SCHOOL OF MECHANICAL AND SYSTEMS ENGINEERING
(Singapore Campus)

BEng (Hons) Mechanical Design and Manufacturing Engineering

DEGREE PROGRAMME HANDBOOK
2017/18
A. Introductory Information

1. Welcome Message & Key Contacts

Welcome to the School of Mechanical and Systems Engineering in Singapore. We hope that your time here will be both successful and enjoyable.

This Degree Programme Handbook (DPH) is intended to provide an introduction to the School of Mechanical and Systems Engineering in Singapore, and University rules that apply to your work and the facilities available to you. Please read this handbook carefully and keep it for future reference. It sets out important information about the nature of your subject and your degree programme (i.e. Mechanical Design & Manufacturing Engineering [MDME]). It tells you what we expect from you and what you can expect from us. Careful reading now will save you much trouble later.

The content of this handbook does not cover every eventuality, so please ask a member of School staff should you need help or information. Your contacts are your Personal Tutor, the Degree Programme Director (DPD) for MDME, your lecturers or the administrative staff in the School Office. There is plenty of help available to help you through your studies.

Above all, I hope that you will enjoy your time at Newcastle, not only in your academic work, but also in all the other activities and opportunities available to you.

Professor Matt Bentley
Head of Academic Operations Singapore
matt.bentley@ncl.ac.uk

Dr Eugene Wong
Director of Operations, Singapore
eugene.wong@newcastle.ac.uk

Key Staff Contacts

<table>
<thead>
<tr>
<th>List of Personal Tutors</th>
<th>Room/Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Eugene Wong</td>
<td>6908 6072</td>
<td><a href="mailto:eugene.wong@newcastle.ac.uk">eugene.wong@newcastle.ac.uk</a></td>
</tr>
<tr>
<td>Dr Goh Kheng-Lim</td>
<td>6908 6073</td>
<td><a href="mailto:kheng-lim.goh@newcastle.ac.uk">kheng-lim.goh@newcastle.ac.uk</a></td>
</tr>
<tr>
<td>Dr Michael Lau</td>
<td>6908 6074</td>
<td><a href="mailto:michael.lau@newcastle.ac.uk">michael.lau@newcastle.ac.uk</a></td>
</tr>
<tr>
<td>Dr Steven Tay</td>
<td>6908 6671</td>
<td><a href="mailto:steven.Tay@newcastle.ac.uk">steven.Tay@newcastle.ac.uk</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Degree Programme Coordinator</th>
<th>Room/Contact</th>
<th>Email</th>
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<tbody>
<tr>
<td>Ms Sherry Chua</td>
<td>6908 6052</td>
<td><a href="mailto:sherry.chua@newcastle.ac.uk">sherry.chua@newcastle.ac.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experimental Officer</th>
<th>Room/Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Shahrain Mahmood</td>
<td>6908 6058</td>
<td><a href="mailto:shahrain.mahmood@newcastle.ac.uk">shahrain.mahmood@newcastle.ac.uk</a></td>
</tr>
</tbody>
</table>
### 2. Summary of Programme Commitments

The University’s Student Charter, explained more below, requires that students are provided with a ‘programme handbook which details any professional requirements, contact hours, mode of programme delivery, assessment criteria, examination arrangements and regulations, academic guidance and support, and appeals and complaints procedures’. The purpose of this summary is to help you locate further details about this key information in your handbook.

<table>
<thead>
<tr>
<th>Average number of contact hours for this stage / programme:</th>
<th>1200 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mode of delivery:</td>
<td>Lectures, tutorials, assignments, practical work and independent study</td>
</tr>
<tr>
<td>Normal notice period for changes to the timetable, including rescheduled classes:</td>
<td>7 days</td>
</tr>
<tr>
<td>Normal notice period for changes to the curriculum or assessment:</td>
<td>Normally prior to the start of the relevant academic year; otherwise students will be fully consulted before any changes are made</td>
</tr>
<tr>
<td>Normal deadline for feedback on submitted work (coursework):</td>
<td>20 working days</td>
</tr>
<tr>
<td>Normal deadline for feedback on examinations:</td>
<td>20 working days</td>
</tr>
<tr>
<td>Professional Accreditation:</td>
<td>IMechE</td>
</tr>
<tr>
<td>Assessment methods and criteria:</td>
<td>Assessment methods and criteria are outlined on the individual module outline forms which can be found in the on-line module catalogue <a href="http://www.ncl.ac.uk/module-catalogue/">http://www.ncl.ac.uk/module-catalogue/</a></td>
</tr>
<tr>
<td>Academic guidance and support:</td>
<td>Personal tutor, Lecturer of the module, Maths Aid consultant</td>
</tr>
</tbody>
</table>
3. Key Dates

2017-18 Semester and Term Dates:

<table>
<thead>
<tr>
<th>Term</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn Term</td>
<td>Monday 25 September 2017</td>
<td>Friday 15 December 2017</td>
</tr>
<tr>
<td>Spring Term</td>
<td>Monday 8 January 2018</td>
<td>Friday 16 March 2018</td>
</tr>
<tr>
<td>Summer Term</td>
<td>Monday 16 April 2018</td>
<td>Friday 15 June 2018</td>
</tr>
<tr>
<td>Semester 1</td>
<td>Monday 25 September 2017</td>
<td>Friday 26 January 2018</td>
</tr>
<tr>
<td>Semester 2</td>
<td>Monday 29 January 2018</td>
<td>Friday 15 June 2018</td>
</tr>
</tbody>
</table>

Undergraduate:
The undergraduate academic year is organised into three terms. Major holidays (Christmas and Easter) occur between terms. The undergraduate academic year is ALSO organised into two semesters. Semester 1 includes 1 week of induction and registration, 12 teaching weeks, and 2 examination weeks; Semester 2 includes 12 teaching weeks and 3 examination weeks. You are expected to be in attendance during every term and for all teaching and examination weeks during the semesters.

Examination dates: Most examinations are scheduled at the end of Semester 1 (January) or Semester 2 (May/June), but if you do not pass at the first attempt, you may be required to take an additional resit examination at the end of August.

2017/18 Exam Dates:

<table>
<thead>
<tr>
<th>Semester One</th>
<th>Monday 15 January 2018 to Friday 26 January 2018 (including Saturday 20 January)</th>
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</thead>
<tbody>
<tr>
<td>Semester Two</td>
<td>Monday 21 May 2018 to Friday 8 June 2018 (including Saturday 26 May and Saturday 2 June)</td>
</tr>
<tr>
<td>Resits</td>
<td>Monday 20 August 2018 to Friday 31 August 2018 (including Saturday 25 August)</td>
</tr>
</tbody>
</table>

You must ensure that you are available during all term time periods and examination periods.

4. University Timetables
Timetable will be updated via email by programme coordinator. Information on how to read it, find your way around campus, locate teaching rooms and buildings will be briefed during the induction week.

Please note that the timetable is subject to change during the semester therefore you are advised to check your email regularly.
5. The Student Charter and the Newcastle Offer

Newcastle University and the School aim to provide a high standard of teaching and a rich academic environment in which to learn and study. To this end, you will find that much of a staff member’s time, particularly during term-time, is devoted to all the aspects of teaching. You should, however, be aware of the other academic activities – both research and outside engagement – that staff members undertake and which make calls upon their time. The Student Charter (http://www.ncl.ac.uk/pre-arrival/regulations/#termsandconditions) clarifies exactly what you can expect from the University during your time on campus. In summary, you can expect the University and School to:

- Provide a modern curriculum and high standards of teaching
- Provide relevant information about the degree programme and individual modules
- Provide opportunities for you to develop graduate and research skills
- Provide access to an excellent library and IT facilities
- Work with you to listen to student feedback and shape the University experience
- Publish clear information on programme costs, payment options and any additional costs
- Provide clear deadlines for assignments and timeframes in which you will receive feedback
- Notify you in advance of any planned changes in the curriculum and timetable
- Provide academic and personal support, through the personal tutoring system and professional support services
- Ensure that all assessments are relevant and well-matched to each Stage of your study

As a University student, you must take responsibility for your own approach to studying and learning. The emphasis in class time will be on providing information and ideas, but you are expected to make the best use of the information that is presented to you. This requires regular attendance at all sessions in your timetable and submission of all assignments by the due dates. It also requires considerable study outside formal contact hours. In particular, the Student Charter clarifies exactly what is expected of all students.

In summary, you are expected to:

- Attend and participate in all timetabled activities
- Familiarise yourself with all information provided by the University and follow recognised procedures
- Take responsibility for your own learning and devote the necessary time in private study to understand and learn the material
- Submit all work on time and collect your feedback when it is returned
- Seek help if you are encountering any difficulties and tell your personal tutor of any health or personal problems that could affect your work
- Work with your student representatives to ensure that you make staff aware of any problems or positive feedback
- Complete feedback forms such as module evaluation forms and surveys to help the School and University improve
- Maintain the highest levels of behaviour and consideration toward other students and staff
To register at the University, you must accept the following declaration as part of the online registration process. ‘I hereby promise to conform to the discipline of the University and to all statutes, regulations and rules in force for the time being in so far as they concern me’. The Student Discipline procedure can be accessed via the following link http://www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary.htm.

The Newcastle Offer provides additional explanation about what the University offers undergraduate students for their fees and explains how the University delivers on its promises. More information on the Newcastle Offer is available here: http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/charter/.

6. Attendance
The University wants to make sure that you succeed on your course. For this reason, the University has introduced attendance monitoring of some timetabled sessions to ensure the welfare of our students and support your academic progress. It is important that all students adhere to the terms of the Student Charter and attend all timetabled sessions in a punctual manner. It is particularly important that all international students attend their classes or notify the university programme coordinator of any absence. This is because the University has a responsibility to report international students who stop attending their classes to Singapore Institute of Technology (SIT) and Immigration and Checkpoint Authority (ICA). Such an absence could affect a student’s pass.

If you are unable to attend for any reason, you should notify your personal tutor and promptly submit a notice of absence form along with any necessary evidence. You can do this through S3P. International students should also seek approval for vacations or plans to leave Singapore in the summer period, as this may have implications for your student pass.

A significant number of absences mean that you are not making ‘satisfactory progress’, and action may be taken under the University General Regulations that could result in termination of your programme of study. You should also remember that in borderline cases, Boards of Examiners are more likely to favour candidates who demonstrate commitment by a good record in attendance and timely assignment submission.

See http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/ for more information on University attendance requirements.

7. Student Self Service Portal (S3P)
The Student Self Service Portal (S3P) allows you to register on your programme of study and keep your personal details up to date. You can also produce standard documents to confirm your status and report an absence to the School. Use this system as your first point of call if you want to:
- Register on your programme of study
- Keep details (addresses, etc.) up to date
- View and print documentation to confirm your student status
- Confirm module choices for the next academic year
- Report an absence to the School
Section B: Degree Programme and Module Information

1. Overview and Important Definitions

**STAGE 2**

<table>
<thead>
<tr>
<th>Compulsory Modules</th>
<th>Semester 1</th>
<th>Semester 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEC2101 Numerical and Analytical Methods (A)</td>
<td>10 Credits</td>
<td>10 Credits</td>
</tr>
<tr>
<td>MEC2102 Principles of Mechanics</td>
<td>10 Credits</td>
<td>10 Credits</td>
</tr>
<tr>
<td>MEC2103 Concurrent Design and Manufacture</td>
<td>10 Credits</td>
<td>10 Credits</td>
</tr>
<tr>
<td>MEC2104 Materials and Manufacturing</td>
<td>15 Credits</td>
<td>-</td>
</tr>
<tr>
<td>MEC2105 Control System Technology</td>
<td>-</td>
<td>15 Credits</td>
</tr>
<tr>
<td>MEC2106 Engineering Professional, Legal and Financial Context</td>
<td>15 Credits</td>
<td>-</td>
</tr>
<tr>
<td>MEC2107 Thermal Systems Engineering</td>
<td>-</td>
<td>15 Credits</td>
</tr>
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</table>

**OVERSEAS IMMERSION PROGRAMME (OIP) SUG3000**

In the summer months between the end of Year 1 and the beginning of Year 2, all candidates shall participate in an Immersion Programme to be held at Newcastle. Details of the Immersion Programme can be found in the separate OIP handbook.

**STAGE 3**

<table>
<thead>
<tr>
<th>Compulsory Modules</th>
<th>Semester 1</th>
<th>Semester 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEC3101 Numerical &amp; Analytical Methods B</td>
<td>15 Credits</td>
<td>-</td>
</tr>
<tr>
<td>MEC3102 Robotics &amp; Automation</td>
<td>-</td>
<td>15 Credits</td>
</tr>
<tr>
<td>MEC3103 Product Design Engineering</td>
<td>15 Credits</td>
<td>-</td>
</tr>
<tr>
<td>MEC3104 Developments in Materials &amp; Processes</td>
<td>-</td>
<td>15 Credits</td>
</tr>
</tbody>
</table>

Further detail is available here: [http://www.ncl.ac.uk/students/progress/student-resources/s3p/](http://www.ncl.ac.uk/students/progress/student-resources/s3p/)

You can log in here: [https://s3p.ncl.ac.uk/login/index.aspx](https://s3p.ncl.ac.uk/login/index.aspx)

Remember that S3P does not use your campus log-in details. You will need your campus username and a DIFFERENT password.
### Degree classification
Candidates will be assessed for degree classification on the basis of all the modules taken at Years 1 and 2 (Stages 2 and 3) with the weighting of the years being 1:2 for Year 1 and Year 2 respectively.

### 2. Degree Programme Aims, Specifications and Regulations

#### AIMS
The MDME degree programme is intended for students having appropriate relevant Accredited Prior Learning (IEng- and EngTech-type) at Framework for Higher Education Qualifications (FHEQ) Level 4 or higher, as exemplified by Singaporean Polytechnic Diplomas in engineering and manufacturing to make a two-year transition to a UK Bachelors Honours degree (CEng-type FHEQ Level 6) which:

- Provides manufacturing industry and the engineering profession in Singapore and elsewhere with employable and enterprising graduates prepared for the assumption of technical, managerial and financial responsibilities and progression to chartered professional engineer status, building on their awareness of current technologies and industrial practice to develop a “mindset” for original thinking and autonomous development of innovative manufacturing systems.

- Develops students’ existing qualifications and “know how” base to develop an understanding of:
  - The synergy between manufacturing and mechanical, materials and mechatronics engineering, with the need for systems thinking in the design of innovative products in an inter-disciplinary context.
  - The importance in engineering design of the behaviour of materials and of sustainability during all the phases of manufacture, service life, subsequent decommissioning and recycling of products.
  - The value of analytical skills, critical thinking and the ability to work from first principles with an awareness of implicit assumptions and limitations.

- Provides students with a UK qualification that is internationally recognised and which meets the requirements of the FHEQ and of the Engineering Council (UK) UKSpec for CEng Accredited Bachelors Degrees, while conforming to the relevant sections of the QAA Code of Practice.

- Prepares students to engage in life-long learning (eg professional Continuing Professional Development [CPD] or continuing Higher Education at Masters-level) and
critical enquiry with skills in research and knowledge acquisition and an appreciation of the value of education to the wider community.

Note: The accreditation body for the MDME programme is the Institute of Mechanical Engineers (IMechE)

**LEARNING OUTCOMES**
On completing the MDME programme students should have:

**KNOWLEDGE AND UNDERSTANDING**

A1 Knowledge and understanding of scientific principles and methodology necessary to underpin their education in mechanical and related engineering disciplines, to enable appreciation of its scientific and engineering context and to support their understanding of future developments and technologies in mechanical engineering and manufacturing (UK Spec US1)

A2 Knowledge and understanding of mathematical principles necessary to underpin their education in mechanical and related engineering disciplines (UK Spec US2)

A3 The ability to understand and apply engineering principles to analyse key processes in manufacturing and mechanical and related engineering (UK Spec P1)

A4 Knowledge and understanding of commercial and economic context of mechanical engineering processes (UK Spec S1)

A5 Knowledge of management techniques which may be used to achieve engineering and manufacturing objectives within the context of mechanical engineering processes (UK Spec S2)

A6 Understanding of the requirement for mechanical engineering activities to promote sustainable development (UK Spec S3)

A7 Knowledge of characteristics of particular mechanical and related engineering equipment, processes or products (UK Spec P1)

**INTELLECTUAL SKILLS**

B1 Apply scientific principles and methodology to mechanical and related engineering disciplines and to appreciate the scientific and engineering context of future developments and technologies (UK Spec US1)

B2 Apply mathematical methods, tools and notations proficiently in the analysis and solution of mechanical engineering problems (UK Spec US2)

B3 Apply and integrate knowledge and understanding of other engineering disciplines to support the study of Mechanical Design and Manufacturing Engineering (UK Spec US3)

B4 Identify, classify and describe the performance of systems and mechanical components
through the use of analytical methods and modeling techniques (UK Spec E2)

**B5** Apply a systems approach to Mechanical Design and Manufacturing Engineering problems (UK Spec E4)

**B6** Investigate and define a problem and identify constraints including environmental and sustainability limitations, health and safety and risk assessment issues (UK Spec D1)

**B7** Understand customer and user needs and the importance of considerations such as aesthetics (UK Spec D2)

**B8** Ensure fitness for purpose for all aspects of mechanical engineering problems including production, operation, maintenance and disposal (UK Spec D5)

**B9** Manage the engineering design process and evaluate outcomes (UK Spec D6)

**B10** Apply management and business practices appropriately to strategic and tactical issues in mechanical engineering and manufacturing (UK Spec S2)

**B11** Recognise contexts in which mechanical engineering knowledge can be applied (ie operations and management, technology, product development) (UK Spec P3)

**PRACTICAL SKILLS**

**C1** Apply quantitative methods and computer software relevant to mechanical and related engineering disciplines to solve engineering problems (UK Spec E3)

**C2** Identify and manage cost drivers in mechanical engineering and manufacturing (UK Spec D3)

**C3** Work within the framework of relevant legal requirements governing engineering activities, including personnel, health and safety, and risk (including environmental risk) issues (UK Spec S4)

**C4** Recognise the nature of intellectual property and contractual issues (UK Spec EP5)

**C5** Work within appropriate codes of practice and industry standards (UK Spec EP6)

**C6** Recognise quality issues (UK Spec P7)

**C7** Work with technical uncertainty (UK Spec P8)

Degree programme regulations – all modules stated are compulsory. Students are required to clear Stage 2 before progression to Stage 3. All degree programme regulations are available here: [http://www.ncl.ac.uk/regulations/docs/](http://www.ncl.ac.uk/regulations/docs/)

Degree programme specifications – the specifications for each degree programme contain information on the aims, learning outcomes, teaching and learning methods and assessment
strategies specific to each programme. All degree programme specifications are available here: http://www.ncl.ac.uk/regulations/specs/

3. Modules and Module Choice
The Degree Programme Regulations for your programme explain which modules are compulsory, core, and/or optional on your degree programme. You can look up information on each module in the Module Catalogue (http://www.ncl.ac.uk/module-catalogue/). This module page will provide key information, including the number of credits, the types of assessment, the types of teaching activities, and the number of contact hours. It also explains how many hours you are expected to spend in independent study, including lecture follow-up, completing coursework, doing background reading, and revising for your exams. The module outline will also explain the aims and learning outcomes of the module and provide you with an overview of the syllabus.

4. Teaching and Contact Hours
Mode of delivery:
This programme is delivered ‘full time’ and fits within the University’s standard pattern of terms and semesters.

Contact hours:
The average number of contact hours for each module per week is about 3-6 hours, depending on the module.

Normal notice period for changes to the curriculum or assessment:
• Changes after you register for the academic year are rare
• All students will be contacted about the proposed change; normally the change will only take place when a majority of the students agree to it.

You will experience a variety of types of teaching during your time at University, each of which has different learning objectives and each of which will contribute to your learning experience in different ways. The University has definitions of the key types of teaching (http://www.ncl.ac.uk/ltds/assets/documents/res-contacthours-mofs.pdf), but the amount and types of contact time vary quite a bit between modules, stages, and programmes.

5. Graduate Skills Framework
Your University programme is primarily intended to educate you in a particular discipline, but it will also provide training in transferable skills and personal development. The University maps these skills according to the Graduate Skills Framework (http://www.ncl.ac.uk/quilt/assets/documents/str-gsf-framework.pdf).

Each of your modules will be clearly linked to a series of graduate skills, some of which will be present in the learning and teaching activities and some of which will be assessed. You will be able to identify which skills are present in each module by looking at the module catalogue entry (http://www.ncl.ac.uk/module-catalogue/modules.php). Identifying the skills present in
each module that you take will help you to recognise key skills that you can mention in interviews and on your CV.

6. Additional Costs
There may be extra costs incur as part of your programme of study, eg field trips, theatre trips, and visits overseas.

7. Placements and Study Abroad Opportunities
You may take up a paid work internship by Singapore Institute of Technology (SIT) during the break between Stages 2 and 3. Normally, you will do so after the immersion programme. You should contact SIT for help with your internship application. Your placement provides you with the experience of seeking and securing a job, as well as practical experience and industry contact that will benefit your academic study and longer term career.

Placement decisions ultimately rest with the employer.

For contacting SIT, Please refer to:
https://www.singaporetech.edu.sg/career-development

Section C: Student Support

1. Personal Tutoring
When you arrive at University, will you be assigned a personal tutor. This is an academic member of staff who acts as your first point of contact with the University, and he/she can provide you with any information or advice that you may need throughout your academic career.

The role of a personal tutor, as described in the Personal Tutoring Framework (http://www.ncl.ac.uk/quilt/assets/documents/qsh-personaltutoring-fwk.pdf), is to facilitate students’ personal and academic growth. The personal tutor is there to help with any issues you may have, from personal problems that could be affecting your studies, to giving advice when picking modules, to just being available for a chat.

At a bare minimum, you should see your personal tutor at least twice during Semester 1 of your first year and then at least once a semester after that. You should take the initiative to schedule meetings with your personal tutor if you need to talk about any difficulties.

It is possible to change your personal tutor if you’re unhappy for any reason. You don’t have to give any reasons for changing your tutor. Your School will be able to explain the procedures for changing your tutor.

If you are an undergraduate student, all tutor meetings will be recorded through ePortfolio (either you or the tutor can initiate a meeting, through email, phone or ePortfolio). The record can be made after the meeting, and the only requirement is that the record states when the
meeting took place. You can also make notes on your meetings and keep them in ePortfolio – this is a good place to keep track of your concerns and any decisions that you’re making with the help of your personal tutor. You can be assured that the meeting record on ePortfolio is strictly confidential, and only those people who attended the meeting (and possibly the Senior Tutor) will be able to see your notes. If you are a taught postgraduate student, ePortfolio will record the offer of a meeting by your personal tutor.

The personal tutor system depends upon you and your personal tutor both contributing to the relationship: a personal tutor can’t help you if you don’t show up to a meeting, and you need to be open and honest with your tutor in order to receive the best advice. At the end of your degree, you can ask personal tutors to provide you with references – for these to be good references, your personal tutor needs to know you well enough to write them. This means that you should attend all arranged meetings, respond promptly to emails, and keep your personal tutor informed if you have any concerns.

2. Peer Mentoring
All new undergraduate students will be assigned a peer mentor upon arrival at the University. The goal of peer mentoring is to enable all students to make a smooth transition to feeling at home and settled into the University community – academically, socially and culturally – through access to the advice and support of a more experienced peer.

Your peer mentor can serve as a role model and help you to understand what is expected of you at University. Your mentor should also be very approachable and can help answer questions that you might not want to ask staff. Your peer mentor can also tell you about the social scene at the University and help to answer practical questions about banking, sport facilities, the library, etc.

The University has a policy that explains peer mentoring schemes (http://www.ncl.ac.uk/ltds/student/mentoring/PeerMentoring.htm).

3. Other Sources of Support in Your School
Your personal tutor should always be your first point of contact if you have questions or concerns, but he/she may point you in the direction of other people in the School.

The Degree Programme Director (DPD) is responsible for the structure, content and standards of your degree programme. His/her role may involve module development, changes to course content, and recruitment activities. Your personal tutor may refer you to the DPD to discuss academic issues.

The Senior Tutor acts as a coordinator between the School and central University services. He/she also acts as a second point of contact if your personal tutor is absent from the University and may provide support for you and your tutor if any complicated issues arise. The Senior Tutor focuses on supporting students who may have personal circumstances that are affecting their overall performance, rather than specific academic issues.
4. Student Services (SIT)
The SIT Student Services Centre (SSC) aims to improve student experience by providing a large range of services to SIT students and alumni via personal consultation on all student administrative matters.

With one SSC located at every SIT@Poly building and at SIT@Dover, the SSC serves as a convenient contact point for you to obtain information and services related to academic/administrative student records, fees and financial matters. The range of services includes:

**Application and Submission**
- Submission of documents, required for the Overseas Immersion Programmes (OIP)
- Submission of application forms and supporting documents, for the application of Financial Assistance and Scholarships
- Application of Student Withdrawal and Leave of Absence
- Application of Value Added Programmes
- Change/Update of Personal Information

**Payment**
- Payment of all fees

**Collection**
- Collection of Matriculation card
- Collection of Tertiary Student Concession card
- Collection of T-shirts, prizes, certificates, etc

**General Services and other enquiries**
- Requests for Career Counselling [https://www.singaporetech.edu.sg/student-support](https://www.singaporetech.edu.sg/student-support)
- Enquiries on Internships and Integrated Work Study Programme (IWSP)
- Replacement of lost/damaged matriculation card
- Requests for Record of Achievement (ROA), (applicable to alumni)
- Requests for Counselling Services (SIT 24hr Helpline at 9336 0159)
  Email us at SITcounselling@singaporetech.edu.sg to make an appointment.

**SSC@NYP (Level 7, SIT@NYP)**
9am to 5.00pm (Monday – Friday)
The SSCs will be closed on Saturday, Sunday as well as Public Holidays

Please refer to SIT website/Student Portal for other services such as:

**Life@SIT**
[https://www.singaporetech.edu.sg/students#](https://www.singaporetech.edu.sg/students#)

**Value-Added Programmes**
[https://www.singaporetech.edu.sg/career-headstart](https://www.singaporetech.edu.sg/career-headstart)
Section D: What to do if things go wrong

1. If you are ill and away from the University for Personal Reasons
If you are ill at any point while at University, you should inform your personal tutor as soon as possible. If you are absent for more than three working days (Monday through Friday), you must obtain a Student Notice of Absence form from S3P. This should be returned to the School office or your personal tutor. If you are absent for more than seven working days, you must obtain a medical certificate from your doctor and send it to the School office as well.

The Student Notice of Absence form should also be used for absences other than sickness – i.e. when you need to be away from the University for Personal Reasons.

If you believe that your absence will affect your academic performance in an assessment (coursework or exam) or prevented you from attending a required session, you should inform your personal tutor. You should also fill in a Personal Extenuating Circumstances (PEC) form to explain how your illness has affected your studies. If you are reluctant for any details to be known, even to your tutor, because they are sensitive, then you can provide a confidential letter and information in a sealed envelope for the Chair of the School PEC committee.

More information about sickness and absence procedure is available here: http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/sickness.htm.

2. Personal Extenuating Circumstances
Students who believe that their study or ability to complete assessments is being adversely affected by unforeseen and unavoidable personal extenuating circumstances should advise their School by completing the online Personal Extenuating Circumstances (PEC) Form via S3P as close as possible to the time that the problem arose and in advance of any imposed school deadline, so that appropriate adjustments can be considered. Students are advised to carefully read the Guidance for Submission of Personal Extenuating Circumstances which can be found on the Student Progress Webpages at (http://www.ncl.ac.uk/students/progress/student-resources/help/) before submitting a PEC application.

Students are strongly encouraged to discuss significant personal circumstances with their Personal Tutor or other member of staff. Tutors may be able to advise how to phrase the application or whether alternate sources of help may apply. Also, tutors may be able to
provide a statement of support, which will be taken into account when a case is considered.

The PEC form enables the School to consider each case on its merits and, if possible, make an appropriate adjustment. Possible adjustments will vary depending on the time of year, but could include:

- an extension to the hand-in date for a piece of work;
- an exemption for a minor item of course work;
- a deferral of the assessment to the next normal occasion – generally a deferral to August;
- a deferral of the assessment to a later normal occasion;
- permission to set aside (ignore) attempts at assessments;
- permission to sit an extraordinary examination – i.e. setting an examination at an unusual time;
- permission to repeat tuition in residence;
- permission to proceed to the next Stage carrying fails;
- permission to repeat a period of tuition, setting aside previous attempts (e.g. re-doing a Stage or Semester as if for the first time);
- recommending discretion at the Board of Examiners – e.g. potentially allowing you to pass the stage despite having failed a core module; allowing you to pass a module by discretion; altering your degree classification where there is evidence to support this decision.

**NB - personal extenuating circumstances cannot result in existing marks being changed.**

It is the student’s responsibility to report any significant personal or extenuating circumstances that had a substantial impact on their performance in their studies or in their assessments/examinations immediately and in advance of an assessment deadline or by the school published deadline for consideration by a Personal Extenuating Circumstances Committee (PECC) or Board of Examiners (BoE).

It is the student’s responsibility to provide evidence to back up their PEC application. Evidence should outline the problems faced and the period of impact – e.g. doctor’s notes, a statement of support from a tutor, letter from an employer etc. It is recognised that this can be difficult, but a request is more likely to be approved if evidence is available – particularly evidence of the impact on the specific module/assessment and at the time of the assessment.

Requests for adjustments that relate to the following, are not normally accepted as the basis of a PEC application:

i. Instances where an appropriate adjustment has already been made.
ii. Retrospective report of illness or other extenuating circumstances, without good reason.
iii. Ongoing medical conditions/disabilities including learning disabilities, or mental health conditions for which the student is already receiving reasonable adjustments.
vi. Transport problems, excepting those where it can be shown that adequate time had been allowed.

vii. Unspecified anxiety or examination stress

viii. Minor infection such as coughs, colds, headaches or hay fever, unless supported by specific medical evidence.

ix. Distress relating to family pet.

x. Holidays, house moves, sporting or other social commitments.

xi. Known employment or financial responsibilities.

xii. Problems with personal computers, printers or other technology.

xiii. Where the circumstances could have been avoided, particularly due to poor time management.

The PEC Procedures and Submission Guidance are available at http://www.ncl.ac.uk/students/progress/student-resources/help/

3. Change of Circumstances (Transfer, Suspend Studies or Withdraw)
Sometimes circumstances do change, and you may decide that you want to transfer degree programmes, suspend your studies or withdraw from the University. If you are thinking about any of these scenarios, you should first speak with your personal tutor so that you can discuss your options. You can also seek confidential advice from Student Wellbeing: (http://www.ncl.ac.uk/students/wellbeing/about/student/).

If you transfer from one programme in the University to another, you may also be able to transfer the credits and marks that you have earned. You will need to discuss this with the Degree Programme Director of both programmes.

Permission to make these changes often depends upon approval from the Degree Programme Director.

More information on the relevant procedures and the forms you may need to fill in is available here: http://www.ncl.ac.uk/students/progress/student-resources/change/. Your personal tutor should be able to help you complete these forms if necessary.

4. Complaints and Appeals
The Student Complaints Procedure is the University’s formal complaints procedure under the Student Charter. It is intended to allow students to make a complaint about a service, a member of staff or another student within the University. The procedure applies to all formal complaints, including those related to harassment or racial equality. You can seek advice on the complaints procedure from Student Progress Service: http://www.ncl.ac.uk/students/progress/Regulations/SPS/complaints.htm.

A complaint can be made on nearly any aspect of your academic studies, but you should be prepared to provide evidence to support any allegation. Please note: a complaint cannot be used to seek to overturn the academic decision of examiners. In all cases you should consider
trying to resolve your complaint informally with the individual concerned. Usually, before a formal complaint is accepted, you should have tried to resolve the issue informally.

The Student Academic Appeals Procedure is for appeals against the decisions of the Boards of Examiners (except those related to assessment irregularities), Personal Extenuating Circumstance (PEC) Committees, and sanctions imposed under Unsatisfactory Progress procedures. More information is available here: http://www.ncl.ac.uk/students/progress/Regulations/SPS/appeals.htm.

Academic Queries and Appeals may only be made on the following grounds:

a) Grounds for academic appeal following Board of Examiners Decisions:
   - Personal Extenuating Circumstances (PEC) that you were unable to disclose in advance of the Board of Examiners meeting via a Personal Extenuating Circumstances (PEC) application, or were unable to provide evidence for at that time, or of which you were previously unaware.
   - Procedural irregularity on the part of the examiners.
   - Bias or prejudice on the part of an examiner or examiners.

b) Grounds for academic appeal following PEC Committee Decisions:
   - Procedural irregularity or other error on the part of the PEC Committee
   - Bias or prejudice on the part of the PEC Committee

c) Grounds for academic appeal following an Unsatisfactory Progress Decision:
   - Evidence which was not available or considered previously
   - Procedural irregularity
   - Bias or prejudice
   - That the decision reached was perverse in that it was one which no reasonable person could have reached on the available evidence.

d) Grounds for academic appeal following a DPD Request Decision:
   - Evidence which was not available or considered previously
   - Procedural irregularity
   - Bias or prejudice
   - That the decision reached was perverse in that it was one which no reasonable person could have reached on the available evidence.

Note: An appeal relates to the decision of the examiners and should not be used to raise general complaints about tuition or support over the length of your degree programme.

You are expected to make every effort to raise your assessment/progress query, in writing, with your School directly concerned in the first instance. Impartial advice on both procedures may also be sought from the Student Progress Service. Assistance with submitting a formal complaint or an appeal may be sought from the appropriate officer of the Students’ Union, from the Student Advice Centre, or from a Personal Tutor.
Section E: Assessment and Feedback

1. Coursework Submission
University policy states that all submission deadlines must be published by the end of the second teaching week each semester. You should take note of these deadlines at the beginning of each semester and make sure you carefully plan when you will complete each assignment.

Across the University, Schools and module leaders ask students to submit their coursework in a variety of ways (i.e., through Blackboard, NESS, or in hard copy). Before submitting, make sure that you know exactly how to submit and if you need to submit multiple copies.

Only the Degree Programme Director has the authority to approve changes in coursework submission deadlines once they are published. If a deadline does change, you will be given sufficient notice and a reason for the change.


2. Plagiarism
The University makes routine plagiarism checks on all appropriate pieces of work. This means that your coursework assessments will be submitted to an electronic text matching software system (directly, by you, or by a member of staff). Your work will be checked against a database of web pages, academic articles and books, and other students’ papers (from Newcastle and other universities) and any matches between your work and those other sources highlighted. Matching text does not necessarily mean that you have plagiarised, since you may have correctly referenced text from other source.

When you submit your assignments, you will be told how you need to submit to ensure they are checked. There are some file restrictions and file size restrictions, and you will be given guidance on what you can and cannot submit. You should always ask your module leader if you have any questions about a specific assignment.

The University takes plagiarism and academic conduct very seriously, and you are expected to know how to reference other sources correctly.

3. Late Submission of Assessed Work
The University has a set policy for late submissions, so you should be careful to submit all assessments well in advance of the deadline. If work is submitted within 7 calendar days of the deadline, it will be capped at the pass mark (40 for undergraduate programmes and 50 for postgraduate programmes). If you submit a piece of work more than 7 days after the deadline, it will receive a mark of zero.
There are two circumstances in which late work will always receive a zero: if your piece of work is marked on a non-discriminatory marking scale (i.e. pass/fail or merit/pass/fail), or if you are submitting work for a re-sit assessment.

There may be pieces of coursework for which no late work is allowed. You will receive prior notification in these instances.

If you have a valid reason for submitting your work late (e.g. illness), you should submit a PEC form; there is more information on this form earlier in the handbook. Computer failures and transportation problems are not considered a legitimate excuse for late submission (unless NUIIT has confirmed a University-wide computer failure).

4. Examinations

University exam period dates are published several years in advance (http://www.ncl.ac.uk/students/progress/exams/exams/ExaminationDates.htm). For 2017/18, Semester 1 exams will fall between 15 January and 26 January 2018; Semester 2 exams fall between 21 May and 8 June 2018. Re-sit exams will take place from 20 August to 31 August 2018. Please note that examinations are scheduled on Saturdays during the main periods. You are expected to be available for examination at the University during all of the main periods.

The University publish a provisional exam timetable about 2 months in advance, so that you can check there are no clashes between your modules. A final exam timetable is published about 6 weeks before the exam period. It is your responsibility to check the timetable. You must also read and understand the Exam Rules which explain how you are expected to behave during exams: http://www.ncl.ac.uk/students/progress/exams/exams/examrules.htm.

The University has a calculator policy for examinations. New students can only use three models of calculator (Casio FX-83GTPLUS, Casio FX-85GTPLUS, or Casio FX-115MS – or any discontinued models of the same calculator i.e. any calculator model that begins with ‘Casio FX-83’, ‘Casio FX-85’ or ‘Casio FX-115’). Students who started before 2015/16 who already have a calculator with an ‘approved’ sticker may continue to use it.

When you are revising for your exams, you will almost certainly find it helpful to obtain copies of recent examination papers; these are available on the University website (https://crypt.ncl.ac.uk/exam.papers/). Sample papers should be provided by the lecturer for new courses.

If you wish to be considered for alternative exam arrangements (e.g. extra time, rest breaks, use of a PC, smaller venue etc.) in light of a disability, specific learning difficulty or long term medical condition, then you should note that there are certain deadlines by which you must supply the appropriate medical evidence/documentation. For further information, you should contact the Student Wellbeing Service as soon as possible (http://www.ncl.ac.uk/students/wellbeing/disability-support/support/examinations.htm).
Examinations will generally take place on (or close to) campus, although there are exceptions to this rule. International students, for example, may apply to take a re-sit exam in their home country. More information is available from the Exams Office and in the University Policy on Off-Campus Assessments (http://www.ncl.ac.uk/ltds/assets/documents/qsh-assmt-offcampus-policy.pdf).

5. Feedback on Assignments
You will receive feedback on all of your coursework and exams. University policy states that feedback on coursework must be returned within 20 working days (Monday-Friday, not including Bank Holidays or University closure days). Exam feedback must be returned 20 working days from the end of the exam period; if this date falls during summer holidays, then it must be received at the start of the next semester/term. If feedback is going to be returned late for any reason, you will be informed in advance and told when you should expect to receive your feedback.

You will receive feedback in a variety of ways: written on your work, given verbally in lectures or tutorials, or provided on Blackboard or NESS. Feedback may come from lecturers, from your student peers, or from yourself. Learning to give yourself feedback is an important skill that you will continue to use after University. You are expected to use your feedback by looking at your work, the criteria for the work, and the feedback comments and thinking about how you can improve in future assessments.

Feedback on exams may be given in the form of general feedback to the entire cohort. This feedback may include, for example, information on what made good answers and poor answers on the exam, and/or feedback on exam strategies. You do have the right to request individual feedback, and students who are re-sitting exams should contact module leaders for feedback at least four weeks before the re-sit exam.

6. Marking Criteria
Your MOFs explain the types of assessment that you should expect in each of your modules. Each of the assessments has been carefully written to reflect the aims and learning outcomes of the module and of the programme.

All markers will assess your work using the marking criteria available. You may also receive more specific marking criteria for particular pieces of work; these will be made available by the module leader.

Following examinations marking will be conducted, the examiners use their judgment to code each student’s performance. Each mark range reflects achievement in the assessment (for that module). This done by using marking criteria outlined in Appendix Marking Criteria:
FIRST CLASS HONOURS, 70%-100%

A First Class/Excellent performance is distinguished by both breadth and depth of knowledge about the subject material, showing comprehensive awareness, and detailed understanding, interpretation and evaluation. There will be substantial evidence of critical analysis and the ability to apply knowledge to unseen situations. Material will be presented within a clear logical/systematic framework throughout and will demonstrate reading beyond the course material and the ability to employ critical reflection. There will be evidence of the ability to think reflectively and creatively. Assignments such as an individual project report will be well-structured and well-referenced.

The deciles within this class may be categorised as:

Outstanding: professional standard (90% - 100%)

It should be rare for a mark to be awarded within this range, but it should certainly be achievable for an individual component of assessment (e.g. a piece of coursework, or an examination question). It should be awarded for work demonstrating outstanding and comprehensive understanding, with critical analysis and evaluation. In an examination situation the student will have presented a complete answer in a fully cogent manner, with no substantive errors or omissions. In individual project work there will be material which may be publishable.

Exceptional: significantly above normal student expectations (80% - 89%)

Evidenced by clear indications of comprehensive/detailed understanding and creative thought, and although there will be no substantive errors or omissions, the presentation or arguments will fall short of perfection.

Excellent (70% - 79%)

Evidenced by a comprehensive understanding, well-structured arguments and insight.

UPPER SECOND CLASS HONOURS, 60%-69%

A Second Class, First Division/Very Good performance is one that demonstrates a sound/thorough understanding of material beyond that presented in the course, with breadth of knowledge but lacking in some depth, or vice versa. Critical analysis and the ability to apply knowledge to unfamiliar situations will be present, and work submitted will be relevant to the module/topic aims and objectives but not give a full treatment, relying to some extent on course material and likely to contain a few errors or omissions. Individual project work will be well presented and structured but with some limitations as to insight and critical evaluation.

LOWER SECOND CLASS HONOURS, 50%-59%

A Second Class, Second Division/Good performance is one that relies substantially on course material only and demonstrates breadth of knowledge but lacking depth. Critical analysis will be limited and there will also be only limited evidence of being able to apply knowledge to unfamiliar situations. Work presented will be relevant to the module/topic aims and objectives but rely largely on course material and contain some errors of understanding and of fact. An individual project will demonstrate competence but with only limited evidence of flair.
THIRD CLASS HONOURS, 40%-49%
A Third Class/Basic performance is one that demonstrates that a student has achieved the minimum level of performance to indicate that they have broadly achieved the intended learning outcomes but at a basic level only. It is evidenced by an understanding of material that lacks depth. There may be omission of some relevant material and/or partial use of irrelevant material. It is likely to contain errors of understanding and fact. An individual project will be adequately structured and presented but unbalanced with some components poorly constructed, e.g. inadequate/poor referencing.

FAIL, 0%-39%
A Fail/Failing performance indicates that the student has failed to achieve the intended learning outcomes. This is evidenced by a weak attempt that demonstrates lack of overall knowledge of the subject area, and inability to develop a cogent argument in any aspect. Much of the material presented will be sketchy and/or irrelevant. A failing individual project will be one in which the student has failed to apply themselves to the task in hand and has presented a superficial view of it.

A Fail/Failing performance may be further classified as:

**Borderline (compensatable) fail: limited understanding (35% - 39%)**
Evidenced by the demonstration of a threshold understanding in some, though not all, areas. There will be many factual errors and omissions. A mark in this range may be awarded where there is evidence that the intended learning outcomes have been achieved but the evidence has been poorly presented, or that there are some omissions in that evidence. Note that the Year 2 major project is core and cannot be compensated. It must be passed in order to obtain an Honours degree.

**Fail: inadequate understanding (0% - 34%)**
Evidenced by some material of relevance, but generally the approach is shallow and there is a lack of understanding of the basic requirements of the subject area. There are likely to be significant factual errors and omissions. An individual project is likely to be difficult to read and contain serious errors in understanding.

**NOTE:** All students are expected to communicate their answers clearly, in good English and written legibly.

7. Marking and Moderation Processes
You should have absolute confidence that the marks you receive are fair and consistent across markers. All assessments that are worth a significant part of your final mark are reviewed in advance so that the instructions are clear and the questions are reasonable for a student at your level.

Depending on the assignment, your work may also be moderated. This means that a second marker will look at the mark and feedback given by the first marker and ensure that it is fair and accurate. Several different processes for moderation may be used the School, including sampling (looking at a sample of pieces of work across grade boundaries) and second marking
All marks that are returned to you are provisional and subject to review and potential moderation prior to the final Board of Examiner meeting. Each taught programme of study (undergraduate and postgraduate) has a Board of Examiners (BoE) which is responsible for decisions about the outcomes of assessment of students on the programme. The BoE has a substantial degree of discretion. This means that it may award a degree classification higher than that determined by the marks alone. This can be due to medical or special personal circumstances and this is one of the reasons why it is important to submit PECs. The Board may also, in certain circumstances deem individual students to have passed particular modules in which they have obtained a fail mark.

The University has a policy on Moderation processes, available here: http://www.ncl.ac.uk/quilt/assets/documents/qsh-assmt-modscal-pol.pdf

8. How Assessment Affects Your Progress
Your progress within your programme depends on your assessment marks, as explained in your degree programme regulations. The simplest way to proceed from one Stage to another is to pass all credits in a given Stage. Should you fail any number of modules, you are allowed the opportunity to re-sit these examinations in August. Re-sit exams are normally held in August, though students may choose to take a year out from the University and re-sit at the next normal sitting during the academic year. Students who registered at the University in 13-14 or later are allowed one re-sit attempt; students who registered in 12/13 or earlier are allowed two. If you satisfy the examiners with your performance on the re-sit, you will have a pass mark (40 for undergraduate, 50 for postgraduate) recorded for that module.

9. Assessment Irregularities and Disciplinary Procedures
As part of the Student Charter, you have agreed to follow University procedures and to maintain the highest standards of behaviour. The University is committed to ensuring that assessments are fair for all students, and it has established a procedure for dealing with situations in which one student uses improper means to ‘get ahead’ on an assessment. These situations are called assessment irregularities, and they may include (but are not limited to), the following:

- Copying from or conferring with other candidates or using unauthorised material or equipment in an examination room
- Impersonating or allowing another to impersonate a candidate
- Introducing examination scripts into the examination process otherwise than in the course of an examination
- Permitting another student to copy work
- The falsification (by inclusion or suppression) of research results
- Plagiarism, defined as the unacknowledged use of another person’s ideas, words or work either verbatim or in substance without specific acknowledgement. It is also possible to plagiarise yourself if you submit the same work for multiple assignments or do not acknowledge ideas or words that you have submitted previously.
The University’s assessment irregularity procedure in full can be found here: [http://www.ncl.ac.uk/students/progress/Regulations/SPS/assessment.htm](http://www.ncl.ac.uk/students/progress/Regulations/SPS/assessment.htm)

More generally, at Newcastle we value high standards of academic conduct. Conduct is an important part of maintaining and developing our reputation. Good academic conduct reflects the values which underpin academic life, such as honesty, integrity, a shared community of ideas and respect for others’ work. The Right-Cite for Good Academic Conduct ([http://www.ncl.ac.uk/right-cite/](http://www.ncl.ac.uk/right-cite/)) provides a detailed account of the issues governing academic conduct and gives you access to a range of resources. There is also information on appropriate style and referencing guides here: [http://libguides.ncl.ac.uk/referencing](http://libguides.ncl.ac.uk/referencing)

You can expect to receive a briefing on academic conduct and the referencing guidelines that you are expected to follow. You are in turn expected to do the following:

- Maintain high standards of academic conduct
- Show a commitment to academic honesty in your work
- Be familiar with and apply the guidance provided by your School on proper referencing and good academic practice
- Avoid plagiarism

The Student Disciplinary Procedure will apply to any student who is alleged to have breached the University’s code of conduct. More information is available here: [http://www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary.htm](http://www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary.htm). This procedure applies to any student who breaches academic codes of conduct as well as non-academic situations (disruption, anti-social behaviour, theft and fraud, violent behaviour, criminal offences, etc.)

**Section F: Student Representation and Feedback**

**1. Overview**

The University values your opinion very highly – we want to know when things are going well and when you think things can be fixed. We have a number of ways of trying to get student feedback, including module evaluations and student participation on committees. It’s important that you take these questionnaires and opportunities seriously and give your honest opinion. It is also important that you provide specific evidence of what’s going right or not so well – it helps us when we know more specifically what is going on – and that you are respectful in the types of comments that you provide.

There is more information about student opinion – and some information about actions that have been taken by the University as a result of your opinions – on the ‘You Said We Did’ website ([https://internal.ncl.ac.uk/yousaidwedid/](https://internal.ncl.ac.uk/yousaidwedid/)). The University explanation of how it works in partnership with students is available in the Policy on Student Representation: [http://www.ncl.ac.uk/quilt/assets/documents/qsh-studentrep-pol.pdf](http://www.ncl.ac.uk/quilt/assets/documents/qsh-studentrep-pol.pdf)
2. Module and Stage Evaluations

At the end of each semester, you will be asked to complete an evaluation for each module you take. These evaluations are used to find out about your experiences, assess the positive features of a module, and identify anything that could be improved in the future. You will be asked questions about the structure and content of the module as well as about the lecturers and/or tutors involved. Module evaluations will be tailored by the School so that they are appropriate for the specific module.

At the end of the year, you may be asked to complete an evaluation for the programme stage that you have just completed. This evaluation is a bit different, as it will ask you questions about aspects of your experience other than specific modules: Library and electronic resources, assessment and feedback across the programme, personal tutoring, student representation, etc.

It’s important in these evaluations that you are specific about what is positive and/or negative, that you are realistic, and that you focus on the issue, not the person (don’t say anything offensive about a person involved on the module or programme). It also helps if you suggest solutions – we will take these seriously!

You will receive a link to the module and stage evaluations through email, and you can then complete the survey online and anonymously. You will find links to your evaluations in the ‘My EvaSys’ panel in Blackboard (on the My Institution page) – these links only appear when there is an evaluation open and ready for you to complete.

More information about module evaluations is available here: https://internal.ncl.ac.uk/yousaidwedid/surveys/

3. National Surveys

The University participates in the four big national student opinion surveys: National Student Survey, Postgraduate Taught Experience Survey, Postgraduate Research Experience Survey, and the International Student Barometer.

**National Student Survey (NSS)** - The NSS contribute to public accountability, help inform the choices of prospective students, and provides data that allows informed decisions to be made to enhance the UG student experience. The NSS typically runs February through April annually. It includes all full-time and part-time UK, EU, and international final year undergraduate students studying at Newcastle main campus and Newcastle University London (NUL), including eLearning students based in the UK. The University runs a Newcastle Student Survey through EvaSys is designed for students who meet the basic NSS requirement, but are based outside of the UK at Newcastle University Medicine Malaysia (NUMed), Newcastle University International Singapore (NUIS), or are non-UK based eLearners. The NSS excludes incoming and exchange students. See http://www.hefce.ac.uk/lt/nss/ for more information. Previous year’s NSS results are available on the Planning Office website https://internal.ncl.ac.uk/planning/students/nss.htm.
International Student Barometer (ISB) – The ISB tracks and compares the decision-making, expectations, perceptions, and intentions of international students from application to graduation. It enables us to make informed decisions to enhance the international student experience and drive successful recruitment and marketing strategies. The ISB normally runs in late October through late November. It includes all full-time and part-time EU and international undergraduates, postgraduate taught, and postgraduate research students at Newcastle main campus and NUL students. This survey excluded NUMed and NUIS students, all eLearners regardless of whether they are UK-based, and INTO pre-sessional English course students. Study abroad and exchange students are included in the ISB. See [http://www.graduate.org/services/international-student-barometer/](http://www.graduate.org/services/international-student-barometer/). Previous year’s results are available [https://internal.ncl.ac.uk/planning/performance/isb.htm](https://internal.ncl.ac.uk/planning/performance/isb.htm).

For more information about our student opinion surveys go to [http://www.ncl.ac.uk/ltds/student/opinion/](http://www.ncl.ac.uk/ltds/student/opinion/); also, see how the University has listened to previous feedback by going to: [https://internal.ncl.ac.uk/yousaidwedid/actions/](https://internal.ncl.ac.uk/yousaidwedid/actions/). Official invitations from the University asking you to participate in national surveys will be sent to you from [newcastlestudentsurveys@ncl.ac.uk](mailto:newcastlestudentsurveys@ncl.ac.uk).

4. Academic Student Representation

You will have an opportunity to elect student representatives within your School. You may wish to be a student representative yourself! Student representatives are a crucial link between the student body and staff, since they find out what other students are thinking and can work through agendas to help improve the student experience.

Course representatives elected by their peers will participate in the Student-Staff Committee, which is chaired by a student and has a student secretary. Even if you’re not a student rep, you will be able to contribute to the agenda – tell your rep what you think should be discussed! – and read the minutes of the meeting afterwards. Course representatives are also asked to attend the Board of Studies, which oversees teaching activities in the School.

School representatives are appointed by the Students Union to represent their School at the Faculty Learning, Teaching and Student Experience Committee (FLTSEC). Each School should have one undergraduate rep and one postgraduate rep. These reps take opinions from the student body to a bigger Faculty committee and have a direct voice in decisions that are being made across the Faculty.

The Students’ Union provides training and support for Course Reps, Student Chairs and Secretaries, and School Reps. They also run Hall and Community Rep schemes – more information about student representation is available here: [https://www.nusu.co.uk/yourvoice/reps/](https://www.nusu.co.uk/yourvoice/reps/)
Section G: Ensuring the Quality of Your Degree

1. Mechanisms for Ensuring the Quality of Your Degree

External examiner: Professor Ray Snidle
Institution: University of Cardiff

External examiner: Professor Margaret Lucas
Institution: University of Glasgow

The University is responsible for ensuring the quality and standards of all academic awards made in its name. You should have confidence that there are a number of people – inside your School, across the University, and outside the University – who review your degree programme and ensure that it is up-to-date, consistent in its treatment of students, appropriate in its forms of teaching and assessment, and of the highest standards. The key mechanisms are described below:

Annual Monitoring and Review – Every year, programmes are asked to comment on what went well and what could be improved (and to provide evidence). Each programme is also required to develop an action plan that lists new projects and activities to improve the degree programme. This AMR is reviewed at Faculty level each year. See the University policy for more information: http://www.ncl.ac.uk/ltds/assets/documents/qsh-amr-policy.pdf.

Learning and Teaching Review – Approximately every six years, each School or subject area is reviewed by a panel of University staff and at least one external member who is a discipline-specialist. This review examines the teaching and learning process and speaks with students and staff about their experiences of the programme. More for information, see: http://www.ncl.ac.uk/ltds/assets/documents/qsh-ltr-policy.pdf.

External Examining – Each programme will have at least one external examiner, someone who works at a different University or in industry. The function of external examiners is to assist the University by providing assurance in their expert judgement that the standards of all awards at Newcastle are at least comparable to those in similar subjects in other universities in the UK and with relevant external referents. External examiners are asked to review programme aims and learning objectives as well as assessment questions and feedback. In order to help ensure the quality of the education it provides and the maintenance of the standards of its awards, the University places significant reliance on its external examiners by:

- Requiring them to provide independent and impartial advice, as well as informative comment on the University’s standards and on student achievement in relation to those standards
- Drawing upon their professional advice and expertise and giving full and serious consideration to their reports.

For further information, see: http://www.ncl.ac.uk/ltds/governance/examiners/.
You should not contact external examiners directly, but you may be asked to meet with them when they come to visit the University. You can also engage with the process through which the University considers and responds to external examiners by participation in Boards of Studies, Student Staff Committee, and FLTSEC.

You can engage directly with LTR by volunteering to meet with the panel (if there is an LTR while you are a student) or by volunteering to serve as a student panel member for an LTR in another School. You can engage with AMR and external examining through the student representation system and by participating in School and Faculty committees.

**Changes to your programme** – The University recognises that students invest time and personal effort in their studies and need timely dialogue and clarity of options when changes occur. Your School will act transparently and enter dialogue with students to identify options and minimize the impact on students affected by changes to programmes. For further information, see [http://www.ncl.ac.uk/ltds/assets/documents/qsh-progapp-majminchanges-policy.pdf](http://www.ncl.ac.uk/ltds/assets/documents/qsh-progapp-majminchanges-policy.pdf).

**Section H: Resources**

1. **Tools for Study and Revision**
   Students will be briefed by module lectures on the assignment weightage, project consultation hours and advice on additional self-studying hours beyond the scheduled lectures.

2. **University Library**
   You may use/borrow library materials through Nanyang Polytechnic library. Booking of Discussion Rooms is available at both Nanyang Polytechnic library and SIT@NYP building.

**Printing and Photocopying**
Printing and photocopying services are available at SIT@NYP Level 1. For photocopying lecture slides and other teaching materials, student representatives will be appointed to manage the printing and payment for the class.

You will be using the University Library during Oversea Immersion Programme (OIP):

The UK University Library Service provides access to a wide range of resources, services and study spaces as well as professional expertise to help you to be successful in your studies and research. The Robinson Library is open 24 hours a day during term-time, and the Walton and Law libraries are open until late.

The libraries house over 1 million books, subscribe to over 26,000 journals and provide access to more than 6 million ebooks. Library Search (libsearch.ncl.ac.uk) can be used to locate books, ebooks, journal articles and a lot more information using a single search. High demand items can be found in the Student Text Collection (STC) and are bookable online. The Robinson Library also houses the Special Collections ([www.ncl.ac.uk/library/specialcollections](http://www.ncl.ac.uk/library/specialcollections)), which are made up of rare and historic books, manuscripts, maps and illustrations.
The Library’s Subject Guides (http://www.ncl.ac.uk/library/subject-support/) bring together tailored, subject-specific information, resources and databases and are the best place to start your exploration of the Library’s resources for your specific discipline.

The libraries are excellent places to study. They have a range of silent and quiet areas plus group and collaborative learning spaces. They collectively house over 560 computers. Wi-Fi is also available so you can use your own devices or borrow one via our Laptop Loan Scheme.

The library’s online study space monitor (http://www.ncl.ac.uk/library/about/study-space-availability) is a good way of checking availability.

Library Staff are available at information points and service desks to help you to find the information you need. They also offer workshops and one to one consultancies to help you improve your information skills. Alternatively you can use our online Library Help service 24/7 (libhelp.ncl.ac.uk) to access support no matter where you are.

If you have any questions or need any help ask a member of Library staff or contact via us via LibraryHelp (libhelp.ncl.ac.uk) – we are here to support you through your course. For further information on Library services see www.ncl.ac.uk/library

3. Technical Writing Workshop
SIT will conduct Value-added Programme Workshop on Technical Writing for all new students.

4. Maths-Aid
New students to MDME have received Maths Revision Booklet before course commencement. In addition, Maths Aid sessions are held weekly during the first semester for students who require further coaching in mathematics. NU has engaged a Maths consultant for Maths Aid; the venue for each session is indicated in the MDME programme time-table.

Additional Maths Aid resources are available on Newcastle University website: http://www.ncl.ac.uk/students/mathsaid/resources/

5. Computing Facilities (SIT)

IT USER AGREEMENT POLICY AND USAGE AGREEMENT
Students are given access to the Student Portal, email accounts and their online community portal. Students are encouraged to change their passwords monthly. https://st.singaporetech.edu.sg/login.aspx?ReturnUrl=%2f

All formal correspondence about student academic matters must be communicated through SIT email accounts. Where applicable, matters relating to course curriculum may be communicated via email accounts issued by the respective overseas university partners. Students are encouraged to check their SIT email accounts regularly to avoid missing out on important information.
All views stated through the use of any of the above channels do not represent views of SIT. Any material protected by copyright must not be copied except as specifically stipulated by the owner of the copyright or otherwise permitted by copyright law. Please download and read the Acceptable Use Policy for IT Resources Form and return a signed copy to SIT. 
https://st.singaporetech.edu.sg/Notices/SIT_ITPolicy.pdf

For any enquiries, please email the Communications and Information Technology (CIT) Division.
ITHelpdesk@singaporetech.edu.sg

SOFTWARE LICENCES
All students will be offered the following Microsoft products during their time of study with SIT:
a. Microsoft Office 2010  
b. Microsoft Office 2011 for Mac  
c. Microsoft Windows 7  
Instructions for download are available

Please note:
a. Prior to downloading any of the Microsoft Products, all students are required to read and familiarise themselves with the Microsoft Product List and Product Use Rights.

b. A specific product key will be emailed to you during the downloading process. Please retain the product key email for future reference as you will be required to pay a fee to Microsoft to retrieve lost product keys.

c. Upon registration on the download page, you will be given a period of one month to complete the download. Please keep the downloaded installation package for future reinstallation. You will be required to purchase the Extended Access Guarantee at USD4.95 if you fail to safekeep the installation package.

d. Upon completion of your studies in SIT, you may continue to keep the software. However, should you terminate your studies prematurely, you are to uninstall all applications downloaded from your personal computer according to the Microsoft Student Licence Agreement.

e. For any technical issues, please select Help or Contact us at the webstore. Alternatively, email your queries to: IThelpdesk@SingaporeTech.edu.sg

To start downloading, go to the Student Portal.
Student Portal > My Files > Microsoft Products
6. Careers Service (SIT)
SIT Career Services helps prepare SIT students for the working world through the following services:

**CO-OPERATIVE/CAREERS DIVISION**
The Co-operative/Careers Division (Co-op/Careers) helps prepare SIT students for the working world.

**Career skills workshops (part of the VAP)**
As part of the VAP, Co-op/Careers offers workshops that equip students with career skills such as resume writing and networking. Workshops that are specially tailored for the different programmes are also available to help students with skills that are specific to the industry. Attendance at these workshops will be reflected in the SIT ROA (Record of Attendance).

**Career events**
Co-op/Careers work closely with industry partners to organise career events such as industry talks and networking sessions, which provide an opportunity for students to interact with various representatives from different companies. These events also allow the students to find out first-hand what it is like to work in the industry that they are interested in.

**Career guidance**
Co-op/Careers offers career guidance to students in terms of the job search process and their future career paths. These can range from resume writing and interview skills, to the types of jobs that best fit particular training and personality profiles.

**Resources**
*Optimal Resume* is a tool that helps SIT students to organise their resumes and cover letters professionally. It also allows students to submit their resumes to the Co-op/Careers staff for review before submitting to potential employers.
https://singaporetech.optimalresume.com/index.php

For enquiries, please email CareerServices@SingaporeTech.edu.sg.

7. Health and Safety
For the benefit of all, you are expected to behave in a responsible manner. Smoking is only allowed in designated smoking areas which are clearly marked outside SIT@NYP campus. Smoking is prohibited in lecture and seminar rooms, corridors, staircases and toilets.

Food and drinks are not allowed in lecture theatres, laboratories, computing rooms or during examinations. (Students with health problems, e.g. diabetes, should obtain a Medical Certificate from their General Practitioner and see their programme coordinator/Tutor about exemption from this restriction.)

Assistance can be obtained from the school safety officers on all safety and occupational health issues and, if necessary, from the University Safety Office. Failure to comply with the University Safety Policy is a disciplinary matter. For some high hazard work, students may be
expressly required by law to undertake training which is provided by the University Safety Office.

Emergency Telephone Numbers
FIRE: 995 POLICE: 999
NYP Fire & Security: 6550 0999
Emergencies & Security notices are available in all classrooms
### Appendix Notations

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<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>BoE</td>
<td>Board of Examiners</td>
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<td>BoS</td>
<td>Board of Studies</td>
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<td>CEng</td>
<td>Chartered Engineer</td>
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<td>CPD</td>
<td>Continuing professional development</td>
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<td>DPD</td>
<td>Degree programme director</td>
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<td>DPH</td>
<td>Degree Programme Handbook</td>
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<tr>
<td>FHEQ</td>
<td>Framework for higher education qualifications</td>
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<td>FLTSEC</td>
<td>Faculty Learning, Teaching and Student Experience Committee</td>
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<td>HOS</td>
<td>Head of School</td>
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<tr>
<td>IEng</td>
<td>Incorporated Engineer</td>
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<td>ISS</td>
<td>Information systems and services (Newcastle IT service)</td>
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<td>MDME</td>
<td>Mechanical Design &amp; Manufacturing Engineering</td>
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<tr>
<td>MOF</td>
<td>Module outline form</td>
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<tr>
<td>NESS</td>
<td>Newcastle E-learning support system</td>
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<td>PEC</td>
<td>Personal Extenuating Circumstances</td>
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<tr>
<td>PECC</td>
<td>Personal Extenuating Circumstances committee</td>
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<tr>
<td>S3P</td>
<td>Student self-service portal</td>
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<tr>
<td>SIT</td>
<td>Singapore Institute of Technology</td>
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<td>SSC</td>
<td>Staff student committee</td>
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<tr>
<td>TR</td>
<td>Teaching room</td>
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Appendix A

Relevant Links for Student-Facing Handbook Pages

Overview: [http://www.ncl.ac.uk/ltds/governance/modules/dph/](http://www.ncl.ac.uk/ltds/governance/modules/dph/)

Section A: Introductory Information:
[http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/](http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/)
- Key Dates: [http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/dates/](http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/dates/)
- University Timetables: [http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/timetable/](http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/timetable/)
- Student Charter and Offer: [http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/charter/](http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/charter/)
- Attendance: [http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/attendance/](http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/attendance/)
- Student Self-Service Portal (S3P): [http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/s3p/](http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/s3p/)

Section B: Degree Programme and Module Information:
[http://www.ncl.ac.uk/ltds/governance/modules/dph/degreeprogramme/](http://www.ncl.ac.uk/ltds/governance/modules/dph/degreeprogramme/)

Section C: Student Support:
[http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/](http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/)
- Personal Tutoring: [http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/personaltutoring/](http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/personaltutoring/)
- Peer Mentoring: [http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/peermentoring/](http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/peermentoring/)
- Student Services (King’s Gate): [http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/studentservices/](http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/studentservices/)
- Student Advice Centre: [http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/advicecentre/](http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/advicecentre/)

Section D: What to do if things go wrong:
[http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/](http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/)
- Illness and PECs: [http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/illnessandpecs/](http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/illnessandpecs/)
- Change of Circumstances: [http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/circumstances/](http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/circumstances/)
- Complaints and Appeals: [http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/complaintsandappeals/](http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/complaintsandappeals/)
Section E: Assessment and Feedback:
http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/

- Coursework Submission/Late Submission:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/submission/
- Exams:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/exams/
- Feedback:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/feedback/
- Marking and Moderation:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/markingmoderation/
- Assessment Irregularities/Disciplinary Procedures:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/irregularities/

Section F: Student Representation and Feedback:
http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/

- Module Evaluations:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/evaluations/
- External Surveys:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/externalsurveys/
- Student Representation:
  http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/studentrepresentation/

Section G: Ensuring the Quality of Your Degree:
http://www.ncl.ac.uk/ltds/governance/modules/dph/ensuringquality/

Section H: Resources:
http://www.ncl.ac.uk/ltds/governance/modules/dph/resources/