.08	
Student Learning Support: Study skills and learning support e.g. essay writing, etc.	Ugo Ejionye Student Learning Advisor u.ejionye@uco.ac.uk 020 7089 5335 Rm 3.06	
Student Welfare Support: Personal issues, health and well-being, accommodation and any other concerns affecting your ability to study.	Student Support Manager 020 7089 5334 Rm 3.08	
Student Welfare Support: Counselling	Clive Carswell Counsellor c.carswell@uco.ac.uk Rm 3.12	
Student Welfare Support: Suspending your studies or withdrawing from you course.	Student Support Manager 020 7089 5334 Rm 3.08	
	Phil Heeps Academic Registrar p.heeps@uco.ac.uk 020 7089 5353	

	Rm 4.07
<p>Student Experience:</p> <p>General queries or issues about your student experience, Student Voice mechanisms.</p>	Student Experience Officer
<p>Timetabling:</p> <p>Queries about timetables.</p>	<p>Felipe Silverio</p> <p>Deputy Registrar</p> <p>f.silverio@uco.ac.uk</p> <p>020 7089 5306</p> <p>Rm 4.07</p>
	<p>Arianne Jackson</p> <p>Registry Administrator</p> <p>a.jackson@uco.ac.uk</p> <p>020 7089 5315</p> <p>Rm 4.07</p>
<p>Other:</p> <p>If you are not sure who to speak to.</p>	<p>Contact your Course Leader or:</p> <p>Heather Batten</p> <p>Head of Quality</p> <p>h.batten@uco.ac.uk</p> <p>020 7089 5355</p> <p>Rm 4.03</p>