Organisational Learning Centre

HE College of Excellence

Programme Handbook

Level 4/5 HNC/D

Computing For England (Network Engineering)

sfe
student finance england

TyneCoastCollege

Contents

1. Introduction and Welcome 4
2. Purpose of the Handbook 5
3. Higher Education within OLC College 5
3.1. OLC HE Strategy: 5
3.2. Programme Purpose: 5
3.3. Overview of the Programme 6
3.4. How your programme has been developed to meet the needs of industry 7
4. Programme Structure and Curriculum 7
4.1. Aims and Learning Outcomes of the Programmes 7
4.2. Programme Structure and Curriculum 9
5. The Programme Team 10
5.1. Programme Manager 10
5.2. Unit Leads 11
6. About Your Unit – An Overview 13
7. Teaching, Learning and Assessment 20
7.1. Learning and Teaching 20
7.2. Ethics 21
7.3. Assessment 22
7.4. Feedback and Grades 22
7.5. Assessment Regulations 22
7.6. Assessment Submission Arrangements 22
8. External Examiner 23
9. Recommended Reading 24
10. How to succeed in your Studies 24
11. The Student as a Producer 25
11.1. Independent Study and Autonomous Learning 25
11.2. Support for you, the Student, and your Learning 25
11.3. Students with Disabilities 26
12. Appeals and Mitigating Circumstances 26
12.1. Appeals 26
12.1.1 The College agrees to: 26

12.1.2. The Student agrees to: 27
12.2. Mitigating Circumstances 27
12.2.1. The College agrees to: 27
12.2.2. The Student agrees to: 27

1. Introduction and Welcome

Welcome from Sarah Moraes, Director of Education Innovation and Academic Developments at OLC College.

This programme is offered by OLC in partnership with Tyne Coast College. We have written this handbook to help you understand the Programme of Study you are joining and to help you feel both comfortable, and confident, as a student of OLC College. Please keep it handy for reference purposes.

To get the best out of the programme, you should come prepared to work hard and take responsibility for your own learning.

The Programme Handbook contains information which is specific to your Programme of Study. We hope you will find it useful. Do not worry if you do not understand it all straight away. There will be an Induction Period at the beginning of the programme to help you get to know everyone, find out where things are and to make sure you understand the programme. Your Programme Manager and Unit Tutors will talk you through the key aspects of the handbook during induction and will refer to it again at later stages in the programme. In addition to this handbook, you will also receive a copy of the 'College Handbook, which will provide you with guidance and generic information, which is applicable to your studies. It also provides you with details related to Academic Regulations and important information that you may need to refer to from time to time, whilst you are studying with us.

We want you to enjoy your programme and complete it successfully. If you find you are having problems, or not enjoying the programme, please talk to us. Remember, that everyone needs help and support at some time. Asking for help is not a sign of failure - in fact, it may help you to succeed. Please approach your Programme Manager if you have any questions, or wish to seek clarification about your Programme of Study.

We wish you well with your studies. If there is anything more you need to know that is not in this handbook, please ask.

Yours sincerely,

Sarah Moraes

Director of Education Innovation and Academic Developments
OLC College

2. Purpose of the Handbook

The purpose of this handbook is to clarify the aims of your programme of study and provide some initial information, which we hope will help you to plan your studies.

3. Higher Education within OLC College

3.1. OLC HE Strategy:

OLC College offers full and part time higher education courses in the vocational areas of Computing. Higher Education, within the OLC Pathway, has been restructured in line with the College's 3Es Strategy of Engagement, Evaluation and Enhancement. This has ensured that provision is responsive to the higher level skills requirements of employers.

The programme aims to deliver a flexible programme of study, that will enable you to acquire the requisite knowledge and skills to fulfil your potential and progress in your chosen career path. This will provide a challenging and rigorous curriculum to meet projected needs of employers in the vocational area, with the common core skills, academic benchmarks set by the Quality Assurance Agency (QAA) and knowledge of Computing, embedded within the Units. It is envisaged that the programme will develop the workforce in the region, building high level skills in the sector and ensuring the region is competitive both nationally and globally.

3.2. Programme Purpose:

The purpose of this course handbook is to clarify the aims of your course and provide initial information which we hope will help you to plan your studies.

This programme contains Fifteen Units for the HND Programme. You will be required to undertake a minimum of ten hours' independent study each week for studying full time. The vocational area of Computing is one of continual change and students need to constantly update their knowledge.

This will necessitate a high volume of reading and of applying research skills to access information. As a student, you are expected to keep abreast of current developments and issues relating to innovation, creativity, and research in the industry.

As an OLC Student, you are recommended to undertake independent study and independent research to reinforce your knowledge and skills, outside normal class hours. This practical element of the course is extremely important in enabling you to

relate what is learnt in College to the work setting and to develop a professional approach in your work.

Practical workshop Handbook / Reflective Portfolio

As HNC and HND Student, you will be supported, and evidenced, through a workshop portfolio. You will be expected to draw upon your experiences within the setting, outline the activities/work you were involved in and reflect on these, whilst highlighting their relevance to practice.

3.3. Overview of the Programme

The HNC and HND programmes aim to provide you with the necessary knowledge, skills and abilities needed to be an effective practitioner, in a variety of Computing settings. The programme will provide you with a variety of teaching and learning experiences, that could further your career, with services that support people throughout their life span. The programme, you will follow, will have a strong vocational focus and this will aim to prepare you for work, in both the statutory and non-statutory sectors.

The linking of theory and practice is integral to you throughout this programme. You will be expected to engage in wider research and demonstrate your ability to apply theoretical influences to work based practices. In addition, you will be encouraged to develop professional and practice skills, and be offered the opportunity for you to meet the requirements of particular statutory or regulatory bodies, through the structure and content of the programme.

The programme is aimed at full time students who are either employed, within the field, or who are able to secure a work placement in the industry. An expectation of this course is for you to spend a significant period of time outside of normal classroom sessions in further study, including reading and research.

Each Unit studied on the programme has been created with specific links to industry and employers, with the view to create a programme that maps directly to the skills you will need to work in diverse Computing sector.

By the end of your HNC and HND journey, the qualifications you have gained at this level (Level 4 and Level 5), should have developed an understanding of a complex body of knowledge, some of it at the current boundaries of an academic discipline. Through this, you will have developed analytical techniques and problem-solving skills that can be applied in many types of employment. As the holder of such a qualification, you will be able to evaluate evidence, arguments and assumptions, to reach sound judgements and to communicate them effectively (QAA, 2008).

The aims of this programme have been developed using the Quality Assurance Agency's (QAA) UK Quality Code, relevant QAA subject benchmark statements, the QAA Framework for Higher Education and National Occupational Standards (where relevant).

In relation to the QAA standards, this programme equips you with an enhanced appreciation of contemporary issues that relate to Computing provision. Critical awareness of issues relating to innovation, research, current practices and creativity will be fully explored.

3.4. How your programme has been developed to meet the needs of industry

In addition, OLC College works in partnership with a number of organisations and this will be especially useful to you to pursue a career within Computing. Please see your Programme Manager for further details.

Your relationships with employers within the sector, will continue to be developed, and maintained, through an 'Employer Engagement Week', that is an established event within the annual Academic Calendar. OLC also has a number of links with employers, including regional based organisations.

4. Programme Structure and Curriculum

4.1. Aims and Learning Outcomes of the Programmes.

4.1.1. Aims of the Pearson BTEC Level 4 Higher National Certificate in Computing in partnership with Tyne Coast College of Higher Education.

The Pearson BTEC Level 4 Higher National Certificate in Computing offers students a broad introduction to the subject area, via a mandatory core of Units of learning, while allowing for the acquisition of skills and experience through the selection of optional Units, across a range of occupational sectors at Level 4. This effectively builds underpinning core skills, while preparing you for subject specialisation at Level 5. You will gain a wide range of sector knowledge, linked to practical skills gained in research, self-study, directed study and workplace scenarios.

At Level 4, you will develop a broad knowledge and awareness of key aspects of the Computing sector through eight Units as listed:

● Unit 1: Programming
● Unit 2: Networking
● Unit 3: Professional Practice
● Unit 4: Database Design & Development
● Unit 5: Security
● Unit 6: Managing a Successful Computing Project (Pearson-set unit)
● Unit 9: Computer System Architecture
● Unit 11: Strategic Information Systems

As a successful student, completing the Pearson BTEC Higher National Certificate in Computing, you will be able to demonstrate a sound knowledge of the basic concepts of Computing. You will be able to communicate accurately and appropriately and also you will have the qualities needed for employment, gaining a degree of personal responsibility. Additionally, you will have developed a range of transferable skills to ensure effective team working, independent initiatives, organisational competence and problem-solving strategies. You will be adaptable, and flexible, in your approach to Computing, show resilience under pressure and meet challenging targets, within a given resource.

4.1.2. Aims of the Pearson BTEC Level 5 Higher National Diploma in Computing (Network Engineering) in partnership with Tyne Coast College of Higher Education.

The Pearson BTEC Level 5 Higher National Diploma in Computing (Network Engineering) offers students Network specialist pathways designed to support progression into relevant occupational areas, or on to degree-level study. This pathway is linked to Professional Body standards and vendor accredited certification (where appropriate) and can provide professional status and progression to direct employment.

At Level 5 you will follow the specialist pathway of Network Engineering through seven Units as listed:

- Unit 16: Business Process Support
- Unit 17: Computing Research Project (Pearson-Set)
- Unit 27: Transport Network Design
- Unit 28: Cloud Computing
- Unit 29: Network Security
- Unit 49: Systems Integration
- Unit 51: E-Commerce and Strategy

As a holder of the Pearson BTEC Higher National Diploma, you will have developed a sound understanding of the principles in your field of study and will have learned to apply those principles more widely. You will have learned to evaluate the

appropriateness of different approaches to solving problems. You will be able to perform effectively in your chosen field and you will have the qualities necessary for employment, in situations requiring the exercise of personal responsibility and decision-making.

4.2. Programme Structure and Curriculum

The programme is made up of **8** Units at HNC in Year 1 and **7** Units at HND in Year 2. These adds up to 120 credits at each Level, across your Programme at **Level 4 and Level 5.**

The table below shows how the full-time Programme is structured, the Units, the credit values and when the Modules are delivered.

Level 4 Full Time (Year 1)

Units	Credits	Term 1✓	Term 2✓	Term 3
Programming	15 Credits	✓		
Networking	15 Credits	✓		
Professional Practice	15 Credits		✓	
Database Design & Development	15 Credits		✓	
Security	15 Credits		✓	
Managing a Successful Computing Project (Pearson-set unit).	15 Credits			✓
Computer System Architecture	15 Credits			✓
Strategic Information Systems	15 Credits			✓

Level 5 Full Time (Year 2)

Units	Credits	Term 1✓	Term 2✓	Term 3
Business Intelligence	15 Credits	✓		
Transport network Design	15 Credits	✓		
Cloud Computing	15 Credits	✓		
Network Security	15 Credits		✓	
E-Commerce & Strategy	15 Credits		✓	
Systems Integration	15 Credits		✓	
Computing Research Project	30 Credits			✓

5. The Programme Team

The Programme Team is available to support you throughout your studies and consists of a Programme Manager and Unit Leads. They will be responsible for co-ordinating, planning and monitoring the effective running of the Programme.

5.1. Programme Manager

Title	Name	Email Address
Programme Manager	Mohammad Rahman	mrahman@olceurope.com

Mohammad Rahman is your Programme Manager. Any general problems, or questions, should be directed to the Programme Manager in the first instance. Any Unit specific questions, or problems, should be directed to the Unit Lead.

The Programme Manager is responsible for the day-to-day operational management and supervision of the Programme, including:

- Recruitment, enrolment, and induction of students.
- The planning and delivery of curriculum and associated student assessment.
- The provision of tutorial advice, guidance, and career planning

5.2. Unit Leads

They are responsible for the planning, delivery and assessment of your Unit and will provide you with a Unit Guide, at the start of each Unit. They will tell you what you will learn and what you need to produce to successfully complete each Unit. At the end of each Unit, your Unit Leader will also ask you to review and provide feedback on your experience.

Here is a list of your Unit Leaders and their contact details.

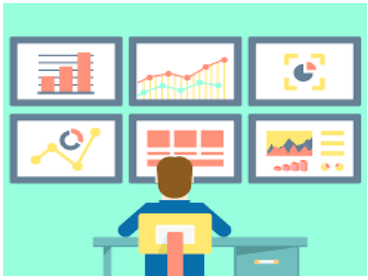
Title	Name	Email Address	Modules Taught
Programme Manager/ Unit Leader	**Mohammad Rahman**	mrahman@olceurope.com	• Programming • Strategic Information Systems. • Database Design and Development
ICT Tutor OLC, London/ Unit Leader	**Mulugeta Tadele**		• Programming • Database Design and Development • Security • Computing Research Project • Transport Network Design • Network Security
Unit Leader	**Olutande Akingbehin**	oakingbehin@olceurope.com	• Professional Practice • Computing Research Project.
London Faculty/ Unit Leader	**Ernest Kwateng**	ekwateng@olceurope.com	• Professional Practice. • Managing a successful Computing

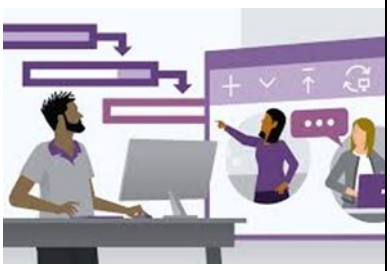
			Project. • Business Intelligence.
Trainee Tutor	**Andy Boodeea**	aboodeea@olceurope.com	• Networking • Security
Computing Technician	**Ram Pokhrel**	rpokhrel@olceurope.com	• Support

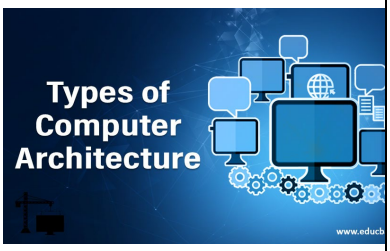
6. About Your Unit – An Overview

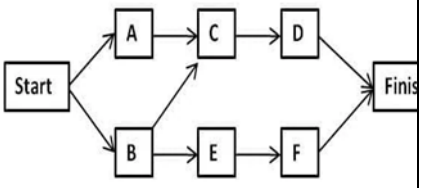
A diverse set of Units will be studied throughout Level 4 and Level 5. Your Units have been designed with employers in mind, and will equip you with the necessary skills to enable you to progress into employment, within the Computing sector.

Year 1 HNC Units		
Level 4 - HNC Year 1 – Full Time	Code: **D/615/1618** **Programming (Unit 1)** 15 Credits 	This Unit introduces you to the core concepts of programming, with an introduction to algorithms and the characteristics of programming paradigms. Among the topics included in this Unit are introduction to algorithms, procedural, object-orientated & event-driven programming, security considerations, the Integrated Development Environment (IDE) and the debugging process. ***Assessment Components*** ***Summative assessments which will comprise of any or combination of the following:*** ● Written reports, essays ● In-class tests ● Examinations ● Creation of design documents ● Creation of implementation documents ● Work-based projects ● Academic posters, displays, leaflets ● PowerPoint (or similar) presentations ● Recordings of interviews/role plays ● Working logbooks, reflective journals ● Presentations with assessor questioning ● Time-constrained assessment.
Level 4 - HNC Year 1 – Full Time	Code: **H/615/1619** **Networking (Unit 2)** 15 credits 	You will explore a range of hardware, with related software, and will configure and install these to gain knowledge of networking systems. A range of networking technologies will be explored to deliver a fundamental knowledge of Local Area Networking (LAN), Wide Area Networking (WAN) and their evolution to form large scale networks and the protocol methodologies related to IP data networks will be explored. On successful completion of this Unit, you will gain knowledge and skills to successfully install, operate and troubleshoot a small network and the

		operation of IP data networks, router, switching technologies, IP routing technologies, IP services and basic troubleshooting. Supporting a range of Units in the Higher National suite, this Unit underpins the principles of networks for all and enables you to work towards your studies in vendor Units, if applicable. ***Assessment Components*** Same as Unit 1
Level 4 HNC Year 1 – Full Time	Code: **Y/615/1620** **Professional Practice (Unit 3)** 15 Credits 	This Unit provides a foundation for good practice in a variety of contexts. The ability to communicate effectively using different tools and mediums will ensure that practical, research, design, reporting and presentation tasks are undertaken professionally and in accordance with various communication conventions. Among the topics included in this Unit are the development of communication skills and communication literacy; the use of qualitative and quantitative data to demonstrate analysis, reasoning and critical thinking; and tasks that require the integration of others within a team-based scenario and planning and problem-solving. ***Assessment Components*** Same as Unit 1
Level 4 HNC Year 1 – Full Time	Code: **H/615/1622** **Database Design & Development (Unit 4)** 15 Credits 	The aim of this Unit is to give you the opportunities to develop an understanding of the concepts and issues relating to database design and development, as well as to provide the practical skills to translate that understanding into the design and creation of complex databases. Topics included in this Unit are examination of different design tools and techniques; examination of different development software options; considering the development features of a fully functional robust solution covering data integrity, data validation, data consistency, data security and advanced database querying facilities across multiple tables; appropriate user

		interfaces for databases and for other externally linked systems; creating complex reports/dashboards, testing the system against the user and system requirements; and elements of complete system documentation. ***<u>Assessment Components</u>*** Same as Unit 1
Level 4 HNC Year 1 – Full Time	Code: **K/615/1623** **Security (Unit 5)** *<u>15 Credits</u>* 	This Unit introduces you to the detection of threats and vulnerabilities in physical and Computing security, and how to manage risks relating to organisational security. Among the topics included in this Unit are Network Security design and operational topics, including address translation, DMZ, VPN, firewalls, AV and intrusion detection systems. Remote access will be covered, as will the need for frequent vulnerability testing, as part of organisational and security audit compliance. ***<u>Assessment Components</u>*** Same as Unit 1
Level 4 HNC Year 1 – Full Time	Code: **T/615/1625** **Managing a Successful Computing Project (Unit 6)** *<u>15 Credits</u>* 	The aim of this Unit is to offer you an opportunity to demonstrate the skills required for managing and implementing a project. You will undertake independent research and investigation for carrying out, and executing, a computing project, which meets appropriate aims and objectives. On successful completion of this Unit, you will have the confidence to engage in decision-making, problem-solving and research activities, using project management skills. You will have the fundamental knowledge and skills to enable you to investigate, and examine, relevant computing concepts, within a work-related context, determine appropriate outcomes, decisions or solutions and present evidence to various stakeholders, in an acceptable and understandable format.

		Assessment Components Same as Unit 1
Level 4 HNC Year 1 – Full Time	Code: **J/618/7416** **Computer Systems Architecture (Unit 9)** *15 Credits*  	Among the topics included in this unit are CPUs, memory, input and output devices, ALU operations, program execution, operating systems (including kernel, file systems, API and system calls), hardware management, installation, firmware, device drivers, networking (including OSI and TCP/IP models), error and information gathering, fault diagnostics, security and problem resolution. ***Assessment Components*** Same as Unit 1
Level 4 HNC Year 1 – Full Time	Code: **A/615/1626** **Strategic Information Systems (Unit 11)** *15 Credits* 	Among the topics included in this Unit are understanding organisations in terms of their information needs and the variances within different functional areas. Examination of different information systems at the operational, tactical and strategic levels will be required. In addition to evaluating their effectiveness and role, in terms of decision making and gaining competitive advantage. As a result, you will develop skills such as communication, literacy, critical thinking, analysis, reasoning, and interpretation, which are crucial for gaining employment and developing academic competence. ***Assessment Components*** Same as Unit 1
Year 2 HND Units		

Level 5 - HND Year 2 – Full Time	Code: **K/618/7425** **Computing Research Project (Unit 16)** 30 Credits  Precedence Diagram Method (PDM)	The aim of this Unit is to offer you the opportunity to engage in sustained research in a specific field of study. The Unit enables you to demonstrate the capacity and ability to identify a research theme, to develop research aims, objectives and outcomes and to present the outcomes of such research, in both written and verbal formats. The Unit also encourages you to reflect on their engagement in the research process during which recommendations for future, personal development are key learning points. As a result, you will develop skills such as communication, literacy, critical thinking, analysis, synthesis, reasoning, and interpretation, which are crucial for gaining employment and developing academic competence. ***Assessment Components*** Same as Unit 1
Level 5 - HND Year 2 – Full Time	Code: **A/618/7428** **Business Process Support (Unit 17)** 15 credits 	This unit introduces students to a range of tools, techniques and technologies used for acquiring data and processing it into meaningful information that can be used to support business functions and processes. Students will examine how data and information support business processes, the mechanisms to source and utilise data and turn it in to usable, and valuable, information output. Students will explore real-world business problems, the emergence of data science and how the application of data science can be used to support business processes. Finally, students will demonstrate practical application of data science techniques to support real-world business problems. ***Assessment Components*** Same as Unit 1

Level 5 HND Year 2 – Full Time	Code: **K/618/7439** **Transport Network Design (Unit 27)** 15 Credits 	Among the topics included in this Unit are network design principles, network design Units, features of enterprise Computing networks, such as scalability, reliability, availability and hierarchy, LAN redundancy and related issues, spanning three protocols, route redundancy protocols, link aggregation, in-band and out-of-band network device management, features and characteristics of WAN networks, WAN technologies and protocols, such as PPP, Frame Relay and VPN with IPsec, network monitoring tools, Network Security, network documentation, network troubleshooting methods and LAN and WAN connectivity issues. ***Assessment Components*** Same as Unit 1
Level 5 HND Year 2 – Full Time	Code: **K/618/7442** **Cloud Computing (Unit 28)** 15 Credits 	This Unit is designed to develop an understanding of the fundamental concept of Cloud Computing, cloud segments, and cloud deployment models, the need for Cloud Computing, an appreciation of issues associated with managing cloud service architecture and to develop a critical awareness of Cloud Computing based projects. Topics included in the Unit are the paradigms of networking, fundamentals of Cloud Computing, Cloud Computing architecture, deployment models, service models, security, technological drivers, and cloud service providers. ***Assessment Components*** Same as Unit 1

Level 5 HND Year 2 – Full Time	Code: **M/618/7443** **Network Security (Unit 29)** *15 Credits* 	Among the topics included in this Unit are historical Network Security (NS) principles and associated aspects such as Firewalls, Routers, Switches, MD5, SSL, VPN, AES, SHA-1/2, RSA, DES, 3DES; different types of public and private key cryptography, such as Caesar Cipher, IPSec; types of attacks that can be done on a network and methods of preventing such attacks such as Man-In-the-Middle (eavesdropping), Denial of Service(DoS), Distributed Denial of Service (DDoS) (ping);Certificate Authority (CA); 'The Cloud Security aspects and associated counter-measures such Public Cloud, Private Cloud, Hybrid Cloud, Community Cloud, Platform-as-aService (PaaS), Infrastructure-as-a-Service (IaaS), phishing, spoofing, DNS attack, SQL Injection, MAC Address spoofing/control. Firewalls and other Gateways can be used as a tool for Intrusion Detection and Prevention, as they can be situated on the perimeter of the Network to provide security. ***Assessment Components*** Same as Unit 1
Level 5 HND Year 2 – Full Time	Code: **D/618/7485** **Systems Integration (Unit 49)** *15 Credits* 	Among the topics included in this Unit are: enterprise business objectives, purpose and operation of systems integration, systems specification documents, feasibility analysis, risk assessments, architectural development, hardware and software technologies for systems integration, operational configuration, systems integration design framework, design, development and deployment of a systems integration solution, quality assurance, cloud services as a systems integration provision, cloud service models and different deployment models, such as private and public cloud services. ***Assessment Components*** Same as Unit 1

Level 5 HNC Year 2 – Full Time	Code: **K/618/7487** **E- Commerce & strategy (Unit 51)** *15 Credits* 	This unit gives students an understanding of how and why businesses and organisations develop E-Commerce strategies to remain competitive in the global market. Students will gain appreciation of the elements and resources required to set up an E-Commerce site. They will engage in the design and implementation of strategies that would, in reality, form part of a secure E-Commerce site. Students will examine the impact that E-Commerce has on society and the global market for consumers, buyers and sellers in terms of the benefits and drawbacks of online purchasing. Students will research the technologies involved in setting up a secure E-Commerce site in preparation for implementing their own E-Commerce strategy. ***Assessment Components*** Same as Unit 1

7. Teaching, Learning and Assessment

7.1. Learning and Teaching

The OLC Team will provide you with a range of student-centred learning and teaching methods, which will build upon, and further enhance, your knowledge and skills. These will include lectures, group-based activities, including tutorials, and collaborative student led seminars and presentations, workshops, enquiry-based approaches, such as case study scenario/ critical incident analysis, simulated experiences, such as workshops and discussions. Whilst the teaching methods are designed to address learning outcomes, your Tutors will mix the modes of delivery to make the sessions more interesting, varied and make your study experience generally enjoyable.

OLC College offers academic support, designed to support your understanding, and to help you meet with assignment requirements, as well as supporting you with employability skills.

Lectures

The aim of lectures is to give information on ideas that are central to the Unit and to help you in developing your understanding of complex ideas. All of the teaching materials for lectures are made available electronically, via OLC Virtual Learning Environment (VLE). Lectures will be used to explore key themes, within the specific Units, and small group seminars will enable you to critically debate the significance of these issues.

Workshops, Seminars and Tutorials

Workshops will be implemented where the subject matter is not best communicated by a lecture, but by informal discussions and practical illustrations or experiences. In Units, small group workshop activities will be used to support you and to encourage peer learning and support.

As this course represents study at HNC and HND level, you will be required to be independent learners. This will be a feature of the programme, as a whole, and will be emphasised throughout. You will be required to accept responsibility for meeting objectives that have been negotiated, and agreed, with your Unit Tutors. Clearly, a different type of learning is involved with this approach. There will be an emphasis on you applying the subject knowledge you have gained, throughout the course, to the problem agreed by the Tutor. Academic rigor will be ensured by requiring you to use your higher order intellectual skills of analysis, synthesis and evaluation, when meeting the objectives established with the Tutor.

E-learning Resources

Your Unit Tutors will be actively using the OLC VLE to support all teaching and learning, as e-delivery, e-support, e-resources are considered vital within the overall teaching and learning strategy. Examples of this include, uploading of lecture notes, presentations, links to e-journals, articles, online videos and e-books. Most of your core texts are available as e-books from the e-library. You are actively encouraged to utilise these resources and also use online forums (Discussion Boards) for peer interaction, which stimulates group activity. Your Tutor will also use Discussions Boards to provide formative feedback.

7.2. Ethics

As a Student undertaking research, you must ensure that you receive ethical approval before embarking on collection of necessary data, particularly if collecting data from human subjects. Ethics is a crucial area of focus at Level 4 and Level 5 study.

The ideas of ethics will be explored through your research methods and dissertation Units. You will be given an insight into the appropriate procedures that must be followed when conducting any primary research, within your studies.

7.3. Assessment

Assessment has two purposes:

a) To provide you with feedback about how your work is progressing – this is called 'formative' assessment.
b) To measure and record your achievement of Units towards the qualification – this is called 'summative' assessment.

Formative assessment takes place during the delivery of a Unit – it is often informal, intended to provide feedback to both Tutors and you, the Student. This form of assessment isn't normally graded. However, if a grade is given, this is used to help you understand your strengths and weaknesses and does not influence the final Unit grade. Formative assessment is important in helping you recognise where you are, in the context of understanding the subject.

Summative assessment is marked and contributes to the final grade. This includes forms of assessment such as reports, case studies, poster presentations and dissertation.

Your assessments will be informed by industry to ensure that they reflect industry practice.

7.4. Feedback and Grades

As part of the grading process, your assessments will be graded by a Unit Tutor and the assessment will then be internally moderated by our Internal Verifier. All grades are provisional, until ratified by the Unit Examination Committee and Board of Examiners.

Feedback is normally in the form of individual feedback sheets via Turnitin, which is embedded into our VLE, on each individual Unit VLE page. The format of feedback will be explained by your Unit Tutor. Feedback will be provided within 2 working weeks of the submission date.

7.5. Assessment Regulations

The Programme adopts Tyne Coast College Academic Policies which can be accessed from the College website by following the link:

https://www.tynemet.ac.uk/useful-information/downloads.

7.6. Assessment Submission Arrangements

All assessments must be handed in by the deadline, or you will incur penalties (see Tyne Coast College Academic Policies). The submission arrangements for this programme are as follows:

Type of Summative Assessment?	Where to hand in?	What else do I need to hand in with my assignment?	Will I get a receipt?
Written report	Turn-it-in via VLE	Front sheet with signed statement of authenticity (attached to the online version)	Yes, Turn-it-in will produce a digital receipt and you should keep a printed copy of this.
Discussion	As arranged	N/A	N/A
Poster	In class or Turn-it-in via VLE	N/A	Yes, Turn-it-in will produce a digital receipt and you should keep a printed copy of this.
Presentation	Turn-it-in via VLE	As arranged	Yes, Turn-it-in will produce a digital receipt and you should keep a printed copy of this.
Portfolio	Student Services There may be occasions where a portfolio will be also submitted via turn-it-in.	Front Sheet with signed statement of authenticity	Yes

NB Please keep all submission receipts as you will need these as proof that you submitted your assessment in time.

8. External Examiner

Students often ask questions about how do I know that my qualification is broadly of the same standard as qualification awarded, for similar courses offered by other Universities and Colleges. In the UK, we have a system called External Examining, which is one of several ways that we confirm that standards are met. An External Examiner is generally an experienced Lecturer from another College, or University, who offers an independent view as to whether your work on the course is of the correct standard. The External Examiner does this by looking at samples of work (e.g., assignments, exam answers, and dissertations), discussing the work with your Tutors and attending the Assessment Boards, to endorse results. They then produce an Annual Report, which tells us about any concerns they have and any good practice they have identified.

Sometimes your Units may have a different External Examiner and your Unit Leader can provide details, on request. ***Please note that students are not permitted to contact External Examiners directly and External Examiners will not respond to any communication from individual students.*** If you have any concerns about your Programme, then please speak to your Programme Manager.

9. Recommended Reading

At the start of each Unit, you will be provided with a Unit Guide, that will give you a list of the recommended reading and learning materials, to support the assessment of your Unit.

The reading lists will be available in the College library and/or electronically.

10. How to succeed in your Studies

Studying Higher Education is subtly different. Although your Unit Tutors will provide support, the onus to learn is placed firmly on you. For example, each Unit typically has 60 Guided Learning Hours (GLH). In most cases these will be spent in lecturers, seminars and tutorials. The remaining learning time is for you to get a deeper understanding of the subject, through reflection and abstraction.

The 60 hours of study time on each Unit are spread over 10 or 11 weeks of the Academic Term. In class, this is normally from 4/5 hours per Unit per week, with the rest of the time spent in independent study, for example carrying out background reading, doing assignments and revising for examinations.

However, in some study weeks, you may find you need to do very little extra study, but in other weeks there is a lot of extra work to do – the average is about 8 hours per week. Also, you may find that because of your previous learning experience, certain Units are quite easy for you, so you will need to spend less time on independent study, whereas other Units are quite new to you and more study time is needed.

The support of your Programme Manager and Unit Tutors will of course be available throughout this process!

11. The Student as a Producer

In taking ownership of your own studies, you will have the opportunity to develop your own research areas, that contribute to the wider learning of the subject area. The College will facilitate, and support you, the student, who is enthused about doing this.

There is the opportunity to join the Computing Specialist Group, this will include both Level 4, and Level 5 students, working with the support of the College Research Support Team. You may join in an existing research project, or create your own project research team. More information will be provided, as part of your induction process.

Employability skills will be embedded throughout these Units, particularly through the research methods/research Units. You will have the opportunity to engage in employability events and attend guest speaker seminars.

11.1. Independent Study and Autonomous Learning

Taking ownership of your study means being proactive in your learning, the more widely you read, you will gain a better understanding of the rapidly changing landscape of the Computing sector. This will enhance your learning and experience and prepare you for a Computing career.

Autonomous learning, also called student–centred learning or independent learning, relates to the change in focus in the classroom, from the teacher to you, the Student. As an individual Student, you will construct your own understanding, based on your prior knowledge and current learning experiences, which is why independent learning is so important, so that you can bring an informed opinion to classroom debate.

11.2. Support for you, the Student and your Learning

If you are experiencing any difficulty coping with the material in any Unit, you should initially approach the Academic Staff delivering the Unit.

Additional information about your Programme can be accessed obtained through:

- Induction Programme
- Programme Handbook
- OLC Student Handbook
- OLC online VLE

Information is provided on the notice boards, in and around each campus, predominately in the common areas, via e-mail, social media and on our VLE for general information about College activities.

The OLC Library plays a crucial role in supporting Students, both on induction and throughout the programme. The services provided by the Library include, information on access to textbooks, e-books, and e-journals, assistance with Harvard referencing and using the internet efficiently for research.

Additional support and information about your programme can be obtained through the Student Service team by email via studentservices@olceurope.com, alternatively please call the team on 01204 525511.

11.3. Students with Disabilities

The College provides confidential support for Students who have disabilities or individual needs, which may affect their study or assessment periods.

The OLC Student Services Team provides support to students, who disclose a disability or learning need. As a Student, you have the opportunity to discuss, and agree, an "Alternative Assessment" plan, with your Programme Manager and a dedicated member of the teaching support team.

If you require additional assistance to complete your studies, due to a disability and/or difficulty, please book a tutorial with your Personal Tutor or Programme Manager, and they will arrange for your referral to the Learning Support Service. Any information you disclose will be handled in a sensitive and discrete manner, to ensure confidentiality.

12. Appeals and Mitigating Circumstances

12.1. Appeals

12.1.1 The College agrees to:

- Allow the Student the right to appeal any decision or mark/grade by the College which they feel has been made unfairly, or that does not take into account all the facts of a situation – including any mitigating circumstances.
- Handle appeals in a formal and objective manner.
- Handle appeals promptly and with a worthy amount of diligence.
- Make you, the Student, aware of any information or documentation needed for the investigation within good time of the appeal, such that you, the Student, has plenty of time to submit them.
- Make available, within reason, the Director of Curriculum Studies to consider appeals. Where you have exhausted internal channels, you have the option to

take appeals to BAC, Pearson and the OIA. For these procedures see the following links.
https://www.the-bac.org/bac-complaints-procedure/
https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html
https://www.oiahe.org.uk/students/how-to-complain-to-us/

- Communicate to **you,** the Student**,** the result or finding of any appeal at the earliest possible opportunity.

12.1.2. The Student agrees to:

- Bring any appeals to the College's attention within 14 days of the relevant decision. You, the Student, understands that delaying appeals for extended periods of time may have an adverse effect on the result.
- Make appeals honestly, and provide all information required from you truthfully, and as soon as possible.
- Bring appeals to the attention of the College through the formal channels put in place, i.e. make them in writing to the relevant College Director (Director of Curriculum Studies, Director of Student Services or The Managing Director & Dean). An appeals/complaints form is available to you, as a Student.

12.2. Mitigating Circumstances

12.2.1. The College agrees to:

- Allow you, the Student, the right and chance, to put forward for consideration mitigating circumstances, which may have had an effect on grades received. A mitigating circumstances form is available to you.
- Allow you, the Student, the right to put forward for consideration mitigating circumstances for any decision which may be made against the you, e.g., in such cases as plagiarism, dismissal from assessments or lack of attendance to scheduled lessons.
- Allow you, the Student, reasonable time to provide supporting documentation (original copies), or information for your claims of mitigating circumstances, in time for consideration of your appeal.
- Consider any, and all mitigating circumstances submitted by you, in a fair and objective manner.
- Report, if appropriate, to you any results from the consideration of mitigating circumstances.

12.2.2. The Student agrees to:

- Submit honest and valid mitigating circumstances.
- Submit any mitigating circumstances at the earliest opportunity, ideally before, or as soon as the situation occurs.

- Include any relevant documents (original copies) or evidence supporting claims of mitigating circumstances, as soon as possible. You, the Student, understands that unreasonable delays in providing supporting documents or evidence may reduce their effect at appeal.

We hope that you enjoy your studies and the OLC Computing Team looks forward to supporting you through this rewarding journey!

The best of luck!