



Graduate School  
of Professional Legal Education

# COURSE HANDBOOK

Postgraduate Diploma in  
Professional Legal Education



**UNIVERSITY OF ULSTER**

**FACULTY OF SOCIAL SCIENCES**

**GRADUATE SCHOOL OF PROFESSIONAL LEGAL EDUCATION**

**POSTGRADUATE DIPLOMA IN LEGAL PRACTICE**

**Accredited by the Law Society of Northern Ireland**

## **COURSE HANDBOOK**

**Course Code: 5040**

**Course Director: Ms Diane Nixon**

**Academic Year 2010-2011**

Part I - Student Handbook

Part II - Course Regulations are included in Course Handbook

**IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOU OBTAIN THESE  
PARTS OF THE HANDBOOK**

## **Disclaimer**

Details of the Course are set out in this Handbook. The University will use all reasonable endeavours to deliver the course in accordance with the descriptions set out. However the University does not provide education on a commercial basis and is largely dependent on public and charitable funds, which the University has to manage in a way which is efficient and cost-effective, in the context of the provision of a diverse range of courses to a large number of students. The University therefore reserves the right to make variations in the content or method of delivery or assessment or other course changes if such action is reasonably considered necessary by the University in the context of its wider purposes.

## **Retention of Information**

You are advised that you should retain this Handbook and associated module handbooks for future reference. You may be asked to provide documentary evidence of modules taken and their content by potential employers or in connection with an application to undertake further study. The University can provide such details from its records, but will make a charge to cover the costs involved in conducting searches and supplying information.

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## **Welcome from the Director**

Welcome to the Graduate School of Professional Legal Education. The Graduate School is a new and exciting departure for the University of Ulster. It is the sole provider of professional legal education in the North-West and only the second provider in Northern Ireland.

The Graduate School provides places for 28 students wishing to obtain the Postgraduate Diploma in Legal Practice which will enable them to qualify as solicitors. The School has a team of experienced legal professionals, both solicitors and barristers, to deliver the core subjects of the course. In addition we will be inviting leading practitioners from the North-West and across Northern Ireland to give the students the benefit of their professional experience. The School will work closely with the Law Society to ensure that the course meets the requirements of the legal profession.

The Graduate School will seek to provide a professional education for the professional lives our students will lead. The focus of the course will be on equipping students with the necessary practical skills to discharge their professional functions as solicitors. This will include negotiation, advocacy, and drafting legal documents. We will seek to create an interactive and innovative learning environment and will expect our students to make a major contribution to that process.

***PAUL MAGEEAN***

Director

Graduate School of Professional Legal Education

## **The Postgraduate Diploma in Legal Practice at Magee**

### ***Introduction***

The Postgraduate Diploma in Professional Legal Practice on which you have been enrolled has been designed and developed in partnership with the Law Society of Northern Ireland to meet the needs of the solicitors' profession in a rapidly changing legal environment. The provision of vocational legal education at the University of Ulster will complement the range of undergraduate and postgraduate courses already firmly embedded in this University, and will allow us to provide the entire range of legal education, both academic and professional.

The course fits within the two-year educational model established by the Solicitors Admission and Training Regulations 1998 (as amended), which are made pursuant to the Solicitors (Northern Ireland) Order 1976. As you will be aware, these Regulations prescribe a two-year period of apprenticeship which begins on 1 September in the year of admission. Training is carried out in your Master's office until December following which you will complete the academic course four days per week and attend your Master's office one day per week (Monday) plus holidays. The final eight months are also spent in your Master's office. Successful completion of the two year apprenticeship and academic course will entitle you to be enrolled on the Roll of Solicitors in Northern Ireland.

## **Members of Staff**

### Staff (Graduate School)

Paul Mageean, LLB, LLM, Solicitor Tel: (028) 7167 5429 Email: p.mageean@ulster.ac.uk	Director of the Graduate School
Anne Brown, LLB, BCL (Oxon), MA TESOL, Solicitor Tel: (028) 7167 5331 Email: am.brown@ulster.ac.uk	Senior Lecturer in Legal Practice
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Christopher Coyle, LLB, LLM, Barrister-at- Law Tel: (028) 7167 5292 Email: cpm.coyle@ulster.ac.uk	Lecturer in Legal Practice
Emile Daly, Tel: (028) 7167 5274 Email: e.daly@ulster.ac.uk	Lecturer in Legal Practice
Christine Stewart Tel: (028) 7167 5485 Email: c.stewart1@ulster.ac.uk	School Administrator
Helena Devine Tel: (028) 7167 5222 Email: h.devine@ulster.ac.uk	School Secretary

### ***The Graduate School Office***

The Graduate School office is situated on the top floor in MG Building and will be open during normal office hours.

Please use the School Office to:

- Hand in coursework (Note: you may NOT hand in coursework anywhere else)
- Leave post or hand delivered messages for members of staff
- Make appointments to see members of staff
- Make general enquiries

There is also a School notice board in the computer suite above the main teaching area which will be used to display important information about the course. Please check the notice board regularly.

You may also receive information about the course via text message so if you change your mobile phone number please let the School office know.

### ***Contacting Members of Staff***

All members of academic staff operate 'office hours'. This means that on specified occasions in the week, each member of staff will be available to see students. Details of these office hours will be displayed on office doors. You can drop in to see the member of staff in these office hours, or you make an appointment through the School Office. It is important to remember that the academic staff work within the School on an associate or part-time basis. This is to enable them to continue to practice.

You may also telephone or email the member of staff (contact details are listed on page 6 of this document) or you may leave a message for him or her in the School Office. Please remember that staff are busy people and will reply to your message or request as soon as they can. Repeatedly calling or emailing someone may only add to the burden and probably delay a response.

## THE COURSE

We are proposing a student-centred skills based course, which aims to develop the skills that you will require in practice in addition to developing a knowledge base. We thus aim to provide you with a platform from which you may acquire the necessary skills through practical exercises based upon typical scenarios that are likely to arise in practice.

You will interview 'clients', draft legal documents and correspondence, read example materials and documents received in a solicitor's office, make decisions regarding the future conduct of fictional cases – all steps to emulate real life in a practice insofar as possible. It will be a more participative environment for students than you will have experienced in undergraduate studies, in which you will encounter ethical and substantive issues in a learning environment which will be exciting, meaningful and relevant for students.

### *The Course Structure and Requirements for the Award*

The course is modular in design. There are ten modules (listed in the table below), some of which will also be divided into individual short courses. Each of the ten modules represents 10 or 20 credit points providing a total of 140 credit points. In order to successfully complete the Postgraduate Diploma you will need to successfully complete all ten modules, thereby attaining a total of 140 credit points. There will not be a choice in modules.

A number of the modules will straddle both semesters and, for administrative purposes, may receive the suffix 1 and 2.

The course comprises the following modules, some of which will be divided into individual short courses.

<b>Module Title</b>	<b>Credit Level</b>	<b>Credit Points</b>	<b>Module Status</b>	<b>Awards</b>
Conveyancing	7	20	Compulsory	
Wills and Probate	7	20	Compulsory	
Civil Litigation 1	7	10	Compulsory	
Civil Litigation 2	7	10	Compulsory	
Criminal Procedure	7	20	Compulsory	
Business and Commercial Practice and Procedure	7	20	Compulsory	
Financial Management	7	10	Compulsory	
Skills	7	10	Compulsory	
Practice Management	7	10	Compulsory	
Professional Ethics and Conduct	7	10	Compulsory	
<b>Total</b>		<b>140</b>		<b>Postgraduate Diploma</b>

### ***Course Content***

#### The Educational Aims and Objectives of the Course

The course aims to build on your prior learning and provide you with the following:

- A range of practical skills and a knowledge base necessary to equip you to enter practice as a solicitor
- An understanding of the application of law in practice
- An appreciation of the concept of professionalism and ethics in line with current professional standards
- An ability to bridge the gap between the academic study of law and the practice of law
- An ability effectively to communicate with clients, lawyers and non-lawyers in a professional capacity
- An understanding and appreciation of the need to take future responsibility for their own professional development
- A qualification recognised by the Law Society for NI.

## ***The Modules***

A summary of the content delivered within each module of the course is set out below. A short handbook for each module will be provided at the start of that module. It will provide more detailed information on how the module will be delivered. This will enable you to better manage and pace your learning.

### Conveyancing

- Taking instructions
- Reading and understanding title
- Enquiries and searches
- The contract/general and special conditions/creation of a binding contract
- Pre-completion/completion and post completion steps
- Remedies
- Delays or failure to complete in accordance with contract
- Easements, rights and covenants
- Leases – grant and assignment of leases
- Commercial leases
- Ethics in conveyancing
- Costs, funding

### Wills and Probate

- Taking instructions, drafting wills, appointment of executors, types of legacy and disposition
- Execution of wills
- Alterations, codicils, revocation
- Elderly clients, capacity and powers of attorney
- Office of Care and Protection
- Tax planning
- Extraction of grant of probate or grant of administration
- Administration of estates
- Applications under the inheritance provisions
- Costs, funding

### Civil Litigation 1

- An introduction to civil litigation, court structure, venue, an overview of the action
- Methods of resolving disputes, litigation, & ADR
- Jurisdiction of the Courts and international jurisdiction issues
- Costs, funding, legal aid
- The retainer, conduct issues, use of counsel
- Human Rights Act 1998 and its impact on civil litigation
- Elements of causes of action, limitation, damages and remedies

- Evidence
- Experts and witnesses, statements of evidence
- Drafting pleadings and letters of claim
- Issue and service of proceedings including service out of the jurisdiction
- Interlocutory proceedings including Discovery, interrogatories and inspection
- Seeking judgment
- Preparation for trial
- Trial procedure
- Appeals
- Enforcement procedure
- Basic Judicial Review procedure
- Licensing
- Criminal Damage
- Rules of Court and Practice Directions

## Civil Litigation 2

- Industrial and Fair Employment Tribunal procedure
- Basic procedure in family courts – Article 8 order applications, divorce, applications for financial provision, Public Law Children Order applications
- Jurisdiction of the Courts and international jurisdiction issues
- Costs, funding, legal aid
- The retainer, conduct issues, use of counsel

## Criminal Procedure

- Basic Principles – Statutes, the Common Law and other Fundamental Resources
- Visits to Police Station and PACE Interviews
- Taking instructions
- Pre-trial Issues – Disclosure, Defence Statements, Proofs and Abuse of Process etc.
- Summary trial procedure
- Trial on indictment procedure
- Sentencing practice and procedure
- Bail and remands
- Appeals to County Courts and Court of Appeal
- Evidence in criminal trials – Overview of the Basic Rules, The Criminal Justice (Evidence) (Northern Ireland) Order 2004 and Challenging Admissibility
- Role of counsel
- Role of solicitors in advocacy – Solicitor Advocates
- Practical Issues and the Ethics of Practice
- Youth Court practice and procedure

- Implications of the Human Rights Act 1998 for criminal practice and procedure
- Rules of Court and Practice Directions
- Costs, funding, legal aid

#### Business & Commercial Practice and Procedure

- Partnerships - creation, running of the partnership and dissolution
- Limited liability partnerships
- Company incorporation, statutory duties in running company, shareholder and directors rights and responsibilities
- Administration and winding up of company
- Company searches
- Legal responsibilities in running a business - tax, insurance
- Company and partnership accounts
- Basic insolvency procedure – statutory demands, setting aside a statutory demand, bankruptcy petition and bankruptcy orders, bankruptcy searches
- Companies – winding up
- IVA's

#### Financial Management

- Entries to the accounts
- Office accounts
- Double entries system
- Balance Sheet
- Profit and loss account
- Regulations
- Money laundering and Proceeds of Crime
- Ethics in financial management

#### Practice Management

- Risk Management
- Time management
- File management
- Secure documents – deeds, wills
- Dealing with people within the office environment
- Employer practices, policies and procedural requirements including Fair Employment requirements and returns, Health and Safety practices, contracts of employment, appraisals

## Professional Ethics and Conduct

- Role of solicitor as an officer of the Court
- Role of solicitor in dealing with clients including letters of engagement
- Role of solicitor in dealing with counsel, the court, legal and other professionals and third parties
- Statements and undertakings made by solicitors
- Money laundering and proceeds of crime
- Transfer of files between solicitors
- Effecting court settlements and appropriate advice to client.
- Costs
- The role of a solicitor in dealing with vulnerable clients
- Complaints
- Disciplinary procedures of the Law Society
- Role of the Money Laundering Reporting Officer
- Rules and canons of professional conduct

## Skills

- Oral negotiation
- Negotiating
- Drafting legal documents and letters
- Interviewing
- Marshalling facts
- Advocacy

The skills module will be complemented by a two day course, which will be run by the University's School of Communication. This will be devoted to training oral skills in particular. It will concentrate on oral expression, interviewing, negotiation and advocacy. In addition skills will be taught pervasively through the other modules.

## **LEARNING TEACHING & ASSESSMENT**

You will find that we focus upon imparting the knowledge and nurturing the skills necessary for quality professionals. You will be introduced to the theory and practice of law and encouraged to think and reason critically. The relatively small class sizes should make discussion in classes easier and you will find that any difficulties you may encounter are quickly addressed. A range of teaching methods allows for a focused application of the skills and knowledge you will have gained at undergraduate level to practical exercises and projects to prepare you, as much as possible in a simulated environment, for practice.

### *Teaching Methods*

The principal teaching methods on this course are lectures, seminars and independent learning. The lectures are largely expository, but student participation, in the form of question and answer sessions, is encouraged. The topics covered in the lectures will be discussed in seminars that follow. You are expected to prepare for lectures and seminars in advance. Throughout the course you will be expected to take part in a range of activities, including mock-trials, moots, oral and written presentations, and group work.

### *Seminars*

It is essential for all concerned that there is active participation in seminars. If you are asked to study a particular problem or to read something in advance of the seminar, you should do this and not just hope that someone else will have done the work and you will be able to avoid answering questions.

### *Transactional based learning*

This will consist of learning that is based on transactions or cases simulated on legal practice. The transactions or cases will evolve over time with various events and legal occurrences taking place and simulating in as much as possible a real case in an office environment. You will carry out a variety of types of activities concerning the simulated transaction or case including drafting, presentation, advocacy, interviewing exercises.

### *WebCTVista*

WebCT technology is used at the University of Ulster to give students and staff a complete learning environment, including personalised online access to course material, university library systems, academic and student support programs, and electronic communication tools.

This format can be used to present teaching material for students; arrange multiple-choice quizzes and questionnaires. Online teaching sources and other materials available on the internet can be presented. By accessing these, you will not only obtain reading material but also become conversant with information technology - a valuable transferable skill. WebCTVista also facilitates discussion and the exchange of material groups between identified members of a student group.

It is intended to place course materials on WebCTVista.

### *CD, DVD and Video Materials*

CD, DVD and video materials will be used particularly in the area of skills eg interviewing, where good practice may be demonstrated through this medium. It is planned that we will also build up a bank of self-made DVDs for learning and demonstration purposes.

In addition it is intended to video students as each of you carry out certain role plays in order to enhance the ability to give feedback.

### *Assessment and Examinations*

A range of assessment methods will be used, but most modules require you to sit an examination. Coursework is assessed in a variety of ways, including presentations, mock-trials, moots, and drafting various documents. Most staff members customise these benchmarks to suit the content of their module. All marking is moderated (both by another member of staff and a panel of external examiners to ensure fairness and reliability in the final mark). Your coursework will be returned to you with feedback.

Students must complete and pass each obligatory module. There is no provision for exemption or condonement in the course regulations.

The pass mark shall be 50% for each assessment element and for each module overall.

### *Classification of Final result*

The following shall be the minimum percentages acceptable in determining the overall gradings of candidates.

Pass with Distinction	70%
Pass	50%

The Board of Examiners shall recommend the award of a Pass with Distinction to a candidate who achieves an overall average mark of at least 70%.

**Table showing assessment breakdown per module**

Module Title	Credit Value	Assessment Methods		Contribution to the overall mark of the Final Award %
		% Examination	% Coursework	
Conveyancing	20	80	20	14.28
Wills and Probate	20	80	20	14.28
Civil Litigation 1	10	80	20	7.15
Civil Litigation 2	10	80	20	7.15
Criminal Procedure	20	80	20	14.28
Business & Commercial Practice and Procedure	20	80	20	14.28
Financial Management	10	100	0	7.15
Skills	10	0	100	7.15
Practice Management	10	0	100	7.15
Professional Ethics and Conduct	10	0	100	7.15

### *Exit Exam*

An Exit Exam will be held at the end of the course. The exam will be synoptic in nature in that it will test the students' knowledge of material learnt throughout the course. Students will have to pass the exit exam in order to be awarded the Postgraduate Diploma but the exit exam mark will not go towards the final mark in the Postgraduate Diploma. The exit exam will be marked on a Pass/Fail basis only.

### *Plagiarism*

The University does NOT tolerate plagiarism of other people's work. Such behaviour is not only outside the spirit of the profession, it is also an offence under the University's disciplinary code and could well be an infringement of copyright. You will be severely penalised if you are found to have plagiarised work. A first-offence will precipitate an interview with the module co-ordinator and the Director. Subsequent offences will trigger disciplinary proceedings.

### *Time Table for the Course*

The provisional time table for the Spring Semester starting January 2011 (Semester 2) is provided separately. The time table for the Autumn Semester (Semester 1 2011/12) will be provided later.

### *Attendance and behaviour*

The Graduate School's purpose is to provide professional education. We therefore expect professional standards of behaviour from our students. Attendance at all teaching events within the proposed course is compulsory and you will be expected to be punctual. Attendance will be monitored at lectures, seminars and visits to other establishments. The University and the Law Society regard poor attendance as a very serious issue. In the event of an unavoidable absence, a Notification of Absence Form (NA1) must be completed. It is available from the University web-site or from the School.

Any student missing more than 3 classes will be reported by the Module Co-ordinator to the Director who will write to the student requesting an explanation for absences. Should you wish to take holiday leave you must take this outside of the Graduate School's teaching terms and this should also be in agreement with your Master. Any further absences will require an interview with the Director with the possibility of a range of sanctions being imposed including possible referral to a Law Society / University Disciplinary Committee. This Committee will have a range of serious sanctions at its disposal.

Students will also be expected to switch off mobile phones and other electronic equipment during classes at the Graduate School. Students are not permitted to record classes.

In addition, professional standards of behaviour will be expected during classes and particularly when guest speakers or tutors attend the School or when we are visiting local courthouses, or other institutions. Students will also be expected to dress appropriately on these occasions and when engaged in mock trials and

other exercises in the Graduate School. Guidance will be given to students on this matter during the course.

### *Library Services and Facilities*

The Learning Resource Centre (LRC) was opened on the Magee campus in 2003. The LRC provides enhanced study and IT facilities which include networked user desks and access to group study and seminar rooms. For information on the resources available within the library see: <http://library.ulster.ac.uk>

Please note there will be a library and IT services induction session on 11 January 2011. This will include input from the Law Society librarian.

Attendance at this induction session is **COMPULSORY** and attendance will be monitored.

Faculty Support Librarians

Library Contacts for Law

Subject Librarian (Cross-Campus) Niall Burns (028) 9036 6970 <a href="mailto:nd.burns@ulster.ac.uk">nd.burns@ulster.ac.uk</a>	Assistant Librarian (Magee Campus) Janice McQuilken (028) 7167 5066 <a href="mailto:j.mcquilken@ulster.ac.uk">j.mcquilken@ulster.ac.uk</a>
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A detailed guide to library services and facilities is available and all new students are provided with a copy as part of the induction programme.

## **COURSEWORK & EXAMS – LATE SUBMISSIONS & RESITS**

1. Coursework **MUST** be submitted by the deadline given and in the manner stipulated by the Graduate School, i.e. typed copies submitted and signed for at the Graduate School Office;
2. If you wish to apply for a first-sit of an examination or to submit coursework late due to extenuating circumstances, you must make such an application in writing by filling out an EC1 form, available from the Graduate School Office. EC1 Forms are also available online at <http://www.ulster.ac.uk/academicservices/student/examinations.html>
3. Do **NOT** assume that your application has been granted just because you have submitted an EC1 Form – you **MUST** check with the relevant member of staff to see if it has been accepted;
4. Your application must meet **ALL** of the following conditions and if it does not your application will be refused
  - a. A completed EC1 Form **MUST** be submitted. Failure to submit a completed EC1 Form will result in the automatic rejection of your application;
  - b. State clearly on the form the reason for your application;
  - c. State clearly the module(s) to which your application relates. Include the module codes;
  - d. State clearly the outcome(s) you are seeking. If you do not specify an outcome we will assume you do not wish any action to be taken and you are just drawing the matter to our attention.
  - e. If your application is on the basis of medical unfitness or other medical reasons you **MUST** supply medical evidence (see 5 below);
  - f. You should note that the following are not valid reasons for extensions and you will not be granted an extension for these:
    - i. Computer, IT, printer or software failure;
    - ii. Failure to manage your time sufficiently;
    - iii. Bereavements other than those of immediate family members or close friends. You may be asked to provide verification of bereavements.
  - g. Applications for first-sits in examinations must be submitted within **5 DAYS** of the examination concerned. Any evidence presented after this **CANNOT AND WILL NOT BE TAKEN INTO ACCOUNT** by Examination & Progress Boards.
5. The **ONLY** form of medical evidence that will be accepted by the Course Committee is a completed medical certificate or full doctor's letter. The certificate must be in the form of a standard medical certificate form, stating in a **LEGIBLE** fashion the nature of the illness and **SIGNED** by your doctor and **STAMPED** by the relevant medical practice. If the evidence is a doctor's letter, it should be on that practice's or hospital's headed notepaper and legible. We have to be able to identify the doctor's name and the name, address and contact number of the practice as well as the medical circumstances in order for the certification to be

valid. Please note that NO other form of sick certificate will be accepted and if you submit another type of note (e.g. compliments slip, scribbled note etc.) your medical circumstances WILL NOT be taken into account.

6. EC1s and accompanying evidence should be handed in to the Graduate School Office, not handed or posted to academic staff.

## *APPEALS*

You have the right to appeal, in appropriate circumstances, against a decision of a Board of Examiners. Appeals are made to an Appeals Panel. An Appeals Panel cannot make academic judgments, that is, it cannot change your marks to enable an assessment to be passed or the classification of an award to be changed. Instead, if your appeal is upheld you will be permitted to complete, take, or repeat the assessment, which, if you successful, will enable you to complete the course.

An appeal may be based either:

- (a) On new information about extenuating circumstances which were not known to the Board when it made its original decision; or
- (b) On a procedural or other irregularity

There are matters which are not open to review through the appeals procedure. These include:

- (a) Challenges to the academic judgment of the examiners on your performance; or
- (b) Complaints about the delivery or management of the course after you have presented yourself for examination; you should raise such concerns through the University's complaints procedures at an earlier stage as soon as they arise.

The Panel will not consider your appeal if it is considered to be vexatious or frivolous.

The deadlines by which appeals must be lodged with the Examinations Office are set out in the Notes for Examination Candidates published on the Academic Registry Office notice board at Magee.

If you need further advice or guidance on these procedures you should contact the Examinations Officer. The Examinations Officer for Magee is Margaret Martin, Room MD130, Telephone (028) 7137 5419. You may also obtain advice from the Students' Union at (028) 7137 5218 and the Student Support Department, Mr Andrew Fearney on (028) 7137 5348, email [vp.medwel@uusu.org](mailto:vp.medwel@uusu.org) .

PLEASE NOTE: Academic staff WILL NOT discuss your appeal with you NOR will they advise you on how to conduct your appeal. If you approach a member of staff about this, you will be directed to discuss the matter directly with Academic Registry, to the University website for general information about the appeals process, and to the Students' Union for help in preparing the appeal.

## **STUDENT SUPPORT & PASTORAL CARE**

### *Pastoral Care*

*The University has in place an established system of pastoral care in its widest sense. The objective of this system is to ensure that all students receive the academic, social and personal support required to enable them to benefit fully from their studies. The system can be broken down into a number of elements.*

### *Studies Advice*

Each student is allocated a member of staff to provide advice and pastoral care. That member of staff (so far as is practical) remains Studies Adviser for the duration of the student's time at the University, which ensures that a solid relationship is developed and allows the member of staff to properly advise course committees and exam boards of the students' circumstances. Students meet with their Studies Adviser at least once a semester to discuss general progress. It is the responsibility of the Studies Advisor to encourage the student to participate in the arrangements for a Personal Development Programme (PDP).

Each student will meet their Studies Adviser regularly in an informal setting to discuss any problems which have arisen within the course. Part of the aim of the studies advisory system is to complement the work undertaken by individual Module Co-ordinators. The system gives an individual student the opportunity to evaluate and monitor performance in the course as a whole. In performing their duties, Studies Advisers follow the Code of Practice issued to them by the University.

### *Study Support*

Study Support commences with the induction period in which colleagues from the Learning Resources Centre and IT User Services provide an initial overview of Library services and a practical introduction to relevant software. This process is continued in the modules in Semester 1 and, a few weeks into the semester, Subject Librarians also provide detailed subject based library seminars, focusing on resources relevant to each course.

On-going study support is provided by Student Support and by Studies Advisers. Each advisor is made aware of the available student support services. Library staff are available to offer sessions on specific aspects of legal research and particularly online information by appointment with any member of staff at any time of the year.

### *General Student Support*

The University has a Department of Student Support which aims to help students to achieve the maximum benefit from their University life. Its purpose is to assist students, not only in relation to academic matters, but in their social and personal development, and to help them plan their future careers.

Practical assistance and advice is available to students in the following areas:

- Accommodation Service
- Nursery Care
- Health Service
- Students Union
- Counselling & Guidance, including
  - The Counselling Service
  - Disability Support
  - Educational Guidance
  - The Support Fund
  - Chaplains
  - Sport and Recreation
  - Catering Services.

Most students experience little difficulty in adapting and any problems they may encounter can usually be dealt with by Student Support. Students are introduced to the services available during the induction period.

These inter-related services are made available by experienced professional staff. They are strictly personal and confidential, and are aimed at ensuring the complete well being of the students. An overview of these services is provided below.

### *Support For Students With A Disability*

The University has a Disability Statement and operates a Protocol for Students with a Disability. A Working Group on Student Disability, a Sub-Committee of Student Support Committee, provides a forum for discussion of issues and collaborative projects. Staff in Disability Services will provide confidential assessment of additional study needs, communicating with academic staff as and when appropriate as to the nature of adaptations required to enable the student to access the learning environment. They will arrange funding and support for students according to their eligibility and monitor the support on an ongoing basis.

### *Accommodation*

The Accommodation Service at Magee offers 628 study bedrooms at three main sites, all of which are within easy walking distance of the main building. Coppin House on Strand Road has 72 bedrooms, all with individual wash hand basins, with shared use of kitchen and bathing facilities. There are a number of common rooms and other facilities for shared use. Duncreggan Phase 1 has 158 bedrooms, arranged in five and six person flats, with private use of facilities and communal use of kitchens and bathrooms/showers and Duncreggan Phase 2 is the latest addition to the housing portfolio, and has 398 bedrooms, all en-suite, together with a number of common rooms and other facilities. Rental costs reflect the level of facilities available. All rooms at the above sites are self-catering, with facilities for food storage and preparation, and residential fees include heat, electricity, water charges and regular cleaning of communal areas.

### *Counselling*

A confidential individual and group counselling and psychotherapy service is available for use by all students and staff members or their families. Depending on personal choice, the service can be used for brief or longer-term counselling and for dealing with any problems that might interfere with personal achievement and well-being.

The Counselling Service may offer, in conjunction with the Graduate School, a number of group workshops and skills acquisition classes during the academic year. These include: learning, study and examination workshops; relaxation and stress control sessions.

A bereavement counselling service is also available to students.

### *Health Services*

Qualified Nurses are available in the Student Health Centres at Magee to treat injuries, minor illnesses, and to advise on health matters. In addition there is an agreement with a local medical practice in order that students may receive advice and treatment.

### *Financial Support*

Welfare Services administers a range of hardship funds, the most significant of which is the Support Fund. These take the form of awards or interest free loans for students who find themselves in financial difficulty. Some of the schemes are means tested and all require evidence of income and expenditure.

### *Chaplains*

Chaplains from all the main religious denominations are available to students.

### *Crèche Facilities*

Crèches based on the Magee campus provides places for children aged from infancy to five years. Full day care (8.30 am to 5.30 pm Monday to Thursday; 8.30 am to 4.30 pm Friday) is provided by trained staff in bright, comfortable and fully-equipped accommodation.

## **PROVISION FOR STUDENT FEEDBACK**

### *Students' Evaluation of Teaching*

Students are asked to participate in the Assessment of Teaching Student Questionnaire exercise. This is a confidential questionnaire on the quality of the teaching and learning experience provided by each member of the staff teaching in the context of a particular module. Comment is invited on a wide range of issues including: the suitability of the location, the relevance of reading lists, the tutor's style of delivery, the use of handout materials and teaching aids, and the speed of return of assignments. Each lecturer and his or her Head of School are informed of the outcome so that appropriate changes can take place. Summary analyses for Schools, Faculties and the University as a whole are provided. If problems are identified then appropriate remedial action is discussed and implemented.

### *Student Complaints Procedure*

The complaints procedure provides a facility for students to express dissatisfaction about any aspect of the services provided by the University, including actions or lack of actions by staff. The procedure seeks to provide an accessible, fair and straightforward system which enables students to raise concerns and which ensures an effective, timely and appropriate response.

Further information on the complaints procedure can be found at <http://www.ulster.ac.uk/quality/qmau/complaints.html>

### *Staff Student Consultative Committee Meetings*

Staff-student consultative meetings take place once a semester, are advertised in advance and provide a forum for student issues and concerns to be raised. Student representatives may also be elected on to the Course Committee.

Feedback from students is therefore obtained formally by means of student-staff consultative meetings, by student representation on the Course Committee, and informally through students' Studies Advisers.

### *Equal Opportunities and Admissions Policy*

The Faculty of Social Sciences and its Schools and Institutes wholly subscribe to the commitment by the University of Ulster to a working and learning environment that is free from unlawful and unjust discrimination and ensuring equality of opportunity. The University Charter states that:

Persons shall not be excluded by reasons of religious belief, race or sex from admission as members of the University ... or any

advantage or privilege thereof; preference shall not be given on the grounds of religious belief, political opinion, race or sex.

The staff within the Faculty including all those in any way associated with this course fully embrace this Equal Opportunity Policy and seek to comply fully with the procedures and codes of practice as set out in the relevant policy documents. Students are advised on, and have access to, a number of sources of help which are documented in the University pamphlet on Equal Opportunities.

All University staff have a responsibility to ensure the effective implementation of the University's Equal Opportunities Policy and Equality Scheme (which also covers Disability, Sexual Orientation, responsibility for dependents and age) and to assist in the prevention of discrimination. They must not discriminate against other employees or students and they must co-operate with measures introduced to promote equality of opportunity. The Course Committees will monitor applications for admission to the course and all aspects of course delivery in such a way as to ensure respect for this policy.

All staff are required to undergo the University's equality awareness training and are encouraged also to attend relevant internal and external training events in equality, disability and SENDO awareness.

#### *Admission Of Students With Disabilities*

It is the University policy to assess applications from persons with disabilities using academic criteria which apply to all candidates. In addition the following matters are taken into consideration:

- (a) the nature of the disability and its likely effect on the applicant's entrance qualifications and level of preparation for entry to the course;
- (b) the nature of the disability and its likely consequences for the candidate's ability to undertake the course;
- (c) the University's ability to provide for the candidate's personal needs in relation to the particular disability and programme of study.

The University will seek to ensure as far as is practicable that disabled people have physical access to all its facilities and that people with disabilities are provided with a safe environment. The University is committed to ensuring that students with disabilities receive appropriate support throughout their duration of their studies. Students who declare a disability, whether on their application form or subsequently, are invited to an assessment interview with a Disability Adviser or Psychologist, who will complete a needs assessment for Disabled Students' Allowance (provided by relevant funding bodies) to cover the cost of specialist equipment, non-medical helpers, travel costs and some general costs. An Academic Study Needs and Examinations Recommendations form will also be completed and forwarded to the relevant Subject/Course Director who is

responsible for authorising relevant in-course support (such as advance copies of overheads, permission to use a tape recorder in class or sympathetic consideration of spelling/grammar), informing individual lecturers and making necessary arrangements with the Examinations Office in respect of relevant examination support (such as extra time to complete exam papers).

All staff engaged in the delivery of programmes are required to fully embrace the policies on disability and comply with the University procedures and codes of practice. The Course Committees will also endeavour to ensure that the content and language of teaching conforms to these principles and that students with special needs receive appropriate support.

# UNIVERSITY OF ULSTER

## *REGULATIONS FOR POSTGRADUATE DIPLOMA IN LEGAL PRACTICE*

<b>1</b>	<b>TITLE</b>	<b>CODE</b>
	Postgraduate Diploma in Legal Practice	5040

### **2 MODE OF ATTENDANCE**

Full – Time

### **3 DURATION**

FULL-TIME: Normally 2 semesters of study

### **4 LOCATION**

MAGEE CAMPUS

### **5 FACULTY**

Social Sciences

### **6 ADMISSION REQUIREMENTS**

Applicants must:

- (a) have gained
  - (i) an Honours or non-Honours degree from a University of the United Kingdom or the Republic of Ireland, from the Council for National Academic Awards, the National Council for Educational Awards, or the Higher Education and Training Awards Council or from an institution of another country which is recognised as being of an equivalent standard. The degree must be a qualifying degree in Law recognised by

the University of Ulster for the purposes of entry to the Postgraduate Diploma in Legal Practice; or

- (ii) an equivalent standard in a Postgraduate Certificate, Graduate Certificate or Graduate Diploma or an approved alternative qualification; and
- (iii) have passed an admissions test
- (iv) have secured a place in a solicitor's office within the time frame stipulated by the Law Society.

**and**

- (b) provide evidence of competence in written or spoken English (GCSE grade C or equivalent);

or as an alternative to (a) (i) or (a) (ii) and/or (b):

- (c) In exceptional circumstances, where an individual has substantial and significant experiential learning, a portfolio of written evidence demonstrating the meeting of graduate qualities (including subject-specific outcomes, as determined by the Course Committee) may be considered as an alternative entrance route. Evidence used to demonstrate graduate qualities may not be used for exemption against modules within the programme.

## **7 EXEMPTIONS**

- 7.1 Studies pursued and examinations passed in respect of other qualifications awarded by the University or by another university or other educational institution, or evidence from the accreditation of prior experiential learning, may be accepted as exempting candidates from part of the programme provided that they shall register as students of the University for modules amounting to at least the final 50% of the credit value of the award at the highest level,

## **8 ATTENDANCE REQUIREMENTS**

- 8.1 Students are expected to attend all classes associated with the programme and be punctual and regular in attendance.
- 8.2 A student who has not been in attendance for more than three days through illness or other cause must notify immediately the Course

Director. The student shall state the reasons for the absence and whether it is likely to be prolonged. Where the absence is for a period of more than five working days, and is caused by illness which may affect their studies, the student shall provide appropriate medical certification in accordance with the General Regulations for Students.

8.3 Students who are absent without good cause for a substantial proportion of classes may be required to discontinue studies, in accordance with the General Regulations for Students.

8.4 Students who are absent without due course for a substantial proportion of classes may be referred for disciplinary purposes to the Law Society of Northern Ireland.

## **9 RULES GOVERNING STUDENT CHOICE**

9.1 Modules are offered as indicated in the table at section 17. Revisions may be made in accordance with the University's quality assurance procedures. Module availability may vary.

## **10 EXAMINATION AND ASSESSMENT**

10.1 The performance of candidates shall be assessed by the Board of Examiners in accordance with the Regulations Governing Examinations in Programmes of Study.

10.2 Candidates shall be assessed in the modules for which they have enrolled in each year of study. At the discretion of the Board of Examiners candidates may be required to attend a viva voce examination.

10.3 Within each module candidates shall be assessed by coursework, examination, or a combination of coursework and examination in accordance with the attached table.

10.4 The pass mark for the module shall be 50%. A minimum overall mark of 50% is required to be achieved in all assessment elements in all modules within the programme.

10.5 A final examination will be held at the end of the programme. Students must pass the final examination in order to be awarded the Postgraduate Diploma. The final examination will be marked on a pass / fail basis only.

## 11 SUBMISSION OF COURSEWORK

- 11.1 Coursework shall be submitted by the dates specified by the Course Committee.
- 11.2 Students may seek prior consent from the Course Committee to submit coursework after the official deadline; such requests must be accompanied by a satisfactory explanation, and in the case of illness by a medical certificate. This application shall be made to the Course Director.
- 11.3 Coursework submitted without consent after the deadline shall not normally be accepted.

## 12 PROGRESS

- 12.1 Progress from semester 2 to semester 1 is automatic.

## 13 CONSEQUENCES OF FAILURE

- 13.1 Candidates who fail to satisfy the Board of Examiners in assessment may be permitted at the discretion of the Board to re-present themselves as specified in 13.2 for one or more supplementary examination and repeat such coursework or other assessment requirements as shall be prescribed by the Board. Such candidates may be exempted at the discretion of the Board from the normal attendance requirements. Where candidates are required to repeat coursework or to take a supplementary examination the original mark in the failed coursework component or examination shall be replaced by a mark of 50% or the repeat mark whichever is the lower for the purpose of calculating the module result.

- 13.2 In each year, the consequences of failure shall normally be as follows:

Failure in module(s) with an overall value up to and including 60 credit points

Repeat *once only* of specified examination(s) and/or coursework in the failed module(s).

Failure in module(s) with an overall value of more than 60 and less than 90 credit points

Repeat *once only* of specified examination(s) and/or coursework in the failed module(s) in the next academic year with or without attendance.

*Failure in module(s) with an overall value of more than 90 credit points*

Withdraw from the programme.

## **14 CLASSIFICATION OF FINAL RESULT**

14.1 The results of candidates who have successfully completed the Postgraduate Diploma shall be graded by order of merit as Pass with Distinction and Pass.

14.2 The assessment results for the final level of the programme (Level 7) shall determine the overall grading. The weighting of each module's contribution to the final result shall be determined by the module's credit value. (See table at Section 17).

14.3 The following shall be the minimum overall percentages used to determine the final gradings of candidates:

Pass with Distinction	70%
Pass	50%

14.4 Candidates admitted with advanced standing shall be assessed in accordance with these programme regulations using the evidence from the accredited prior learning.

## **15 ILLNESS AND OTHER EXTENUATING CIRCUMSTANCES**

15.1 The Board of Examiners may in the case of candidates who are prevented by illness or other sufficient cause from taking or completing the whole or part of the assessment or whose results are substantially affected by illness or other sufficient cause:

- (a) permit the candidate to complete, take, or repeat the examination or coursework or both at an approved subsequent date; **or**
- (b) deem the candidate to have passed and recommend the award of an Aegrotat Postgraduate Diploma.

15.2 Before an Aegrotat award is recommended a candidate must have indicated that he or she is willing to accept the award.

## **16 REVISIONS TO REGULATIONS**

These regulations may be revised during the student's period of registration in accordance with the procedures approved by Senate.

**17 TABLE**

Year	Semester	Level	Module Title	Code	Credit Value	Status Compulsory (c) Optional (o)	Assessment Methods		Contribution to the overall mark of the Final Award
							% Examination	% Coursework	
1 / 2	2 / 1	7	Wills & Probate (1 & 2)	LAW715 LAW722	20	C	80	20	14.28
1 / 2	2 / 1	7	Conveyancing (1 & 2)	LAW716 LAW723	20	C	80	20	14.28
1	2	7	Civil Litigation 1	LAW717	10	C	80	20	7.15
1	2	7	Civil Litigation 2	LAW724	10	C	80	20	7.15
1	2	7	Criminal Procedure	LAW718	20	C	80	20	14.28
1 / 2	2 / 1	7	Skills (1 & 2)	LAW721 LAW725	10	C	0	100	7.15
2	1	7	Financial Management	LAW713	10	C	100	0	7.15
2	1	7	Business & Commercial Practice & Procedure	LAW714	20	C	80	20	14.28
2	1	7	Professional Ethics & Conduct	LAW720	10	C	0	100	7.15
2	1	7	Practice Management	LAW719	10	C	0	100	7.15

# ***Teaching and Learning Support Charter***

## ***Introduction***

This Charter is for all students studying on a taught course at the University of Ulster. It underlines the University's commitment to the development of a partnership in learning and the provision of an enriching learning experience for its students. It sets out what you can expect from the University and what we expect of you in relation to the teaching you will receive, how you will be supported in your learning and in relation to assessment.

## ***Getting started:***

**Beginning your studies can be both exciting and daunting. There is a wealth of information provided for you and, at the same time, you may be moving away from home, making new friends and/or learning how to balance work and study. The University endeavours to make this transition period as smooth as possible and to help you settle into your studies. You should familiarise yourself with the information provided and ask questions to ensure that you fully understand your course structure, how it will be taught and assessed, University regulations and how they apply to you, and the resources which will be available to you.**

*You can expect:*

- provision of induction opportunities for all new students giving you information about your course and University facilities such as our library, computing facilities and support services;
- provision of Course or Subject Handbook(s);

At induction and/or in your Course/Subject Handbook, you will:

- receive an introduction to your course;
- be advised of the staff who are responsible for teaching on your course and details of how they can be contacted;
- be advised of the name and contact details for your designated Adviser of Studies;

Your Adviser of Studies will give you general advice regarding the University environment and guide you in matters affecting your choice of optional modules, curriculum content, assessment, progress, and study and examination skills.

- the aims and learning outcomes of the course you are studying;
- the choices of modules available to you;
- the teaching and learning methods that will be used to develop both academic and generic skills throughout the course;
- details of how you will be provided with information on your progress on an individual basis;
- the methods by which you will be assessed overall, and by module, and the criteria that will be used;
- details of any professional recognition available on successful completion of your course.

that we will provide opportunities for the development of generic skills to facilitate your learning and to enhance your overall performance.

*What we expect of you:*

- that you check your registration details and report any errors or omissions immediately. This is particularly important as it enables you to use the Student Portal to access resources for your course, such as information made available through the Virtual Learning Environment (WebCT), and to obtain examination results;

The Student Portal is your personalised gateway to many of the online services provided by the University such as email, online library services, the University's web-based learning environment, personal support services and our Personal Development Planning (PDP) system. It will act as a point of focus for messages sent to you by your faculty and announcements from other University departments. The web address is:

[portal.ulster.ac.uk](http://portal.ulster.ac.uk)

- that you make yourself familiar with the information provided to you and seek clarification of anything you do not understand;
- that you participate in induction opportunities provided for you.

### ***Continuing your studies:***

**All Faculties will provide high-quality teaching and academic guidance and will continually strive to improve the quality of provision. Staff will seek to provide a supportive environment to assist students to take responsibility for their own learning.**

*You can expect:*

- that we will provide courses and programmes which are informed by research, scholarship and professional practice;
- that you will be given information about the relevant timetables for lectures, tutorials and other classes and that you will be provided with reasonable notice of changes, wherever possible;
- that we will assist your transition to University and through your period of study with us;
- that we will provide a safe, yet challenging learning environment that supports students to engage and learn with fellow students from diverse backgrounds and identities;
- that the approaches to teaching, learning and assessment will offer opportunities for you to pursue and develop your strengths and enthusiasms and, where appropriate, encourage imaginative engagement with subject matter;
- that we will provide a range of teaching and learning opportunities which may include lectures, seminars, tutorials and workshops, some of which may involve groupwork. The purpose and format of these will be explained to you. The combination of different learning experiences is designed to enable you to meet all the learning outcomes of your course;
- that the University will continually seek to enhance the quality of its provision and that the teaching you receive will be subject to peer review and feedback from students;
- that we will provide opportunities to engage in collaborative learning to develop sharing of practice and create a sense of a learning community;

*Collaborative learning is learning that involves students working with others and learning together. It encourages active learning, encourages questioning, discussion and debate, creates an understanding of how you learn and enables different skills, viewpoints and experiences to be applied to a task.*

- that, as part of your programme of study, you will have opportunities to develop attributes that will strengthen your employability and enhance your career management skills;

The University can help you with study skills which will aid your learning and improve your performance. These cover a range of issues from helping you to manage your time, improving referencing skills and developing research skills. Contact your Adviser of Studies for more information on how you can access these.

- that we will provide opportunities for small group learning;
- that assessment will be used as a means of promoting student learning as well as providing evidence of that learning;

Assessment is used not just to determine how well you have performed but also as a means of facilitating and validating the learning process. A wide range of assessment methods, including working in groups, oral and practical assessments as well as projects, class tests, essays and examinations, may be used to develop your skills and broaden your learning. Although most of the assessment will be conducted by your tutors, some may be conducted by your peers, particularly if a task involves collaborative learning or groupwork.

- that the University will seek to ensure that marking of all assessments is fair and free from bias.
- that you will be provided with regular feedback on your academic progress. Feedback will highlight the strengths exhibited in work submitted for assessment and will draw attention to areas that may benefit from further development;

Feedback may be provided in various ways and will include comment on formative stages as well as on work submitted for summative assessment. Feedback may be oral (for example, comments of a general nature made to a class or group), written (to individual students) or provided online (to groups or individuals). Feedback from tutors may be supplemented by peer feedback.

- that you will be informed of penalties for late submission or non-submission of coursework and the consequences of failure to attend classes and examinations;
- that you will be offered advice and information in relation to choices you may have regarding your study and the implications for future opportunities;
- that we will provide opportunities, as appropriate, for work-related and work-based learning;

Many of our courses involve placement opportunities and/or include work-related learning enabling students to apply their learning through case studies, discussions with guest lecturers from industry and project work.

*What we expect of you:*

- that you will attend for designated lectures, training programmes and assessments, and actively participate in tutorials and other timetabled activities and meetings - for example, coursework tasks, seminars, practicals, online discussions and field trips
- that you will ensure that you are punctual in attendance at classes and other designated activities as a courtesy to other students and staff;
- that you take responsibility for, and reflect on, your learning and conduct ongoing self-evaluation. Self-assessment is a vital part of the learning cycle and will assist your planning and preparation of work.
- that you will submit or present all written assignments, practical or other coursework within the specified time limits;
- that you reflect on feedback received and use it as a platform for future development;
- that you will complete any appropriate forms and take part in seminars relating to your progress as required by any regulations applying to your form of study;
- that you will attend all requisite examinations
- that you will not plagiarise. Plagiarism is an offence and carries penalties which may affect successful completion of your course;

Plagiarism is the presentation of work, including ideas or theories, of another person as if it were your own work. Student work can be checked for plagiarism using specialist software and students are required to give consent to this on registration

- that you will check regularly for communications from the University received electronically, by post, by email or through the student portal, or placed on notice-boards;
- that you will provide us with feedback on your experience by completing the on-line student survey for each module that you undertake. This will be available through the Student Portal and/or WebCT at the end of each semester and forms an important part of our ongoing enhancement activity;
- that you will notify your tutor, supervisor or other appropriate staff at the earliest opportunity if you are unable to attend classes and/or if there are extenuating circumstances which prevent you from satisfying any of your course requirements, and subsequently complete any requisite documentation;
- that, if you are also working, you will develop good time-management skills to ensure you are able to attend scheduled activities and undertake the necessary independent learning;
- that you will contact your Adviser of Studies as early as possible if you are considering either withdrawing from your course or transferring to another course to discuss the financial and academic implications.

***Academic support:***

*You can expect:*

- that you will be provided with opportunities to make contact with your Adviser of Studies to discuss your progress and obtain advice on future study choices and further support available;
- that we will provide studies advice/peer mentoring systems which meet your needs;
- that staff in Student Support will be available to advise in confidence on any academic difficulties that you may be experiencing;
- that we will provide you with opportunities to engage in Personal Development Planning (PDP).

Information on other services and support available can be accessed from the following:

Careers:	<a href="http://careers.ulster.ac.uk/">http://careers.ulster.ac.uk/</a>
Library:	<a href="http://library.ulster.ac.uk/">http://library.ulster.ac.uk/</a>
Personal support: (including counselling, childcare, financial advice)	<a href="http://www.studentsupport.ulster.ac.uk">www.studentsupport.ulster.ac.uk</a>
Virtual Learning Environment:	<a href="http://www.campusone.ulster.ac.uk">www.campusone.ulster.ac.uk</a>
Students' Union:	<a href="http://www.uusu.org">www.uusu.org</a>

*What we expect of you:*

- that you avail of opportunities provided to meet your Adviser of Studies and that you seek support from him/her whenever you need advice or support;
- that you take the opportunities offered for Personal Development Planning (PDP);
- that, if you are having difficulties, you raise them with a member of staff such as your Module Coordinator, your Adviser of Studies or your Course or Subject Director. It is important to raise issues of concern as soon as you can as it is often easier to resolve difficulties at an early stage. You can also raise issues through your class representative;

Class representatives are elected by the student body for some courses and they attend Staff/Student Consultative Committees on your behalf. You can ask your class representative to raise issues on your behalf. Other courses may invite all students to attend

You can also seek advice, support and representation from your Students' Union. Contact the Vice-President (Education and Welfare) at the Students' Union on your campus or online via [www.uusu.org](http://www.uusu.org)

***Effecting Change:***

Students have an important role to play, in collaboration with staff, in contributing to the shaping and ongoing development of the University's vision and to the continuous development of our courses.

Your course will provide you with an opportunity to raise issues with staff during each semester, normally through the Staff/Student Consultative Committee. This forum provides opportunity for you or your class representative to raise issues or offer suggestions about the delivery of a course and make changes during the semester.

The University surveys student views regularly, usually at the end of each module. The results of these surveys are analysed and considered carefully by the University. As the questionnaires are often anonymous, you may not receive an individual response from the University but your views will be considered along with those of other students, so that improvements can be made.

The University also participates in the National Student Survey which is a survey of students who are about to complete their period of study. The survey is conducted for all UK Universities and results are available for Ulster and for other Universities. Future students use this information to decide which courses to apply for so it is important that you provide information to help them make that decision. The survey is open to all final-year undergraduate students in February/March and is publicised around the University and online.

### **Measuring our performance:**

One way in which we measure our performance is through the National Student Survey. We strive to meet or exceed the UK average in all areas and, in particular, how you rate:

- overall satisfaction with the quality of your course;
- overall satisfaction with the teaching on your course;
- whether feedback on your work has been prompt;
- whether you have received detailed comments on your work;
- whether feedback on your work had helped clarify things you did not understand;
- whether you have received sufficient advice and support during your studies.

The complete results of the survey for Ulster and other UK universities are published on [www.unistats.com](http://www.unistats.com)

*Other useful information:*

For more information on your course and staff, use your Faculty's webpages:

Faculty of Art, Design and the Built Environment	<a href="http://www.adbe.ulster.ac.uk">www.adbe.ulster.ac.uk</a>
Faculty of Arts	<a href="http://www.arts.ulster.ac.uk">www.arts.ulster.ac.uk</a>
Faculty of Computing and Engineering	<a href="http://www.compeng.ulster.ac.uk">www.compeng.ulster.ac.uk</a>
Faculty of Life and Health Sciences	<a href="http://www.science.ulster.ac.uk">www.science.ulster.ac.uk</a>
Faculty of Social Sciences	<a href="http://www.socsci.ulster.ac.uk">www.socsci.ulster.ac.uk</a>
Ulster Business School	<a href="http://www.business.ulster.ac.uk">www.business.ulster.ac.uk</a>

The University has a Student Charter and other support charters which cover:

- Information Services (this includes the library and IT facilities)
- Student Support (which includes counselling services and services for students with disabilities)
- Career Development Centre
- Residential Services
- International Students
- Research Students
- E-Learning Students

These can be accessed from: [www.ulster.ac.uk/studentcharter/](http://www.ulster.ac.uk/studentcharter/)