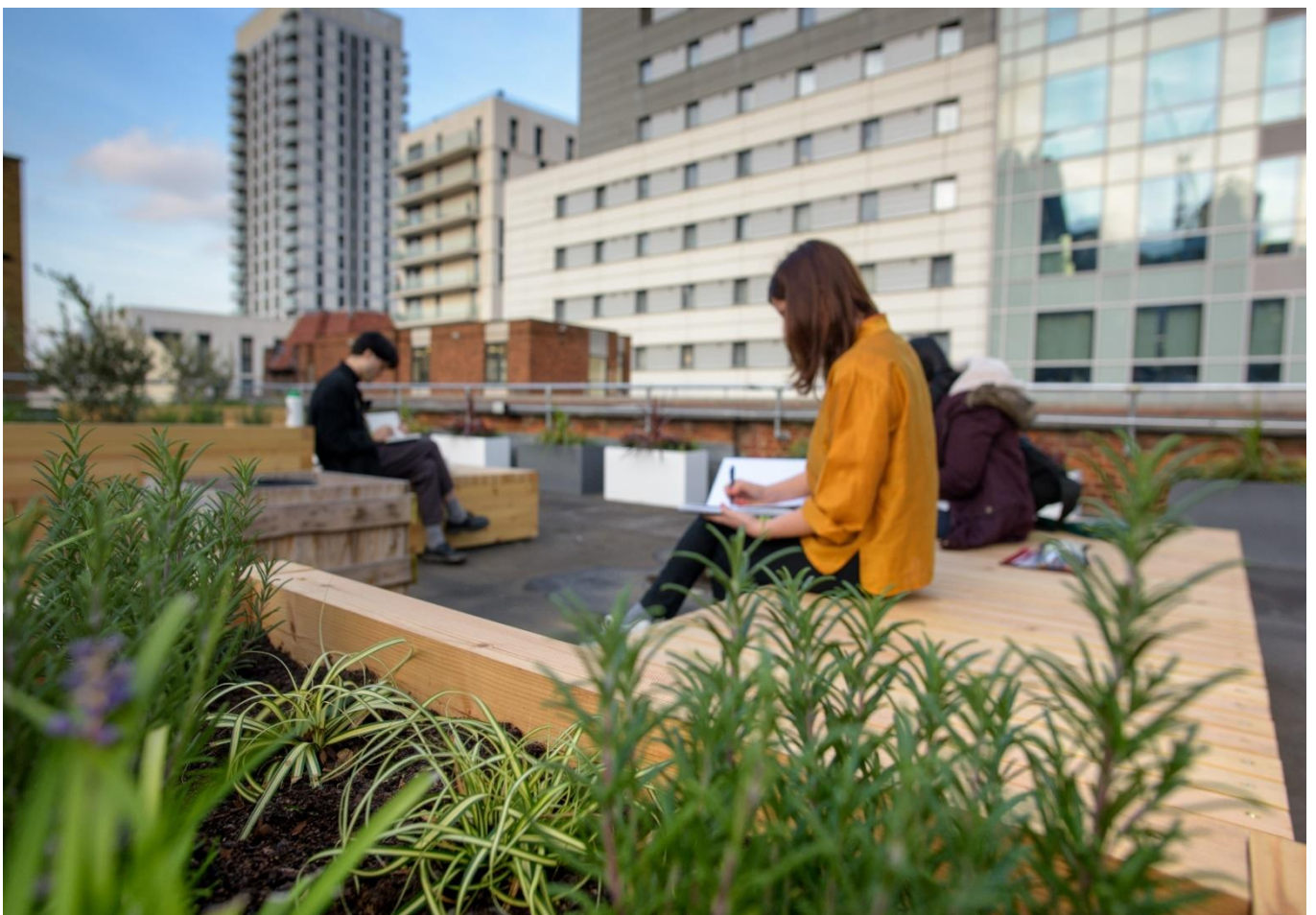




# Course Handbook

## BA (Hons) Tourism and Travel Management (Top-Up)

For admission into academic year **2024/25**



**Undergraduate academic year 2024/25**

<b>Summer semester</b>	<b>Starts</b>	<b>Ends</b>
Welcome week (enrolment/induction)	w/c 29 Jul 2024	
Teaching	05 Aug 2024	11 Oct 2024
Assessment	14 Oct 2024	01 Nov 2024
Marking period	04 Nov 2024	25 Nov 2024
Provision result	02 Dec 2024	09 Dec 2024
Reassessment (if any)	23 Dec 2024*	

<b>Autumn semester</b>	<b>Starts</b>	<b>Ends</b>
Welcome week (enrolment/induction)	w/c 04 Nov 2024	
Teaching	11 Nov 2024	17 Jan 2025
Assessment	20 Jan 2025	07 Feb 2025
Marking period	10 Feb 2025	03 Mar 2025
Provision result	10 Mar 2025	17 Mar 2025
Reassessment (if any)	31 Mar 2025*	

<b>Spring semester</b>	<b>Starts</b>	<b>Ends</b>
Welcome week (enrolment/induction)	w/c 29 <sup>th</sup> Feb 2024	
Teaching	10 Mar 2025	16 May 2025
Assessment	19 May 2025	06 Jun 2025
Marking period	09 Jun 2025	30 Jun 2025
Provision result	7 Jul 2025	11 Jul 2025
Reassessment (if any)	28 Jul 2025*	

\* The date is subject to change without prior notice.

**2024/25 Academic term dates**

In addition to these dates you need to be aware of other important events and deadlines throughout the year; such as coursework submission dates, publication of the exam timetable, publication of results, mitigating circumstances deadlines, programme planning deadlines.

## Using your handbook

Your course handbook contains a wealth of information. Some of it will be of more relevance to you later in the course than at the start of your studies. It covers many of the questions you will have about your course and how to locate additional information or advice.

For more detailed information you will sometimes need to consult other sources, including:

- Student Service Center- for details of important regulations and procedures.
- Programme Manager- for academic information, timetable, and course structures.

The course specification (Section 7.1 of this handbook) defines the key features of your course, its aims, structure and learning outcomes, and identifies all the modules you must study for your award.

**It is your responsibility to be fully aware of the regulations, which govern your studies as an undergraduate student of the University and Stanford Academy. We provide guidance on most aspects of the Academic Regulations via our website, including Student Handbook; if you are unsure, please contact your Student Service.**

When you join London Metropolitan University as a student you and the University form a formal relationship and you become a member of our academic community. You are London Met student and study the programme at Stanford Academy. The terms and conditions govern the relationship with London Met and Stanford Academy. It is your responsibility to read and understand this important information. If there are aspects of the terms and conditions you do not understand please contact the Student Service or Programme Manager.

You should also note that, occasionally, the details in this Handbook, including the Course Specification, may subsequently be amended or revised in accordance with the policies and regulations.

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## SECTION 1: WELCOME TO YOUR COURSE / KEY CONTACTS

### 1.1 Introduction to your Course

Welcome to the BA (Hons) Tourism and Travel Management (Top up) course.

This is a 1 year Top-up course in the faculty of Travel and Tourism Management which been developed to answer destinations and tourism and travel industry's demand for specialised managers and planners. Despite industry's prime position as global income and employment contributor, this biggest service economy of the world suffers from insufficient investment in its workforce. The Tourism industry has seen itself growing at its peak and seen the downfall due to uncertain market conditions, pandemics and negative economic growth. There are challenges that need addressing to meet customer expectations on the level of service: low productivity; low employee engagement; high employee turnover and low investment in skills. Through industry-focused curriculum, this course attempts to address raised issues and provide an opportunity for young people to fill the gap in the current employment market, and at the same time learning effective management strategies that would increase their competence to manage future generations of employers and businesses in tourism and travel industries.

The course is designed to offer an intellectually stimulating and distinctive programme by combining in the syllabus a range of tourism studies disciplines and approaches, including marketing, business management, and quality, strategic and risk management, together with sustainable tourism management, cultural heritage and tourism-led regeneration, destination management, niche tourism and entrepreneurship.

Class-based contact is enhanced by multiple blended learning techniques, providing an on-line support and guidance. Learning and teaching includes guest speakers - e.g. tourism destination and visitor attraction marketers, regeneration specialists, sustainability advocates - to engage you in contemporary challenges for practitioners and to enable appreciation of career opportunities and continuing professional development after graduation. Students have multiple opportunities to develop research and professional skills through practical projects, e.g. evaluating tourism-based regeneration projects, advising on development of destination product portfolio, enterprise social media strategy or visitor management practices.

The Handbook is designed to assist you in understanding who's, when's, where's and how's of your new university environment. It will show you the modules taught in the top-up pathway of the BA (Hons) Tourism and Travel Management Course and provide an introduction to all aspects of your student life at Stanford Academy. Hopefully, it will act as a valuable reference document throughout the whole year. We realise that the outline of the booklet may not provide answers to all your queries and if only you have any further questions or need more information, please do not hesitate to contact us directly.

## 1.2 Key Contacts

Phone	+65-6565 9786, +65-6560 5559
School's Website :	<a href="http://www.stanford.edu.sg">www.stanford.edu.sg</a>
University's Website :	<a href="https://www.londonmet.ac.uk/">https://www.londonmet.ac.uk/</a>
Email (for enquiry and feedback/ complaint):	<a href="mailto:info@stanford.edu.sg">info@stanford.edu.sg</a>
	<a href="mailto:feedback@stanford.edu.sg">feedback@stanford.edu.sg</a>
Committee for Private Education:	<a href="https://www.ssg-wsg.gov.sg/">https://www.ssg-wsg.gov.sg/</a>

### **Operating Hours**

Monday – Thursday:	9:00 AM – 9:30 PM
Friday:	9:00 AM – 7:00 PM
Saturday, Sunday & Public Holidays:	Closed

### **Management Team**

1. Chief Executive Officer: Dr. Bernice Gao  
Email: [bernice@stanford.edu.sg](mailto:bernice@stanford.edu.sg)
2. Academic Affairs Director: Ms. Mar Lar  
Email: [marlar@stanford.edu.sg](mailto:marlar@stanford.edu.sg)
3. Department Head – Tourism & Hospitality: Mr. Ratissh Balakrishnan  
Email: [ratissh@stanford.edu.sg](mailto:ratissh@stanford.edu.sg)
4. Programme Manager: Dr. Wang Chaochen  
Email: [chaochen@stanford.edu.sg](mailto:chaochen@stanford.edu.sg)

### **Emergency Contacts in Singapore**

- Emergency Ambulance & Fire: 995
- Non-Emergency Ambulance: 1777
- Police Emergency: 999
- Police Hotline: 1800 255 0000
- Dengue Hotline: 1800 933 6483
- Fire Hazard Reporting: 1800 280 0000
- SCDF General Enquiries: 1800 286 5555
- AVA Hotline: 1800 226 2250
- SP PowerGrid (to report a power failure): 1800 778 8888

- NEA Hotline: 1800 225 5632
- Floods or Drain Obstructions: 1800 284 6600
- Building & Construction Authority: 6325 7191 / 6325 7393
- HDB Essential Maintenance Service Unit (ESMU): 1800 275 5555 / 1800 325 8888 / 1800 354 3333
- Drugs & Poison (non-emergency): 6423 9119
- Weather: 6542 7788
- City Gas (for any issues regarding gas leakages, or disruptions): 1800 752 1800

**Free Counselling Services in Singapore:**

- SOS (Samaritans of Singapore) -1800 221 4444
- The Counselling Place -6887 3695
- CareCorner Singapore -1800 3535800
- Family Life Society -6488 0278
- ComCare Hotline -1800 2220000 (24 Hours daily service)



## SECTION 2: UNDERGRADUATE DEGREE COURSES

### 2.1 Key Features of Undergraduate Degree Courses

The University's undergraduate degree courses are part of a common credit accumulation system. Students build up the credits needed for a degree module by module and must successfully complete the requirements of Level 6 before graduation. Standard modules carry 30 credits and a degree comprises 120 credits. Study can be full time or part time and, for a few courses, evening only.

**Level 6** is the most advanced undergraduate level. Modules are designed to develop and test independent judgement and critical awareness and to develop an enquiring, analytical and creative approach to learning. You are expected to recognise relationships in what you have learned, to synthesise and integrate information and to view your subject(s) of study in a broader perspective.

You carry out individual research projects and activities in preparation for employment or further study on postgraduate or professional courses. As part of the compulsory (core) Project module, you refine your personal development planning activities to aid application for employment or further study.

Level 6 modules are normally studied during the third year of a full-time honours degree course.

The academic year is split into three terms. The Summer term runs from August to October, the Autumn term from November to December and the Spring term from March to May. Full time students normally study 120 credits per year. Part time students may complete 120 credits per year depend on own schedule.

### 2.2 Course Modules

Most first year students will have a programme of modules already registered for the whole year. The structure of your course is printed in this Course Handbook but up to date information about the modules you need to study is best found at [Course Catalogue](#).

You will encounter the following terms as part of [choosing modules](#):

**Core modules**

You must study these compulsory modules in order to meet the requirements of your award.

**Prerequisite**

These are modules which normally must be passed/completed before you may proceed to study a subsequent module(s). This is to ensure that you have an appropriate level of knowledge to study the later module(s).

## SECTION 3: RESPONSIBILITY OF A STUDENT

### 3.1 Induction & Orientation Programme Checklist

Following your Induction Programme and Course Introductory Meetings, you should check that you have received the following:

- a student contract confirming your course and modules
- an ID card (including library number and computer network username)\*
- a course timetable
- the location of your Student Service Centre
- the location of your main Library and IT facilities
- the name of your Course Leader
- course handbook
- referencing handbook

If you miss your Induction Programme you still need to obtain all of the above items. Contact your designated Student Support to ensure that you know what to do and where to go. It is very important that you complete the enrolment process as this is what activates your status as a student and ensures, for example, that you appear on your module class lists. Please do take note that London Met will deliver your ID card to the School. The Student Support will inform you to collect the ID card once received from the University.

An orientation program is conducted for all international students and this includes;

- Academic Programme Overview
- Course Handbook
- Timetable
- SA Team
- Learning Management System- Canvas
- University IT account and Library resources
- Curriculum Delivery Methods
- Lesson Time and Venue
- Attendance Requirement
- Study Hub
- Assessment methods and submission
- Plagiarism and referencing
- Assessment Process
- Academic Performance Review
- Assessment Grading
- Mitigating Circumstances
- Academic Misconduct
- Appeals
- Your Voice- Course Committee Meeting
- Awards
- Student Pass Application Cancellation and Renewal
- Useful forms
- School attire

- Student Handbook
- Career opportunities

### 3.2 Your first semester

For **August 2024** cohort, classes commence on **5 August 2024** and your timetable will list all the classes that you need to attend.

For **November 2024** cohort, classes commence on **11 November 2024** and your timetable will list all the classes that you need to attend.

For **March 2025** cohort, classes commence on **10 March 2025** and your timetable will list all the classes that you need to attend.

Your first semester usually involves mainly compulsory (core) modules covering essential subject contents and skills elements in your area of study. During this first semester you will meet with your Course Leader who will discuss your study programme.

### 3.3 Attendance Requirements

In order to succeed on your course you should attend all classes and attempt all assessments; indeed the School requires this of you. Whilst some absences may be unavoidable you should always let your Module Lecturer know in advance and you must catch up on what you have missed.

- Students must attend all scheduled classes with the attendance taken.
- Students are not allowed to sign the attendance on behalf of their classmate(s).
- Students will be marked as absent if they do not have a medical Certificate (MC) or do not have the permission from the College to miss the lesson.
- Students are to ensure that they sign for their daily attendance during or after the class.
- Student is not allowed to request others to sign attendance on his or her behalf. Students are always expected to attend school unless excused by their parents or guardians.
- Students or parents are expected to contact the office if a Student has reason to be absent from school. Subject to Management approval.
- Students are not allowed to sign on the attendances without the consent or the presence of teachers in-charge/Management/discipline master. (Student could get warning letter or could face expulsion for repeated offense)
- Students must ensure that they sign on the correct column by their names indicated in the Attendance sheet, if not they will be counted as absent for that particular day.
- The minimum attendance requirement for international students is 90%. (set by ICA)
- The minimum attendance requirement for local students is 75%.
- International students will be expelled from school and will have their pass cancelled in case they do not meet the attendance requirement (90% a month) for 4 times in between

total duration of study.

- Local student will be expelled from school if students' attendance is lower than 75% for 4 times in between total duration of study.
- A certificate of attendance or completion certificate cannot be issued to those who do not complete the minimum requirements of the attendance.

### **ICA Attendance reports requirement**

The School is obliged to report to the Immigration and Checkpoints Authority (ICA) on any foreign student:

- For international students whose percentage of attendance in any month during his/her study period falls below 90% without valid reasons; (refer to the warning letter section for more details)
- Students are required to submit medical certificate within timeframe as the school will have to submit overall attendance report to ICA on 7th of every month.

### **Medical Certificates**

When a student is absent from class due to medical reasons, he/she is required to submit the original copy the Medical Certificate within 3 days from their sick leave and complete the Leave Application form.

- Only medical certificates issued by registered clinic, polyclinics, or hospitals will be accepted.
- **Medical Certificate produced from (TCM) the Tradition Chinese Medicine will not be accepted.**

### **Overseas leave and sick leave application requirement**

- Students applying for overseas leave are required to provide relevant documents, fill up the guarantee letter given by the school and submit it with acknowledgement to the Discipline Master, before buying air tickets. Leave application is subject to the Management approval.
- Students who are planning to go back to their home countries for medical treatment due to illness or for regular doctor visits are required to apply leave and obtain approval from school beforehand. Once returned to Singapore, they must immediately submit their home countries original medical certificate with English translation. **(Any foreign medical certificate without English translation will be rejected and students leave will be voided off and consider as absents) expulsion will be executed if needed).**
- Any students who extend their leave or fail to report to school in time after leave period is over, (Did not come back in time as per the leave date indicated in leave form) without any valid reason, will be dealt with by the school discipline department once they return to school.

### **Assessment requirement**

- Student must achieve **75%** attendances rate for the whole module in order to be eligible for the assessment submission of the module.
- Student will be barred from assessment submissions if they do not achieve the attendances rate which is indicated by the school.
- If a student is barred, the module that he/she is barred from is considered as fail/un-attempted. (A resit fee of \$200/- SGD per assessment component will be chargeable to student)
- All overseas/local/urgent/home leave, MCs, will not be counted in attendance requirement for exam. Students need to be physically present in school for the exam attendances to be counted.
- Late joiners will be exempted from that current module if they joined after two weeks of the commencement date, but they will not be penalized for the assessments and resit fee will not be imposed on them.

### **3.4 Discipline Matters**

Student discipline is an important part of providing the environment which is conducive to learning for all. Discipline policies set out a balanced approach recognizing student achievement and dealing with unacceptable behaviour. They are based on developing student responsibilities, encouraging respect and creating good conditions for effective teaching and learning. They also aim to be the foundation for a safe, happy and conducive place. Every student has the right to a learning environment free from bullying and intimidation and to feel safe and happy at school. They have a right to be treated fairly and with dignity.

### **Violation or breach of rules**

- Students (International Students with STP) with a monthly attendance record below 90% attendance / Singaporean, PR or Non-STP international students below 75%
- Students who failed to inform and obtain approval from the School before going on home-leave.
- Student (STP/Non-STP) who takes home leaves for more than seven (7) consecutive school days without prior approval from the School.
- Students (STP/Non-STP) who absent for seven consecutive school days without official approval from the School.
- Students leave Singapore without prior approval from the School.
- Students attempt to perform forgery on Medical Leave Certificate for medical leave/sick leave.
- Students who are cheating in assessments.
- Students who commit offences against the law of Singapore governing bodies and bring the School into disrepute
- International students holding Student Pass seek employment in Singapore. (Student Pass holders who are caught working in Singapore will be reported to ICA and their

Student Pass will be cancelled; Student's Pass holders are not allowed to be engaged in any form of employment, business, profession or occupation in Singapore whether paid or unpaid.)

- Students who persistently misbehave despite advice and warnings from School.
- Students who consistently not following the school rules on school attire (proper uniform/ appropriate attire (no shorts and no slippers)/ No brightly dyed hair color / footwear/ no wearing of caps) and personal hygiene (clean shave) despite several advices and warnings from the School.
- Students who perform disruptive actions/ words against school teacher/ staff/ classmates.
- Students whom attempt scuffles within school compound.
- Underage students caught smoking within school compound.
- Students sign on official documents without the presence of teachers/staff.
- Students sign on behalf of classmates or instructed others to do likewise.

### **ICA Rules and regulations**

- The students shall not be adopted by any Singapore Citizen or Permanent Resident in Singapore.
- The students shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
- Foreign students are not allowed to enroll in any other institution than the stipulated institution (Stanford Academy) on the Student's Pass;
- The students shall not be involved in any criminal offences in Singapore.
- The students shall not remain in Singapore after the expiry of the Student's Pass.

### **Student Pass requirements**

They are as stated by the In-Principle Approval letter from the Immigration and Checkpoints Authority (ICA): Students are required to note the following conditions:

- He / She is only permitted to attend the course at the School as stated in this In-Principle Approval letter;
- He/ She shall attend the class regularly; and
- He/ She shall surrender the Student's Pass for cancellation within seven (7) days of the date of cessation or termination of studies.

### **Manners and code of conduct**

The School aims to provide a safe and conducive environment for all our students and staff. We expect everyone to observe proper conduct and exercise certain duties and obligations within the premises. Students must always maintain the following conduct

- Students need to be well-groomed
- No brightly dyed hair color
- Students always need to wear their uniform according to school's rule (if applicable)
- Students must be respectful to the teachers/staff/classmates
- No vulgar language/rudeness, defiance or violence towards teachers/staff/classmates

is allowed in school.

- Students should not make boisterous behavior/ Harassment/ intimidation/ discrimination that make other people disturb on and off the premises.
- Food and drinks are not allowed in the classroom.
- Students are not allowed to enter the staff counter/management/teachers room without permission.
- Smoking is always strictly prohibited in the premises.
- Gambling or playing card game is strictly prohibited. Any student caught gambling or playing cards would face disciplinary action. Repeat gambling offenders may eventually face expulsion from our School.
- No fighting or acts of disturbance.
- Listening to audio devices (e.g. MP3 player) or viewing video devices (e.g. multimedia player) is not allowed in class.
- Video taking during class lesson is not allowed in class.
- Downloading illegal software or visiting pornographic websites
- Do not forge medical certificates or other official documents.
- Do not forge signature on behalf of classmates or instruct others to do likewise.
- Do not cheat in any ways during Examination.
- The use of hand phones during lessons and assessments/tests is not allowed. All such equipment must be switched off.
- Illegal acts which violate Singapore law
- Any form of vandalism/theft will not be tolerated. Students found guilty of vandalism will be severely dealt with.
- Intentional damage to the School property; (drawing on tables/walls) (jumping on chairs)
- Always report any damage of School property to the nearest instructor, lecturer or staff.
- An act of vandalism is strictly prohibited, and the students must pay for any wilful damage to the School's equipment/properties and facilities.
- Weapon possession; sale, possession & distribution of any illegal substance, drugs, materials, theft or vandalism
- No littering, spitting or any form of vandalizing act is allowed in classrooms and public;
- No unauthorized removal of books from the library.
- No unauthorized removal of computer from the IT room.

**Students must maintain good conduct at all times and be well-informed about the above mentions discipline regulations Any student found to be in violation of any rules, regulations or law of government bodies will be subjected to appropriate disciplinary action by the relevant authorities; in severe cases, a student may be expelled from the course of study or even deported back to their home country.**

**Some misconduct may result in immediate termination and possible prosecution. Student will be immediately expelled from the School.**

### **Consultation for breaching rules**

Any student found to be in violation of any rules, regulations or law of school will be subjected to appropriate disciplinary action by the school; in severe cases, a student may be arrange for a few session of Consultation session with our school Consoler if the discipline department suggest if needed.

Consulting is to create a soft-skill approach towards students to let them understand why he/she is being punished due to the action / words that they had done/said. This is to create a friendlier environment for the students while they are studying in SA.

- A report/record will be written by the discipline master before he/she conduct the consulting session with the students
- After each consulting session a consulting report will be filled-up accordingly for next consulting review purpose
- During the consulting period the students will be observed under the below few points. (behaviour/ manner/ conduct/ appearances)
- If the student still does not have any improvement after the consulting period, he/she will be dealt with according to the school rules if he/she repeats the offence again.

### **3.5 Verbal Warning & Warning Letters**

Student will be issuing warning letters as per following ground.

- (i) **A verbal warning letter** is a letter which indicates a verbal warning given to those whose attendance are lesser than 90% (International students)/ 75% (Local students) for no valid reason for the first time.
- (ii) **The First warning letter** is a letter which is a written warning given to those whose attendance is lesser than 90% (International students)/ 75% (Local students) for no valid reason for the second time.
- (iii) **The Final / Stern warning letter** is a letter which is a written warning given to those whose attendance is lesser than 90% (International students)/ 75% (Local students) for no valid reason for the third time.
- (iv) After issuing the Final / Stern written warning letter an **expulsion letter** will be issued to the student on the same month.
- (v) Student will be given **7 working days** to submit his/her appealing letter in which an appeal fee will be charge accordingly. (**subject to management approval**)
- (vi) If student's appeal is accepted, he/she will need to sign on a guarantee letter to ensure/promise that such action/behaviour will not occur again.



- (vii) If a student's appeal is not successful, the College management will inform student the appeal result/outcome within time frame.

### **3.6 Expulsion of Students**

- Student is subject to immediate expulsion for serious misconduct and/or any breach of the School's rules and regulations. The School reserves the rights to expel any student who has not made any payment OR exceed payment deadline more than 1 month stated in student contract. Student does not attend classes for more than seven (7) consecutive school days without any valid reason. Student receiving 3 written warning letters from school for violation of school rules. The expelled student must pay the outstanding course fees.
- Foreign students holding the Student Pass must observe the rules and regulations set by ICA. Any breach of the rules may result in the rejection of Student Pass Application or cancellation of Student Pass.

#### **7 days consecutive absent**

Student who fails to attend class for a continuous period of 7 days or more without a valid reason, he/she will be expelled from school.

### **3.7 Use of IT facilities**

Access to the School's computer systems and network facilities requires students to accept certain responsibilities and obligations. Students must accept their responsibility to use the facilities only for appropriate authorized purposes. The School reserves the right to intercept and examine all network communications where this is necessary to ensure the effective running of systems, and to ensure compliance with these regulations.

Students are expected to comply with all legal obligations concerning copyrights and shall not install any software or data into the School's computers or copy any software or data from the School computers. Students caught infringing the Copyrights Act by the authorities will be personally liable. Student must save all their data into their own floppy disk/ thumb drive at the end of each lesson. The School will not be responsible for any data lost, and any data saved in the local hard disk drive will be at their own risk.

### **3.8 Your timetable**

The class timing is from 9.00am to 6pm, Monday to Friday. Each module may have different class schedule. Please get the timetable from the Student Service Center before the semester commences. For part-time students, your class time is either weekdays evening or weekends.

### 3.9 Your studies with London Met

Your course will provide opportunities to learn new skills and acquire knowledge in your subject areas. To make the most of the opportunities available you need to organise and plan your learning to help you manage your time effectively – see the guidance provided on the [Study Hub](#) collection of online guides on academic and study skills.

Undertaking academic study at undergraduate level may be new and very different from your previous study experiences. Assessment is a key aspect of this learning. Successful completion of coursework and examinations is crucial to the achievement of an award at the end of your course. There are various types of assessment and modules often involve a combination of examination and coursework or presentation. It is important that you understand clearly the various expectations and deadlines for each item of assessment. Every module has a module booklet, which explains how and when you will be assessed.

You must attend **all** timetabled classes and you will also need to study in your own time. You should expect to spend 10 hours per week on each module, making a commitment of approximately 40 hours per week for a full-time student, which should be planned in your diary. Please be respectful of the learning environment and remember to switch off your mobile phone **before** entering classes and study areas.

Be prepared for lectures and tutorials by doing any reading or exercises in advance. Always make notes. Review these after the class and if there is anything you do not understand, ask your tutor. All tutors have office hours and their contact details are in the module booklet.

Check assignment deadlines and examination dates, note them carefully in your diary and begin assignments early. You will enjoy researching and planning your work if you allow yourself plenty of time. Make sure that you understand what you need to do and plan how you will tackle it. If anything needs clarification, seek advice from your module lecturer.

**In summary:** *plan your learning strategy; allocate enough time; attend all of your module lectures, tutorials and other sessions; start assignments well in advance; seek advice and help when you need it; use the learning resources offered; and, enjoy the learning experience!*

### 3.10 Feedback on your assessments

Assessment feedback is a critical part of your learning experience and supports successful achievement on your course. Feedback can be:

- **Formative** – it provides you with feedback on progress of your work. The work may or may not contribute to the overall module grade.
- **Summative** – it provides comments in respect of your performance in relation to intended learning outcomes and requirements for a piece of assessment.

During your course you will probably receive feedback in a number of ways:

- in teaching sessions to the whole class or to you individually;
- orally or in writing;
- written using a feedback sheet on your work;
- via Learning Management System (Canvas), the online space for modules – written and/or audio feedback;
- during the module as well as at the end.

You are entitled to receive feedback on all assessments, normally within 15 working days of submission. For assignments submitted during the module – especially where feedback can be delivered within timetabled class sessions - the module team will help you to understand how to improve future submissions. For end-of-module assignments feedback may be given on-line but you can request a meeting with your module tutors to help you understand why they have awarded the grades you received.

All arrangements for coursework and feedback return will normally be stated in *Module Booklets*. This should include:

- due dates for coursework submission;
- dates when coursework feedback will be distributed in class;
- dates when coursework feedback can be collected from the module leader;
- the format by which assessment feedback will be given;
- the process by which end-of-module coursework can be collected following the publication of the result concern.

## SECTION 4: COMMUNICATION, INFORMATION AND ADVICE

### 4.1 Your University IT account

You use the same IT account to access all University IT systems and Library electronic resources. Your account name is printed at the top of your student ID card that you receive at enrolment and is 7 characters in length (e.g. ABC1234). Your password (which you would have already used during pre-registration) was initially set as your date of birth (DDMMYYYY) so, if you have not already done so, please do change it to something more secure at: <https://password.londonmet.ac.uk/>

### 4.2 Communication

We do our best to keep you informed of what you need to know at all times. We use the **Canvas** to provide much of the information you need so it is essential to familiarise yourself with the University website. Other than that, we will contact you via Canvas and personal email, so it is **essential** that you check your email and Canvas on a regular basis.

### 4.3 Your contact details

In the event where any information is changed regarding the changes of the course timetable, examination registration date, the School ensures that the students are promptly notified through available practical modes (Canvas and Email) and sufficient time is given to students to prepare for these changes. The students need to notify the School without delay of any changes of address and telephone number.

### 4.4 Evision

Evision is the University's online facility that allows you to access your personal student record, and is where you print your coursework submission sheets and other forms that you may need. You also re-enrol via Evision and view information showing your attendance at classes. You can view your:

- personal and contact details (can be updated online)
- registered modules
- enrolment and progression
- module results (available from notified date of publication)
- details of final award

#### 4.5 Canvas- online module resources

Canvas provides online support for your modules, enabling you to communicate with your tutor and other students. Course materials, information and assessments are available on Canvas. Canvas requires your user name and password. Please click [here](#) for login.

#### 4.6 Service Assurance

We assure that our services and course delivery system is suitable, adequate and effective through continual improvement. We will conform to applicable statutory and regulatory requirements without exception. We will take immediate action to control any nonconformance that may arise during delivery of courses.

#### Key Performance Indicators as follow:

Effectiveness of training program	- 85%
Effectiveness of trainer	- 85%
Effectiveness of facilities	- 85%
Student support & services	- 85%
Student Retention Rate	- 90%

SA has more than **30 lecturers including Full-Time and Part-Time** who are well-qualified and experienced instructors/ lecturers and experienced in modern teaching methods and committed to success of the students. The school has registered all teachers with Committee for Private Education (CPE).

Teacher- student ratio can be checked under the respective course.

The management, administrative and customer service managers provide the students help in dealing with personal, administrative, or academic problems or with special issues. They assist International students with:

- Application and renewal of Student Pass
- Airport Pickup and Visa application (upon request)
- Assistance in arranging for accommodation in Singapore
- Free Pastoral Counselling
- Academic advising on their further education in Singapore or overseas
- Assistance to students
- Assistance in adapting to the new environment
- Advice on career opportunities
- Internship arrangements and preparations for interview (for courses with OJT)
- Advice on internal grievance procedures
- Arrangement for Medical check-up

- Assistance in the claim of Medical Insurance
- Helping to enrol into Government School or Polytechnics or Junior School
- Arrangement for Local sponsorship
- Orientation program
- Assist in Security Deposit
- Arrangement for local educational tours
- Arrangement for opening of bank account and banking services

### **Your Student Service Centre**

The student service centre is the place to go for any query related to your studies or your time at the school. The student service centre is also the gateway to the wealth of other support services offered, such as Student Services (Student Money and Accommodation Advice, Counselling Service, Disabilities & Dyslexia Service), finance and learning support services. During your Induction Programme, you will be informed of the location of your student service centre.

### **4.7 Academic, Pre-course and Special Counselling Program**

The school provides comprehensive **pre-course**, **academic** counselling and **special/personalised** counselling services for all students.

The pre-course counselling serves the following purpose:

- **Career Exploration:** Academic counselors assist students in exploring career interests and aligning their academic goals with future career aspirations. They provide information about different courses available based on career paths, educational requirements, and opportunities for further study or training with Stanford Academy.
- **Course Selection Guidance:** SA's Counselors help students choose courses that align with their academic strengths, interests, and career goals. They may also advise on advanced placement courses and other opportunities for academic enrichment.

Course outline and module synopsis are clearly stated on the brochures of the respective course and students are provided with the course brochures upon enquiry of the course to enable them to make informed choices before application.

The School Course Consultant gives pre-course counselling services which includes:

- Individual assessment of the prospective student's needs and capabilities and providing tailored solutions to ensure effective learning experience;

- Providing marketing collaterals and schedules so that the student can make informed choices;
- Providing appropriate guidance and advice on the suitability of the courses available;
- Providing career guidance relating to the courses available;
- Academic care for weak students and providing extra English classes for students to improve their better academic results in the exams that they are sitting for

Course consultants and administrative staff of the respective department are provided with trainings to ensure that they provide the respective students with good guidance.

The School has engaged 2 part-time staff with professional qualification as a Counsellor to provide adequate formal training to students. The Part-time Counsellors can give advice to students with stress and serious emotional concerns or problems ranging from academic difficulties to personal or social issues and with difficulties such as adjustment problem, relationship problems etc. The student can approach the Administrative Staff of the respective department for appointment with the Counsellors.

The Academic Counseling program of SA serves following benefits:

- **Study Skills Development:** Counselors teach students effective study skills such as time management, note-taking techniques, and test preparation strategies. These skills are essential for academic performance and long-term success.
- **Support for Academic Challenges:** When students face academic challenges such as low grades or difficulty understanding course material, counselors provide support and resources. They may recommend tutoring, academic workshops, or interventions to help students overcome obstacles.
- **Transition Support:** Academic counselors in Stanford Academy assist students during transitional periods. They provide guidance on academic expectations, course prerequisites, and extracurricular activities that can boost students morale.
- **Monitoring Progress:** Counselors of SA monitor students' academic progress and provide feedback on their performance.
- **Motivation and Confidence Building:** SA's Academic counselors motivate students to take ownership of their academic journey and build confidence in their abilities. They provide encouragement and reinforcement to help students stay motivated and resilient in the face of challenges.

The Special and personalized Counseling program of SA support follow:

- **Tailored Support:** Each student is unique, and personalized counseling allows for tailored support based on individual needs, strengths, and challenges. This way ensures that students receive interventions and guidance that are relevant and effective for their specific situation.
- **Improved Academic Performance:** Counseling can help students identify barriers to learning, develop effective study habits, set academic goals, and improve their overall performance in school. By addressing academic challenges early on, students can

experience greater success and confidence in their abilities.

- **Behavioral Improvement:** Behavioral issues can often interfere with academic success. Personalized counseling offered by SA helps students understand and manage their behaviors, develop coping strategies, and learn social skills. This can lead to better relationships with peers and teachers, as well as a more positive learning environment.
- **Emotional Support:** Many students face emotional challenges such as stress, anxiety, depression, or trauma when they first land in Singapore. SA's personalized counseling provides a safe space for students to express their feelings, process their experiences, and learn healthy coping mechanisms. This emotional support is crucial for overall well-being and academic engagement.
- **Building Resilience:** Through personalized counseling, students of Stanford Academy develop resilience and learn how to overcome challenges effectively. This resilience not only supports academic success but also prepares them for the complexities of adulthood.
- **Early Intervention:** Identifying and addressing academic or behavioral concerns early can prevent them from escalating into more significant issues. Personalized counseling enables early intervention strategies that can mitigate potential long-term consequences.

#### 4.8 Academic Support and Academic Tutors

As part of our absolute commitment to student experience and achievement every student is allocated an academic tutor and/or academic mentor from the School. The academic tutors and mentors offer academic advice and academic support to students (i.e. personal development, progress, goal setting, academic writing). They work closely with course leaders within an integrated network of support services.

#### 4.9 Learning Development Support

A range of learning development support is available to all students wishing to make the most of their time studying at University. This includes:

- advice from module lecturers;
- online tools, resources and advice for developing writing, presentation, critical analysis and other academic and study skills, available via the [Study Hub](#), a dedicated website for students

#### 4.10 Course Leader

Course Leaders are the main contacts for personal academic advice, including programme planning and approval, and are also responsible for the day-to-day organisation of your course. They support systems for positive student engagement, achievement and progression and are also a source of valuable advice for other matters. They should be the first port of call if problems arise as they are able to:

- provide you with academic advice on all aspects of your studies and progress



- explain the implications of assessment results and associated feedback on your academic performance
- advise you on managing and planning your studies;
- refer you to Student Services for support regarding personal problems, housing, health and finance.

#### **4.11 Module Leader**

Module lecturers are members of academic staff who lead the modules contributing to your programme of study and are key to your learning experience. They should be your first port of call for academic advice on any topics you do not understand following a lecture or seminar. All Module Lecturers have “office hours” – these are set times during the week when they are available for consultation.

## **SECTION 5: Your Voice Counts**

In order to better serve the community, the management and the team look for opportunities to improve the programs and service quality of SA. The School has put in place an open communication system to collect the feedback from the students. The management and the administrator of each course are always available to discuss issues relating to the inconveniences, the service and the course. The students can make their views known to the management. All the feedback from the students is taken as positive step towards improving the quality of the service and maintaining and enhancing the quality of course delivery. The School values the students' feedback and will make every effort to investigate their suggestions and complaints. Their input will be carefully considered, and changes will be implemented to enhance the school's service level to meet the customers' expectations.

### **Have your say**

The School is committed to giving the students the opportunity to let the School know how things work and where they need improvement. The School runs a regular Student Evaluation which they are asked to complete; their responses inform future planning needs.

### **5.1 Resolution of Complaints**

The School assures the quality customer service and the quality training. Any student who has grievance or complaint can lodge the matter to our administration office for proper attention. An immediate acknowledgement will be processed.

Students are advised to immediately contact the management and respective administrator who will listen, assist in making decisions, and help to facilitate a prudent and responsible course of action within 21 days. The management and administrative staff are available in such cases

## SECTION 6: YOU'RE A-Z ESSENTIALS

### 6.1 Admin Staff – Student Service Staff

Student Service Staff is qualified to provide learning support and information skills training and ensure that, where possible, the appropriate information resources you need are available throughout your course.

Your dedicated staff can help you acquire valuable information literacy skills which will enable you to locate, retrieve, evaluate and use the most relevant resources for your research for specific assignments and projects.

### 6.2 Academic Misconduct

You are responsible for ensuring that all work submitted is your own, and that it is appropriately referenced. The University does not tolerate cheating of any kind and all students must respect all relevant academic conventions and practices, and must not give or receive unpermitted aid in relation to any assessed work. You are strongly advised to familiarise yourself with the General Student Regulations on Student Conduct, which list a range of categories of academic misconduct and associated penalties, covering instances of academic misconduct (plagiarism, collusion, exam cheating). From the outset of your studies you should receive information and guidance on referencing conventions and group work activities to ensure that you do not contravene the University's Regulations. If you are unsure about referencing, paraphrasing or group work activities (and what may constitute collusion in such activities), you should seek advice as soon as possible from the Module Leader.

Further information can be accessed [academic misconduct](#).

### 6.3 Academic Regulations

We provide guidance on most aspects of the [academic regulations](#) via [Student Zone](#). If you are unsure please contact your Student Service Staff or Module leader.

### 6.4 Academic Board Appeals

The deadline for submitting an appeal is **10 working days** from the date of publication of the results concerned or the notification of the termination of your student registration. Your completed form and supporting evidence must be submitted in person to the Student Service Counter by the specified deadline or by post or email to the Student Service Department, to arrive by the specified deadline. Appeals received after the deadline cannot normally be considered.

Prior to submitting an Appeal you should familiarise yourself with the [procedures for the submission of appeals](#), Students should also familiarise themselves with the [General Student Regulations](#) on Complaints and Appeals.

## **Appeal for Expulsion**

All applications for an appeal include documentation evidence to verify that the student has the valid reasons to apply for an appeal. If a student unable to provide the required documentation, then the request will not be accepted/ considered. The Academic Board will consider the appeal application case by case basis. The appeal result may fail due to lack of documents evidence or valid reasons. The school will notify the candidate/ appellant of the outcome in writing. Appeal charges are non-refundable.

## **6.5 Course Transfers**

### **Terms and Condition for Course Transfer**

A Student who has decided to transfer from the existing Course to another course within SA shall be deemed to have withdrawn from the current Course as otherwise agreed between SA and the student.

A student who wishes to transfer from one course to another within London Met must complete the Transfer Form, which is obtainable from the Administrative staff.

An **administrative fee (Local/ Non-STP student: \$50.00 and STP student: \$100.00)** (Subject to change) is payable per request for transfer.

### **Internal Processing of Course Transfer Request**

The request will be considered by the management. The application will only be considered if the student meets all the pre-requisites of the new course. The decision of the University is final.

Approval for course transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new course. Once the request for transfer is approved, the existing Student Contract shall be terminated, and the Fee Protection Insurance of the existing course will be terminated with the insurance provider.

For the international student, the School will have to submit a new application for a Student's Pass, on the understanding that the new application is subject to ICA approval.

If the student's application is approved by the management, he/she will be deemed to have withdrawn due to other reasons from the previous course. Balance of student's money can be transferred to new course.

For international students transferring to another course within SA, the Student's Pass application for the new course will be submitted to the Immigration and Checkpoints Authority (ICA) for approval. A processing fee is payable to ICA for the transfer of Student's Pass to the new programme. The transfer will only take effect after ICA approves the transfer of the Student Pass. The School will not be held liable for the transfer.

### **Formalities for Transfer**

Once the request for transfer is approved by ICA, new Student Contract is needed to be signed. Subject to SA's Refund Policy, any remaining fees from the existing course will be transferred to the new course and the student will have to top up the difference in fees (if any) and a new Fee Protection Scheme (FPS) will be purchased for the new course.

### **Timeframe for processing transfer request: within 7 working days**

The School will acknowledge receipt of transfer application within 3 working days and notify student of the decision within 7 working days from the date of receipt of the signed and duly completed Course Transfer Form.

If you intend to change course you should seek advice from the student service centre. Do not stop attending your course until a transfer has been agreed and confirmed in writing to you.

## **6.6 Coursework Submission**

When handing in coursework you must ensure that you have understood and followed all the instructions provided by the Module Lecturer. For each coursework assessment, the type of submission will be specified as either:

- a 'Hardcopy Submission' which you submit in person to your Module leader; **or**,
- an 'Online Submission' via Canvas

It is important that you retain your confirmation email or electronic receipt in case of any future queries. Students are advised to set up a coursework receipt folder in their email. It is also essential that you keep a copy of the coursework until the results are published on Evision.

## **6.7 Criminal Convictions**

If you are a student with an unspent criminal conviction, or you are charged, convicted or cautioned for an offence during your studies, you must [notify the University](#). If you have a spent conviction or caution that is not eligible for filtering but are studying on a course which is exempt from the 1974 Rehabilitation of Offenders Act and/or requires a DBS (Disclosure and Barring Service) check you must also inform the University immediately.

If you are a student with an unspent criminal conviction relating to a relevant offence, or you are charged, convicted or cautioned for a relevant offence during your studies, you must notify the University. Relevant offences are offences involving any kind of violence (including threats); sexual offences; harassment or stalking; supply of controlled substances; offences involving firearms, explosives, knives or other weapons, or arson; or terrorism offences.

If you are studying on a relevant course or undertaking regulated activity as part of your course, you must immediately notify your Course Leader if you

- have any unspent criminal convictions or any spent criminal convictions that are not eligible for filtering
- are charged, convicted or cautioned for any criminal offence; or
- are subject to a formal child protection investigation (or any member of your household is),
- are barred from working with children or vulnerable groups or in a regulated activity or are the subject of a referral to the DBS

Relevant courses include (but are not limited to) Dietetics, Counselling Psychology, Social Work, Initial Teacher Training (e.g. PGCE), Primary Education, Early Childhood Studies, Montessori Early Childhood Practice and Early Years Education. Regulated activity includes (but is not limited to) activities which involve working closely with children or people in vulnerable circumstances, such as caring for, training, supervising or being solely in charge of them.

Full details of the University's regulations regarding criminal convictions are available at [www.londonmet.ac.uk/convictions](http://www.londonmet.ac.uk/convictions)

## 6.8 Criteria for Awards

The Undergraduate Awards Framework, the list of all of the University's undergraduate awards, can be found at the beginning of Section 2.1 of the [academic regulations](#). Section 2.2 of the academic regulations details the minimum criteria for passing and achieving classifications within each type of undergraduate award.

## 6.9 Disabilities and Dyslexia

Our [Disabilities and Dyslexia Service \(DDS\)](#) can assist you if you have a disability, long-term medical or mental health condition or a Specific Learning Difficulty (e.g. dyslexia or dyspraxia). You will need to provide medical evidence of your condition, or a full post 16 diagnostic assessment for Specific Learning Difficulties (SpLDs). If you are eligible for support, our Advisers can help you obtain a range of adjustments depending on the level of need identified. Support can include:

- notes/hand-outs in advance
- permission to record lectures
- individual examination arrangements (e.g. extra time, use of a computer, sheltered accommodation, amanuensis), alternative assessment arrangements
- extended library loans
- accessibility related classroom adjustments
- screening for a Specific Learning Difficulties (dyslexia)
- Individual Needs Assessment Report, to identify any adjustments to support you in your studies
- advice and guidance in applying for study-related funding e.g. the Disabled Students'

**Allowance(DSA)**

- assistance with arranging specialist tutoring, mentoring, communication support

**Please Note:**

1. There are some aspects of course assessment that cannot be changed. These are known as 'competence standards'. A 'competence standard' is defined in the Equality Act 2010 as an academic, medical, or other standard applied for the purpose of determining whether or not a person has a particular level of competence or ability. These standards must be essential to the course and all students must be able to fulfil these criteria. Although in such situations it may not be possible to alter the format of the assessment, you may still be entitled to adjustments (e.g. extra time or an amanuensis). Competency standards are different to the fitness to practice standards that exist in certain professions, such as teaching, social work and medicine.

You are responsible for obtaining medical evidence of your disability/ long-term medical or mental health condition. Adjustments and extra support can be arranged only after a full diagnostic assessment and/or medical evidence is received. While the Service can provide screenings for a Specific Learning Difficulty, adjustments and extra support can be arranged only after a full diagnostic assessment is made. You may also be entitled to government allowances (e.g. DSA). You are strongly advised to contact the DDS for help with funding applications.

2. If you have a disability, long-term medical or mental health condition or a Specific Learning Difficulty, please contact DDS as soon as possible as we are not usually able to arrange adjustments to teaching and assessments at short notice. DDS require medical evidence of your condition/a full diagnostic assessment at least 4 weeks before the start of the relevant exam period. This is to ensure our Advisers have sufficient time to assess your requirements and communicate them to our Assessment and Conferment Office, who then implement any individual exam arrangements to which you are entitled.
3. It is your responsibility to update us if your condition changes. We need to know this in order to assess if there is any additional support you need – so please do stay in touch with us throughout your course.

### **6.10 Student Pass Renewal (international student only)**

SA undertakes to use their best efforts to assist the Student if he/she requires a Student's Pass from the ICA. This includes, without limitation, providing the Student with advice on obtaining such pass, verifying the Student's enrolment and immigration status, and doing all such things as may be necessary to procure the Student's Pass on behalf of the Student. **The School does not guarantee the approval for the renewal of Student Pass application.** Such applications are subject to approval by ICA. It is the student's responsibility to ensure that his/ her Student Pass is renewed in time. The School will not be held responsible if the Student Pass expires or is being rejected by ICA due to lateness in renewing. Not later than three weeks before the expiry of current Student Pass, students need to approach the administration staff to apply for renewal. Students are required to complete all necessary forms from the School and ICA and submit them to the administration staff. The School applies to ICA for submission of renewal of Student Pass.

**N.B.** The School will only process and submit application for renewal of Student Passes for students only if they meet the 90% attendance as required by ICA and are current in their payment of fees (if attendance is lower than 90%, management will consider on a case by case basis such as their performance, academic results and conduct etc.). When renewal is approved, the student is required to go through the formalities (i.e. the same as new Student Pass application after getting IPA status) and pay charges to ICA.

### **6.11 Student Pass not Transferable**

The Student's Pass issued is not transferable and will expire upon the student ceasing to be a student of SA. The School is under an obligation to inform the ICA of the student's withdrawal from, or completion of his/her course of study at SA. The student needs to deliver the Student Pass to the School, within 7 days of the student ceasing to be a student of SA, for cancellation of the Student Pass.

### **6.12 Assessment Timetable**

Assessment periods are detailed in the Undergraduate Academic Year found at the beginning of this Course Handbook. Respective module leader will inform the students on the assessment due dates during the lesson in Week 1.

### **6.13 Fitness to Study**

The University recognises that medical, psychological, behavioural or emotional problems or a student's circumstances may affect a student's fitness to study and we are committed to maintaining and preserving the physical and psychological wellbeing of all students. Where concerns about a student's fitness to study have been raised, these will be dealt with, in a supportive and understanding manner, in accordance with the [fitness to study procedure](#).



## 6.14 Marking and grades

The University provides you with outcomes for the work that you submit for assessment, using percentage grading scale. At module level, each component of assessed work is assigned a percentage mark with a pass/fail threshold at 40%. The detailed requirements for assessment on each module are specified in Module Booklets, together with indicative assessment criteria associated with different levels of performance and results. Modules are marked on the following basis:

<b>70% - 100%</b>	<b>A</b>
<b>60% – 69%</b>	<b>B</b>
<b>50% – 59%</b>	<b>C</b>
<b>40% – 49%</b>	<b>D</b>
<b>0% – 39%</b>	<b>FAIL</b>

Module marks are calculated to the nearest whole number from the appropriately weighted marks for each assessment component. However, when determining awards, which are calculated from the applicable module marks, with extra weighting for final year module marks, the overall mark for your award is calculated to two decimal places.

At the end of each teaching period module results and awards are confirmed by assessment boards (subject standards boards and awards boards). Assessment boards uphold the academic standards of your course and ensure that each student is treated fairly and equally through the assessment process.

## 6.15 Mitigating Circumstances

The [mitigating circumstances](#) process is for students who have exceptional, unforeseen circumstances which prevent them from attending an examination or which prevented them submitting coursework. If you need to make a claim, independent supporting evidence is required and, if accepted, this will allow you an opportunity to redo the exam/resubmit the coursework without penalty i.e without capping of the mark. The deadline for the submission of claims is two weeks from the date of the assessment concerned (i.e. the examination date or submission deadline).

Claims for mitigating circumstances must be submitted, together with the evidence, to the Student Service Center.

## 6.16 Mode of Study

Your mode of study is determined during your application. Full-time or part-time students will enroll the same modules. Part-time students may request to take 1 module per semester, subject to the Management approval. Full-time students will attend weekday's classes whilst part-time students will attend evening/ weekends classes.

## 6.17 Progression

At the end of each year the University considers the performance of each student and decides whether they have passed sufficient modules to be able to move to the next level of their course. Failure in modules, particularly failure due to non-submission of coursework or non-attendance at an exam, is likely to have serious consequences for progression through your course. In some cases, students who cannot progress will have the opportunity to repeat modules that they have failed. A student who has received failing marks in three modules (60 credits) shall be required to undertake a review of their academic performance with the course leader or nominee. On the basis of this review the student may be counselled/ required to leave the course and/or to seek readmission on a different course.

Any failure to progress is likely to delay your graduation and will lead to you incurring extra debt. For this reason, students who think they may be unable to attempt assessment should seek advice from Student Service Centre as soon as possible. Students may contact the management team at Section 1.2 for advice on possible implication for their student pass.

## 6.18 Publication of Results and Transcripts and Awards Certificates

Your marks will be formally confirmed at the end of the academic year, once they have been confirmed by the Subject Standard Board for your subject. Marks are published via [Evision](#).

An official transcript will be posted to Stanfort Academy on the completion of your course, together with your award certificate. There is no charge for either your end of course transcript or your original award certificate, but if your certificate is lost you will need to pay a fee for a replacement.

For reason of employment, or to provide proof of study at the University during your course, you may need a formal transcript. There is a fee for these transcripts, payable at the time of request. Requests should be made via the University's [Eshop](#), who aim to produce transcripts within 10 working days of request. You can also print a copy of your results from Evision and your Student Hub will stamp it to confirm it is valid.

## 6.19 Reassessment

If you fail or do not attempt a component of assessment you will be provided with one reassessment opportunity during the reassessment period, provided you have failed the module overall. If you pass after reassessment the component concerned will be capped at 40%.

## 6.20 Retaking a Module

If, after reassessment, you still have not passed a module, you may need to re-register and to take the whole module again. You are only permitted to re-register any module on one occasion and depend on the programme schedule. A fee is charged for re-registrations.

However, you should note that there are limits on the number of modules you can register to gain your degree. If you repeat too many modules it will affect your funding, your ability to continue on your course and, if you are an international student, your right to remain in the Singapore.

## 6.21 Course Deferment Policy (applicable only to local and non-STP students)

We understand that, unfortunately, some students encounter exceptional circumstances resulting in them needing to take a break from their studies or delay it for a certain period. The University has [procedures](#) in place to support students who need to take a break from their studies or, in exceptional cases, modify their current programme of studies. Deferment may arise due to factors such as the compassionate ground or for any other valid reason.

Please think carefully about whether taking a break from your studies is right for you and please do contact your Student Service Centre for help and guidance, as during an approved break you will not be eligible to sit examinations, submit coursework or undertake any other form of assessment.

**Timeframe for processing for Deferment request: 7 working days. The decision of the management and the University are final.**

**The maximum break permitted is one year and the maximum period in which to qualify for an Honours degree (including any agreed breaks) is six years.**

### **Terms and Conditions for Deferment**

A student who wishes to defer his/her study to a later date/ intake must complete the Deferment Form and submit it to the management. The form is obtainable from the Administrative staff. The approval of the deferment request is subject to the availability of the next intake.

The following conditions apply to any request for deferment of course:

- The student must state his/ her reason for wishing to defer his/ her studies, as well as the period of deferment. All requests for deferment must be supported by official documentary evidence.
- A student is only allowed to defer once per course of study. The period of deferment cannot be subsequently extended. The period of deferral cannot exceed 12 months. If student deferment period exceeds the time limited, student will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if s/he wishes to register on the course again.
- Student must contact the School to resume the course and failure to accept the course offered by the School will result in the automatic withdrawal from the course and only withdrawal policies applies.
- Any course fee that had been paid by the student will be retained by the School, towards the payment of course fees when the student re-joins the course. If the student does not re-join the course within the stipulated period for any reason, there will be no refund for any course fee paid. The student will be required to pay any difference in the School fees, if there is a revision in School fees during his period of deferment.
- When the student resumes his/ her course of study, he/ she may be required to purchase a new set of materials, if the course materials have changed.
- Student needs to pay new FPS fees as the old course FPS is terminated upon request of the deferment.
- The School does not guarantee that the same course will be available when the period of deferment is completed. In the event of the course being unavailable, the student may request a transfer to another course, subject to the approval of the management. If there is no suitable course, the student will be considered to have withdrawn without cause from the course and be subject to the procedures resulting from a withdrawal without cause.
- For the request of deferment, an administrative charge applies. The approval for deferment is at the sole discretion of Stanford Academy.

**INTERNATIONAL STUDENTS UNDER STUDENT PASS IS NOT ALLOWED FOR COURSE DEFERMENT.**

## 6.22 Standard Student Contract

To comply with the requirements of the Committee of Private Education (CPE), all local & international students enrolling in private education institution (PEI) in Singapore are required to sign a Standard Student Contract (Version 3.1) which stipulates:

Section 1)	Definitions
Section 2)	Course information & fees,
Section 3)	Termination And Refund Policy,
Section 4)	Additional Information,
Schedule A)	Course Details
Schedule B)	Course fees
Schedule C)	Miscellaneous fees
Schedule D)	Refund Table
Schedule E)	Refund Events

The CPE requires all private schools and their students to sign a student contract for any course that is longer than one month. The student contract sets out the contractual commitments of both the student and the private school. Once signed, both parties will be contractually bound to the agreed terms and conditions stated in the document.

For example, if the refund policy in your student contract states that there will be no refund of course fees once the courses have started, you will not be entitled to any refund even if you have not attended any lessons.

The student contract also contains other key mutual obligations of the private school and the student on matters such as course details and payment terms. **It is hence critical that you read and understand the terms and conditions carefully before signing and committing yourself to the contract.** Do not sign the student contract if you do not agree with the terms or if the terms are different from what the agent or the school has told you. Clarify with the school.

**Retain a copy of the signed student contract as well as all receipts issued by school as these may serve as documentary proof in the event of a dispute.**

If necessary, you can request the school for clarification or the translation of contract in your native language (i.e. in Chinese or in India or in Myanmar or Vietnam). School will arrange staff to explain using your native language. Students can also view and access [Advisory Note](#) at CPE website: [Skills Future SG](#). The school will also give an original copy of the contract to the student as it can be presented as a legal document in the event of disagreement.

The student's guardian will also sign the contract if the student is below the age of 18. The authorized signatory will sign the contract on behalf of the School.

### **6.23 Course withdrawal policy**

Withdrawal means the student contract is terminated and the student is no longer a student of Stanford Academy (SA). The Course Withdrawal Policy covers a student's request for a course withdrawal from Stanford Academy, either with Withdrawal due to non-delivery of course or Withdrawal due to other reasons.

#### **Terms and Conditions for Withdrawal**

A Student who withdraws from SA to enroll with another Private Education Institution shall be deemed to have withdrawn from SA must do so by completing the Withdrawal Form, obtainable from the administrative staff.

Student's request for withdrawal will only be considered if:

- (i) a duly signed "Course withdrawal form" is submitted;
- (ii) student below the age of 18 must have the consent from their parent/guardian;

**For instalment payment, in time of withdrawal, the student must settle unpaid instalment fees to SA. If student fails to terminate the Contract and/ or to give notice to withdraw from the course, the Contract will continue to be in force.**

The Course withdrawal request is considered and approved by Management.

#### **Timeframe for Processing Withdrawal**

SA will take a maximum of 7 working days to affect the course withdrawal. Student will be informed of the outcome of his/ her request and received the cheque for fees refund (if applicable) within 7 working days.

#### **International student's Withdrawal Case**

Upon the receipt of the request, the School will

- Inform the Immigrations and Checkpoints Authority (ICA) for cancellation of Student Pass
- Cancel the existing student contract and Fee Protection Scheme
- In the case of withdrawal for transfer to another school, the School will declare a past attendance record for a student upon the receipt of the prompt from ICA.

#### **Update of Student Status to FPS provider**

The School takes immediate action to update FPS service provider **within 3 working days**.

## 6.24 Refund Policy

The School offers refunds to students, depending on whether they are determined to have withdrawn from the course due to non-delivery of course or due to other reasons. The School attempts to manage refunds for students under various conditions in a fair and acceptable manner. Applications for a refund must be made by completing a **Withdrawal/ Refund Request Form (SAFRM STD019)**, which is available from the Administrative staff.

The withdrawal/refund form must be submitted and **signed by Parent or guardian if student is below 18 years old**. The student must fully explain the reason for the request and must be accompanied by **supporting documents (if applicable)**.

Stanford Academy has a transparent and fair refund policy for all course fees payment made.

The refund of course fees will be based on the refund policy below

### **Refund for Withdrawal Due to Non-Delivery of Course:**

The Student shall be entitled to immediately withdraw from the Course in such circumstances. The PEI will notify the student **within three (3) working** days upon knowledge of any of the following:

- SA fails, for any reason, to commence the course on the course commencement date;
- SA terminates the course, for any reason, prior to the course commencement date;
- SA fails, for any reason, to complete the course by the course completion date;
- SA terminates the course, for any reason, prior to course completion date; or
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation within any stipulated timeline set by CPE
- The Student Pass application is rejected by Immigration and Checkpoints Authority (ICA).

### **Notification and Arrangement**

Stanford Academy shall, within three (3) working days notify the Student through phone call, email, in person or in writing of above circumstances, provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement. The student shall be entitled to immediately withdraw from the Course by giving written notice to Stanford Academy of his/her intention to do so if SA is in breach of any of its obligations under the above circumstances. The student is entitled to a refund of the **entire Course Fees and Additional Fees stated in the student contract** (eg. Fees Protection Scheme, Medical Insurance, Course Material fee, School Uniform fee and International Student Support fee) already paid should the student decide to withdraw, **within seven (7) working days** upon receiving the

notice to withdraw accompanied with the **completed and signed Withdrawal/ Refund Form** and **any necessary documentation**.

Application fee is **non-refundable** upon payment (special cases subject to approval from the Principal).

### **Refunds for Withdrawal Due to Other Reasons:**

Refund request must be made and withdrawal form has to be **submitted and signed by Parent or guardian if student is below 18 years old**.

Where the Student withdraws from the Course for any reason other than the above causes, SA shall as soon as practicable after receiving the Student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice), refund to the Student the following sums (less any applicable bank administrative charges paid).

<b>% of (the amount of fees paid under Schedules B and C in the student contract)</b>	<b>If Student's written notice of withdrawal is received</b>
<b>50%</b>	More than 21 days before the Course Commencement Date
<b>20%</b>	Before, but not more than 21 days before the Course Commencement Date
<b>0%</b>	after, but not more than [0] working days after the Course Commencement Date
NA	more than [•] working days after the Course Commencement Date

### **Amount of fees to be refunded:**

Application fee is **non-refundable** upon payment (special cases subject to approval from the Principal).

The amount refunded is based on when the Student's written notice of withdrawal is received, as indicated above, less any 3rd party charges; Bank administrative fee are non-refundable as bank administrative fee is imposed by the bank.

### **Refund within Cooling-Off Period**

Stanford Academy shall provide Students with a **cooling-off period of (7) working days** after Cooling-off period from the date of signing of the Student Contract which will allow for a **Full refund of fees stated in the student contract** that is already paid, should student decide to



withdraw within this period. Student has a 7-days cooling-off period after signing the Contract, during which they are entitled to receive the **full refund of the fees that is already paid**.

Refunds will be made to student **within 7 working days** upon receipt of the **signed withdrawal form** and complete submission of all required documents. Refund request must be made, and withdrawal form must be **submitted and signed by Parent or guardian if student is below 18 years old**.

The School has the right to delay a course if the conditions to commence the course are not met such as not meeting the minimum student number to commence the course. Such decision will be made known to student at least **1 week before the scheduled commencement date**.

### **Conditions for No Refund**

There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of Stanford Academy and/ or Singapore Authorities.

### **The refund policies do not apply:**

- when students are asked to leave the School because of disciplinary matters;
- when students violate the laws of Singapore;
- when student breaches the terms and conditions of Student Pass and so ICA cancel his/her Student Pass;
- when student breaches the CPE Standard PEI-Student Contract;

### **Issuance of Cheque**

Refund Cheque will be issued in the name of the student registered and Cheque **will not be issued to the third party** or deposited to the third party's bank account unless the student request by submitting the form which is duly completed. **(Form: SAFRM STD038 – Authorization Form for Refund of Course Fees)**. Approval is at the discretion of management.

## Section 7: The key features of your course

### 7.1 Course Specification

Section One: ABOUT THE COURSE			
1	Name of course and highest award	<i>BA (Hons)</i>	Tourism and Travel Management
2a	Entry Year	August 2024	
2b	Level of highest award (according to FHEQ)	<i>Level 6 (UG)</i>	
3	Possible Interim Awards	<i>BA</i>	Tourism and Travel Management (unclassified)
4	Awarding/validating institution	London Metropolitan University	
5	Teaching institution(s)	Stanfort Academy	
6	Total credit for course (for highest award)	120 (Level 6 only) Top Up Course	
7	School responsible	<i>Guildhall School of Business and Law</i>	
8	Pattern of attendance, Mode of Study, and length of course	Autumn start	Full Time/Part time Length of course: 1 year
		Spring start	Full Time/Part time Length of course: 1 year
		Summer Start	Full Time/Part time Length of course: 1 year
9	About the course, its strategy towards teaching and learning and towards blended learning/e-learning.	<p>The BA Tourism and Travel Management was developed to answer the tourism and travel industry demand for specialist destination managers and planners. Despite industry's prime position as global income and employment contributor, this biggest service economy of the world suffers from insufficient investment in its workforce. In the United Kingdom, the UK Commission for Employment and Skills (2014) identified four challenges at national level that need addressing to meet customer expectations on the level of service: low productivity; low employee engagement; high employee turnover and low investment in skills. Through industry-focused curriculum, this course attempts to address those issues and provide an opportunity for graduates to fill the gap in the current employment market, and at the same time learning effective management strategies that would increase their competence to</p>	

	<p>manage future generations of employers and businesses in tourism and travel industries.</p> <p>The course is designed to offer an intellectually stimulating and distinctive programme by combining in the syllabus a range of tourism studies disciplines and approaches, including marketing, business management, quality, strategic and risk management, together with sustainable tourism management, cultural heritage and tourism-led regeneration, destination management, niche tourism and entrepreneurship.</p> <p>Class-based contact is enhanced by multiple blended learning techniques, providing an on-line support and guidance. Learning and teaching includes guest speakers - e.g. tourism destination and visitor attraction marketers, regeneration specialists, sustainability advocates - to engage the student in contemporary challenges for practitioners and to enable appreciation of career opportunities and continuing professional development after graduation. Students have multiple opportunities to develop research and professional skills through practical projects, e.g. evaluating tourism-based regeneration projects, advising on development of destination product portfolio, enterprise social media strategy or visitor management practices.</p> <p>The teaching utilises our location but also uses residential field course to provide students with the capability to practice field research techniques in an unfamiliar environment. We believe that university experience should be designed to enhance and support student's professional life hence we place as much emphasis on gaining skills relevant to the workplace as on learning the academic discipline. We embed employability in student journey, via range of short- and long work placements opportunities to the professional environment simulation modules such as destination management and marketing module.</p> <p>Technology-enhanced and blended learning techniques are utilised throughout the course to support the curriculum and complement class-based contact. The course uses VLE and where possible social media, both in terms of providing student access to module materials, but also in terms of facilitating student interaction, supporting reflection and delivering feedback on assignments promptly and efficiently</p> <p>The overall approach to learning and teaching focuses on making students independent learners and developing their confidence to tackle assessments and progress as appropriate. The priority is to engage with the programme via the development of appropriate and inclusive 'teaching' styles while acknowledging that some students need additional support for this journey.</p> <p>All staff are periodically trained, their teaching is reviewed, and have regular reminders of the requirements for good practice in teaching and learning. Module architecture and assessment strategies are reviewed regularly for their robustness to ensure they fulfil the overarching strategy of the university for a supportive educational environment. The drive for independent learning is achieved via the process of introducing ideas in the contact periods (face-to-face and online), stimulating debates and the use of assessment instruments to encourage discovery.</p>
<p><b>10</b></p>	<p>Course aims.</p>

The principal aim of the course is to provide an academically rigorous programme of study that gives student knowledge and understanding of core subjects relevant to business management with emphasis on the international context of business and the management of tourism and tourists.

The purpose of the course follows that set out in the QAA benchmark for Business and Management (QAA, March 2023):

- Increasing understanding of organisations, their management, the economy and the business environment [*with reference to tourism and travel organisations*]
- Preparation for, and development of, a career in business and management
- Enhancement of a wide range of skills and attributes which equip graduates to become effective global citizens

QAA Subject Benchmark Statements have been used to underpin the course design, as demonstrated in the table below, where each of the specific benchmarks for Tourism programmes has been allocated to the module which delivers the benchmark in the most direct and explicit manner.

The underlying philosophy of this multidisciplinary course is to provide an education experience that gives a sound academic base focusing on the business environment of tourism and that is designed to demonstrate coherence and progression within the different business management disciplines.

The curriculum provides students with an understanding of the international business environment and the techniques, concepts and principles that make businesses successful and efficient in the context of the tourist system. Students will have the opportunity to study the management of tourism businesses, acquire real life and virtual business experience and explore the factors that influence business from an international perspective. Students will also be able to develop an appreciation of the wider context of their studies in terms of social and ethical issues and a respect for cultural diversity.

## 11 Course learning outcomes.

The University learning outcome that cuts across the entirety of the London Metropolitan University provision, and thus, the BA (Hons) Tourism and Travel Management is:

*On completion of this course, students will be able to: demonstrate confidence, resilience, ambition and creativity and will act as inclusive, collaborative and socially responsible professionals in their discipline (ULO)*

The School has translated its mission statement into a set of learning objectives that translate into the lived experience of students and academics alike to produce the attributes differentiating GSBL graduates. Upon graduating with an honours degree in Tourism and Travel Management, students will typically:

1. Have the confidence needed to take leadership decisions in challenging situations (LO1).

2. Possess the necessary communication skills that will help them adopt a global and multicultural perspective in their professional context (LO2).
3. Be cognisant of the effects of the social and environmental effects of their decisions and will remain active citizens of the places they live and work (LO3).
4. Demonstrate application of creative thinking skills to practical problems, and possess the analytical and organizational skills to translate creative ideas to operational solutions (LO4)
5. Demonstrate an understanding of the concepts and characteristics of tourism as an area of academic and applied study (LO5), which includes:
  - analyse and evaluate the concepts and characteristics of tourism as an area of academic and applied study in relation to business, management and wider social science
  - explain and challenge theories and concepts which are used to understand tourism in domestic and international contexts
  - critique and challenge the definitions, nature and operations of tourism
  - use a range of source material in investigating tourism
  - critique and challenge the nature and characteristics of tourists and associated behaviour characteristics
  - demonstrate an awareness of the dynamic nature of tourism in contemporary societies
  - explain, assess and challenge theories of sustainability and ethics in the production and consumption of tourism
  - evaluate the intercultural dimensions of tourism
  - demonstrate an understanding of technology and media and how those influence and change tourism products, operations, processes and behaviours
  - critique the stakeholder relationships involved in destination management, development, policy, governance and strategy
  - demonstrate an awareness of security, safety, risk and crisis management on regional, national and international scales
  - evaluate the products, structure, operations and interactions within the tourism industry
  - professionalising the tourism industry as both processes and structures, and professional identity and business acumen in professional development).
6. Demonstrate understanding of the nature and characteristics of tourists (LO6), including
  - explain the patterns and characteristics of tourism demand and the influences on such demand
  - understand the ways in which tourists behave at destinations
  - understand the cultural significance of tourism for tourists and societies.
7. Demonstrate an understanding of the products, structure of and interactions in the tourism industry (LO7), including:
  - demonstrate an understanding of the structure, operation and organisation of the public, private and not-for-profit sectors and their activities
  - evaluate the factors that influence the development of organisations operating in tourism
  - analyse relations between consumers of tourism and the providers of tourism services
  - analyse the role of government and policy makers in the development and management of destinations.

	<p>8. Demonstrate understanding of the relationships between tourism and the communities and environments in which it takes place (LO8), including:</p> <ul style="list-style-type: none"> <li>- evaluate the contribution and impacts of tourism in social, economic, environmental, political, cultural and other terms</li> <li>- understand and evaluate the approaches to managing the development of tourism through concepts of policy and planning</li> <li>- appreciate the ethical issues associated with the operation and development of tourism</li> <li>- understand the issues and principles of sustainability and social responsibility in the context of tourism.</li> </ul>
12	<p>Describe the arrangements for promoting reflective learning/personal development planning (PDP) on this course</p> <p>Developing reflective practice in students is built into the curriculum, and two specific activities to support this are the introduction of Enhancement Weeks and Personal Development Planning (PDP), which are now an established part of the undergraduate programmes.</p> <p>Enhancement weeks are scheduled to enable students to engage in broader course-based activities. These include opportunities for reflective engagement with feedback, career preparation and employability development activities, conferences by and for students, and programme planning advice.</p> <p>PDP is embedded in activities and assessments to encourage and emphasise reflection on learning goals and outcomes, to plan ways to address students' learning development needs and to capture their learning achievements. PDP on the course involve a variety of processes and formats as appropriate to the discipline (eg learning journals, e-portfolios, annotated sketchbooks, case books, skills audits, reflective commentaries, graduation statements).</p> <p>For example, with regard to reflective learning, most core modules contain explicit statements concerning the practice and assessment of students' reflective skills both individually and in groups. A wide range of the course modules also assess the student reflective practice through learning journals or logs contributing to personal development planning and career management. In this way, students will be encouraged to develop specific skills increasing their employability prospects by the end of the course.</p> <p>Generic and transferable skills are integrated into the context of the tourism industry in a wide range of modules that are delivered centrally. Assessment is customised to focus on research and enterprise in sector-context, which enables the promotion of best practice, such as:</p> <ul style="list-style-type: none"> <li>• Incorporation of a formative assessment task for most modules at each level</li> <li>• Publication and communication of assessment criteria from the outset of module delivery</li> </ul> <p>Provision of details on feedback, including timing and overall management at module and course levels</p>
13	Teaching site(s) for course

14	PSRB accreditations (where relevant)	Not Applicable	
15	Exemptions from Professional Body examinations (where relevant)		
16	Principal QAA Subject Benchmark Statement	This course adheres to the QAA Subject Benchmark Statement Business and Management March 2023: <a href="http://qaa.ac.uk">Subject Benchmark Statement: Business and Management (qaa.ac.uk)</a>	
17	Other external reference points		
18	Admissions requirements, to be demonstrated through certificated or experiential learning	<p>The University's standard requirements for entry at level 6 are:</p> <ul style="list-style-type: none"> <li>a minimum of grades CCC in three A levels (or a minimum of 96 UCAS points from an equivalent Level 3 qualification, eg BTEC National, OCR Diploma or Advanced Diploma)</li> <li>English Language and Mathematics GCSE at grade C/grade 4 or above (or equivalent)</li> </ul> <p>Applicants who do not have traditional qualifications or cannot meet the entry requirements for this undergraduate degree may still be able to gain entry by completing the Airline, Airport and Aviation Management (including foundation year) BSc (Hons) degree.</p> <p>To study a degree at London Met, all students must be able to demonstrate proficiency in the English language. Applicants who require a Tier 4 student visa may need to provide the results of a Secure English Language Test (SELT) such as Academic IELTS.</p> <p>For applicants from outside the UK, the minimum level of proficiency required in English is 6.0 IELTS (min. 5.5 in individual components). We consider applicants from varied educational/ employment backgrounds.</p> <p>The University also offers a Pre-sessional Academic English course to those who need (or wish) to improve their English and build their confidence before starting the degree.</p>	
19	Details of organised work experience, work based learning, placement, sandwich year or year abroad available during the course	Not Applicable	
20	Career, employability and opportunities for continuing professional development.		

The university experience is designed to enhance and support the student's professional career. Emphasis is both on developing skills relevant to the workplace and on learning the academic discipline. Employability is embedded at every level of the student's journey from exposure to real business environment at the World Travel Market, via reflective exercises evaluating employability skills and designing career plan, to professional workplace simulations, industry-relevant assessments and short- and long work placement modules.

The course team regularly consult the Tourism Management Institute (main UK professional body in the sector) to ensure that the curriculum is up-to-date and equips graduates with the knowledge and skills-set required by the industry. Over the past twenty years, many graduates have pursued rewarding careers in business, government and third sector tourism organisations, as destination managers and planners, managers in hospitality, transport, travel trade and visitor attractions, and in research and consultancy. The interdisciplinary nature of tourism studies leaves the career options wide open to other business and management sectors, including events management, marketing, quality management and strategic management. It is also a very good foundation for further (postgraduate) studies.

## Section Two: COURSE STRUCTURE AND ASSESSMENT

### 21 Course assessment strategy

The assessment strategy is based on the model of progressive and inclusive curriculum, QAA Subject Benchmark Standards and University Assessment Framework, with study skills being introduced, then practiced and finally assessed in one or consecutive modules.

Assessment methods intend to be appropriate to the aims and level of the module and its desired learning outcomes. At level 6 measure the student ability to synthesise and evaluate information. New forms of assessment, more advanced in digital literacy and linked to professional business environment (eg blogs, business pitch, report, audit, portfolio, consultancy) are introduced. Variety of assessment forms considers diverse socio-cultural body of students and intends to provide forms of engagement suitable to different learning needs. Many assessments allow for personalisation, with students being given a choice of the object of study.

An effort has been made to ensure spread of assessments per level of study, with obvious limitations such as end of academic year. An annual assessment calendar is available to students at the beginning of the academic year, hence student's practice of effective time management skills is essential in ensuring even workload.

Formative feedback and feed-forward is embedded in the course, where students can discuss draft work and early research findings. Modules use varied feedback mechanisms, including oral feedback in taught sessions, written feedback on draft work (eg comments on blog posts), feedback sessions (in-class and online via Blackboard Collaborate), written and audio feedback on the final work and sometimes visual feedback (eg mind maps of feedback on draft work, eg dissertation). The timeline of feedback provision is in line with University policies and standards, and marking schemes are employed in all modules.



	All assessments (apart from artefacts and written exams) are submitted online. Online submission enables anonymous marking and guarantees equal access for all module tutors and external markers to assignments.					
22	Course Structure Diagram					
Level Six						
Semester	Code	Title	Status	Credits	Notes Eg. Detail pre-requisite; co-requisites; barred combinations ; alternative cores.	LO1 LO4 LO7 ULO
Aut/Spr/Sum	MN6076SR	Leading Innovation	Core	15		LO5 LO6 LO7 LO8 ULO
Aut/Spr/Sum	LT6086SR	Strategy in Tourism and Travel	Core	15		LO6 ULO
Aut/Spr/Sum	LT6091SR	Service Excellence for Creative Industries	Core	15		LO2 LO4 LO7 ULO
Aut/Spr/Sum	LT6095SR	Tourism Destination Management	Core	15		LO6 LO7 ULO
Year/Term2	FE6P04SR	Dissertation	Core	30		LO4 LO5 LO7 LO8 ULO
Aut/Spr/Sum	MC6093SR	Global Marketing and Sales in the Digital Age	Core	15		LO4 ULO
Aut/Spr/Sum	LT6089SR	Conference Management	Core	15		LO4 LO5 LO6 ULO

23	<p><b>Part Time Structure</b></p> <p>There are no specified part-time structures for this course. Program planning is therefore agreed between the student and course team, in accordance with regulations on progression and completion.</p>
24	<p><b>Which modules are required to be taken to gain specific awards?</b></p> <p>CertHE Tourism and Travel Management: 120 credits at Level 4  DipHE Tourism and Travel Management: 240 credits at Level 5  BA (unclassified) Tourism and Travel Management: 300 credits at Level 6 (excluding Project/Dissertation)  BA (Honours) Tourism and Travel Management: 360 credits at Level 6 (including Project/Dissertation)</p>
<p><b>Section Three: COURSE SPECIFIC REGULATIONS</b></p>	
25	<p><i>Courses shall conform to both framework and University Academic Regulations. Where a course in addition has course specific regulations, which have been formally approved by the University, these should be included below.</i></p>