

Birkbeck
University of London

**Foundation Degree
Information Technology
(FdIT)**

Student Handbook
2010 - 11

Welcome from the Programme Director

Welcome to Birkbeck College, and more specifically to the Foundation Degree in Information Technology (FdIT). The FdIT is a programme organised by the Department of Computer Science and Information Systems (DCSIS) with contributions from the Department of Management

We hope your educational experience at Birkbeck is a fruitful, enjoyable and stimulating one. You are joining a College that prides itself on academic excellence in a wide variety of fields. By joining Birkbeck, we hope you will add to and become a part of this reputation.

Classes for the FdIT will take place predominantly on the main campus on Malet Street. As well as the lecture theatres and administrative offices, these buildings also contain a number of computer suites and an award-winning library.

As a member of the Birkbeck Students Union, you will have access to a variety of facilities including a wide range of clubs and societies, a snack bar and a bar with satellite television and pool table.

This handbook contains essential information about your Foundation Degree programme. It should be read in conjunction with the general student handbook issued by the Department. If you have any questions that are not covered by the contents of this handbook, please don't hesitate to ask your lecturers, the programme team or myself, the Programme Director.

Enjoy your time at Birkbeck on the Foundation Degree in Information Technology.

Trevor Fenner and Jenny Pedler
Programme Directors, Foundation Degree in Information Technology

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1 Programme Information

1.1 The Programme team

Dr Trevor Fenner and Dr Jenny Pedler are joint Programme Directors for the FdIT. You may wish to contact one of them if you have any general queries about the programme that the Programme Administrator is unable to assist you with.

Trevor: Tel. 020 7631 6704, Email: trevor@dcs.bbk.ac.uk

Jenny: Tel: 020 7079 0720, Email: jenny@dcs.bbk.ac.uk

Jenny is also the tutor for second and third year students and has special responsibility for work-related learning. She is in charge of the work-related module in the third year. Please contact her if you have any queries about this.

Gordon McIntyre is the FdIT Manager with special responsibility for first year students. If you have any general queries that the Programme Administrator is unable to help you with, Gordon may be able to assist.

Tel: 020 7631 6851, Email: gordon@dcs.bbk.ac.uk

Leila Darwish is the Programme Administrator for the FdIT. She should be your first point of contact if you have any general questions regarding the programme or are unsure to whom a specific enquiry should be directed.

Tel: 020 7631 6719, Email: fdit@dcs.bbk.ac.uk

1.2 Enrolment

Once you have accepted the Department's offer of a place on the programme, you need to enrol formally as a student of Birkbeck College. For first year students, the Registry will send enrolment forms to you by post and these should either be completed and returned to the Registry, or brought to the Induction Evening in December/January. In subsequent years the Registry will send you details of enrolment and payment of fees at the end of the summer. If you have any problems regarding your enrolment, you should contact the Registry on 020 7631 6390. Upon enrolment, you will receive a College Membership card that will enable you to make use of the College facilities (e.g. Students' Union, College Computers, Library).

The Department of Computer Science and Information Systems (DCSIS) student handbook provides further information on enrolment.

1.3 Fees/Finance

The fees for the programme for Home/EU students are £1638 for Year 1 (two terms), £2082 for Year 2 and £2010 for Year 3. The fees can be paid per term or by direct debit over a period of eight months. The Finance Office handles all issues regarding the payment of fees, and should be contacted directly (020 7631 6295) if you have any problems.

The College has a Student Awards Scheme that may be able to provide limited assistance with fees for students with financial difficulties. Further information and application forms regarding Government and College Awards are available from the Student Financial Support Office – 020 7631 6362. Please consult the DCSIS handbook for further advice on grants and awards.

It is important to note that additional expenses will be incurred for the purchase of textbooks.

1.4 Term Dates and College closures (2009 – 2010)

Autumn term	Monday 4 October 2010 to 17 December 2010
Christmas and New Year closure	The College will close at 5pm on Thursday 23 December 2010, re-opening at 9am on Tuesday, 4 January 2011
Spring term	Monday 10 January 2011 to Tuesday 29 March 2011
Easter closure	The College will close at 6pm on Wednesday 20 April 2011, re-opening at 9am on Wednesday, 27 April 2011
Summer term	Wednesday 27 April 2011 to Friday 8 July 2011
May Day bank holiday	The College will be closed on Monday, 2 May 2011 re-opening at 9am on Tuesday, 3 May 2011
Spring bank holiday	The College will be closed on Monday, 30 May 2011, re-opening at 9am on Tuesday, 31 May 2011
August bank holiday	The College will be closed from 8pm Friday, 26 August 2011, re-opening at 9am on Tuesday, 30 August 2011

Term dates for the following academic years can be downloaded from the Birkbeck website at <http://www.bbk.ac.uk/about/birkbeck/termdates>

1.5 The 'My Studies at Birkbeck' portal

The 'My Studies at Birkbeck' portal enables you to check information about your studies (such as the modules you are enrolled on and your exam timetable) and also to enrol and pay your fees online. It also shows the current contact information (email, address etc.) that the College holds about you. To log in to the portal, go to www.bbk.ac.uk/mybirkbeckprofile .

1.6 Maintaining your contact information

It is important that the College holds up to date contact information for you – address, telephone number and email. You should login to the 'My Studies at Birkbeck' portal as described above and check that these are correct. If any details change during the course of the year, you should update them via the portal. Failure to do this could result in you missing important information about the programme, coursework submission deadlines and examinations.

All email correspondence from the College will be sent to your nominated contact email address as shown on the portal. The Department will send most communication to you via email, so it is particularly important that you ensure that this email address is kept up to date and that you check it regularly.

1.7 Timetables

A copy of your timetable will be sent to you before the course begins.¹ We will try to notify you of any changes that may occur. However, it is your responsibility to check your My Birkbeck profile to see whether there are any changes in the timing or location of classes (or examinations).

1.8 Staff-Student Exchange Committee

Students elect representatives from each year of the Foundation Degree to sit on the Staff-Student Exchange Committee. This committee meets three times a year and offers students the opportunity to help shape the future of the programme by discussing problems, suggestions and feedback with members of the teaching staff and the FdIT management team. You are encouraged to consider becoming a representative as it is a key part of our efforts to continually improve the programme. We do our best to organise the meetings at a time that is convenient to you – usually prior to lectures.

1.9 Personal Tutor

All students are assigned a personal tutor each year. For year one, this is normally the FdIT Year One Manager and for years two and three this is normally the FdIT Work-related Learning Manager. Tutors give advice on a range of pastoral and academic concerns. You should contact your tutor whenever you are in doubt or worried about any matter that relates to your participation in the course.

1.10 Withdrawal from the Programme

If you are considering taking a break in studies or withdrawing from the Foundation Degree, please contact one of the Programme Managers or the Programme Director. They can often make helpful suggestions and offer practical advice that may help you come to an appropriate decision.

Should you decide to take a break in studies or withdraw from the Foundation Degree, you must inform the Programme Director and the Programme Administrator. It is important that we know the date of the last class you attended, as this will affect any possible refund of fees to which you may be entitled.

1.11 Information Sources and Notice Board

Information can be found on the Department intranet². This also contains a link to the up-to-date on-line version of this handbook. An area dedicated to Foundation Degrees can be found on the Birkbeck

¹ Details can be found at <http://www.dcs.bbk.ac.uk/courses/fdit/timetable.html>

and for ITApps modules at <http://www.dcs.bbk.ac.uk/itapps/schedules.html>

² <http://vili.dcs.bbk.ac.uk/intranet/r/courses/fdit>

College website³. This contains information, contact numbers, and useful links. Situated on the front page is a Bulletin Board that is regularly updated with the latest news.

For years two and three of the programme, additional information about the modules can be found on the websites for the BSc Information Systems & Management (ISM), and the Department of Management. Links to these and other useful sites can be found on the main FdIT webpage of the Department intranet. You will also be able to access these modules by logging in to Blackboard.

1.12 If you have any questions...

If you have any questions that have not been addressed by this handbook, please don't hesitate to contact us. If you have a question about a particular module, please contact the lecturer concerned. A directory of useful contact numbers can be found at the back of this handbook.

³ <http://www.bbk.ac.uk/study/ug/foundationdegrees>

2 General Information

2.1 Disabilities

Please see the main DCSIS student handbook for help on disabilities.

2.2 Computer Facilities

During your time at Birkbeck, you will be using two different computer networks. The main College network is managed by IT Services (ITS)⁴, whilst the Department of Computer Science and Information Systems also has its own network managed by the Department Systems Group (sg@dcs.bbk.ac.uk). Full information is given in the DCSIS student handbook and the induction documents that Systems Group will give you⁵.

2.3 Student Union, Childcare and Catering Services

The College offers support to students in a number of ways other than academic. Please see the DCSIS handbook for information on socialising, childcare and dining at Birkbeck. Full details about the Students Union, including their counselling service, can be found on their website (<http://www.bbk.ac.uk/su>)

2.4 Careers Information and Guidance

Most students are interested in developing their careers, either within their current field of work or in a completely new direction. **The Specialist Institutions' Careers Service [SICS]**, part of The Careers Group, University of London, offers great expertise and experience in working with students and graduates of **all** ages and at **all** stages of career development. And it's Birkbeck's next-door neighbour!

- During term-time they offer an **Early Evening Advisory Service** on Wednesday between 17.00 & 19.00. These 20-minute sessions must be pre-booked by 12 noon on Wednesday by phone or email
- **Drop-In Advice Service** - Monday-Thursday, 14.00-16.30 – always very popular with Birkbeck students.
- Longer **Advisory Interviews** can be arranged if necessary - for complete career beginners, for people wanting a practice job interview, and for every stage and situation in between.
- They also offer **Psychometric Testing** and **Personality Assessment Workshops, Employer Presentations, Computer-based Career Guidance Programs, Insight Career Courses** as well as invaluable information on **Course Funding**.

Enrolled students of Birkbeck who are following degree and postgraduate courses lasting one year or longer courses may use the services of SICS *free of charge* up to the end of July of the year they finish [September for postgrads].

⁴ <http://www.bbk.ac.uk/its>

⁵ <http://vili.dcs.bbk.ac.uk/intranet/induction.pdf> and <http://vili.dcs.bbk.ac.uk/intranet/compinfo.pdf>

For more information visit **The SICS** website at <http://www.careers.lon.ac.uk/sics>

SICS is located at:
4th. Floor, ULU Building,
Malet Street'
WC1E 7HY
020 7866 3600
sics@careers.lon.ac.uk

2.5 Learning Resources

Full information on Birkbeck library, other libraries, personal tutors and computing facilities is available in the DCSIS student handbook.

3 Teaching and Learning

3.1 Study Time

You will probably need to do about 10-12 hours of work outside of class each week. You will need to allow more time to complete an essay because of the additional reading and reviewing of material required.

3.2 Teaching Methods

Classes on the Foundation Degree in IT for the first year are mostly lab-based. You will work with the tutor and the assistants in the lab sessions to cover the relevant material. This opportunity to interact with academic staff enables your knowledge to be reinforced and extended dynamically.

For the second and third years, the main mode of instruction is lectures. You will attend classes with significantly more people, from a wide variety of programmes across Birkbeck. The structure of these classes differs from that of the lab-based work. Typically a three-hour lecture will be divided into two parts, with group work, tutorials, lab work or in-class tests being completed in one half of the session.

You are expected to reinforce your knowledge through background reading and the completion of coursework and exercises, both assessed and unassessed.

3.3 Study Skills

During your course you will be taught basic study skills.

Additional study skills sessions are run by the Students Union. Check the Student Union website for more details (<http://www.bbk.ac.uk/su/skills>) or contact the Students Union on 020 7631 6335 or email: administrator@bcu.bbk.ac.uk.

The Centre for Learning and Professional Development offer one-to-one academic support tutorials during term time. These can help with such things as study skills and academic writing. Details of these can be found at:

<http://www.clpd.bbk.ac.uk/students/Academicsupporttutorials>

They also offer a number of study skills workshops:

<http://www.bbk.ac.uk/mybirkbeck/services/facilities/support/workshops>

ITS also organise a number of introductory workshops, which are held throughout the year for staff and students. A timetable is made available shortly after the start of each term. This can be found on the ITS website (<http://www.bbk.ac.uk/its>) or on the ITS notice boards.

3.4 Study Guides

There are many published Study Guides that can be of assistance during your course. Here are some suggestions:

- Cottrel, The Study Skills Handbook (Palgrave Macmillan, 2008)
- Northedge, The Good Study Guide (Open University/Routledge & Keegan Paul, 1990")
- Maddox, How to Study (Pan, 1988)
- Marshall and Rowland, Learning Independently (2nd Edition, Open University Press, 1993)

4 Programme Details

4.1 Common Award Structure (CAS)

In 2008, the College introduced new regulations known as the Common Award Structure (CAS). These apply to all taught programmes in the College, which includes the FdIT.

Section (ix) of the introduction to the regulations states: "It is the student's responsibility to ensure they have read and understood the regulations. A student's misinterpretation or lack of awareness of these regulations will not be considered a valid reason for non-compliance."

You can read the CAS regulations in full at <http://www.bbk.ac.uk/reg/regs/cas>. However, the sections relevant to the FdIT are summarised in the following sections.

The majority of changes under CAS regulations apply to both continuing and new students. However, the changes in the scheme of award for the degree only apply to students who start their programme under CAS (or students returning from a break in studies). The scheme for continuing students remains as it was under the old regulations (see section 4.4).

The main change that applies to all students from 2008/09 is that the pass mark in all modules has been increased from 35% to 40%.

4.2 Programme Structure

The FdIT is made up of a combination of 15-credit half-modules (generally taken over one term) and 30-credit full modules (generally taken over two terms). You need to a total of 240 credits to gain the Foundation Degree.

Year 1 (starting January 2010)

You will take the following 4 half- modules:

- Introduction to Web Authoring using XHTML and CSS
- Fundamentals of Information Technology
- Introduction to Database Technologies
- Problem Solving for Programming

Year 2 starting October 2009

You will take the following modules (all are 15-credit except those marked *, which are 30-credit):

- Management Studies*
- Mathematics for Computing
- Information Systems Concepts
- Introduction to Computer Systems
- Introduction to Programming

You will also do PDP Self-study online in Blackboard.

Year 3 starting October 2009

You will take the following modules (all are 15-credit except the 30- credit Work-related Project):

- Information Systems Management
- Software and Programming 1
- E-business
- Working in Teams
- Work Related Project*

4.3 Progression

The *Progression Board* makes decisions about student progression at the end of each academic year. Following the meeting of the board, you will receive a letter outlining your programme for the following year; if you pass all modules taken each year that will be the standard programme listed above. If you have not obtained sufficient credit for one or more of the modules, you will be advised whether you are eligible for reassessment or whether you need to retake the module(s) (see Assessment section below).

Students will not generally be able to progress to the next year of their studies with more than 30 credits in total outstanding from the previous year (this may be one full-module or two half-modules). As a part-time student you are allowed to study for a maximum of 90 credits in any academic year. This means that if you are required to retake module(s) from the previous year, module(s) from your current year will be postponed to the following year. In this case it will take you longer to complete your Foundation Degree.

If you do not pass all modules in a given year, you may be asked to make an appointment with the Programme Director to discuss your progression. Please ensure that you keep this appointment as it is important that your programme for the next year is agreed well in advance of the start of the academic year.

Where a module has pre-requisites, students *must pass* these pre-requisites before they are permitted to take the module concerned. It is your responsibility to ensure that you have passed the pre-requisites for a module - these are all clearly specified in this handbook. If you attempt to take a module for which you have not met the pre-requisites, you will not be allowed to enrol on that module (and therefore not permitted to take the examinable component of that module).

4.4 Scheme for Award of the Foundation Degree

4.4.1 Scheme for students starting the Foundation Degree in 2008/09 or after

To qualify for the award of Foundation Degree in Information Technology (FdSc), you must have 240 credits, of which at most 30 credits can be compensated fails. You will be awarded a classification for your degree based on the weighted average of the level 5 modules that you study in Year 3, as follows:

39% or under	Fail
40-59%	Pass
60-69%	Merit
70% or over	Distinction

4.4.2 Scheme for students who started the Foundation Degree prior to 2008/09 (pre-CAS)

To qualify for the award of Foundation Degree in Information Technology (FdSc), you must be awarded credit equivalent to 8 full-modules (240 credits), of which at most 30 credits may be compensated fails. A student may be assessed for a module a maximum of three times. The classification of the degree will normally be based on the highest marks for modules totalling 210 credits. All Level 4 (C) modules will be single weighted, and all Level 5 (I) modules will be double weighted. The weighted average will then be classified according to the pre-CAS *Scheme of Award for the Foundation Degree* as follows:

39% or under	Fail
40-49%	Pass
50-69%	Merit
70% or over	Distinction

In addition, students must have passed Personal Development Planning in each year.

The classification for students carrying pass-related credits is determined on a case-by-case basis by the Board of Examiners.

It is the Board of Examiners, not the Programme Team, which makes the decision regarding the awarding of the degree.

5 Assessment

5.1 Assessment Confirmation

Toward the start of the Spring term, the Examination Officer will email you requesting that you confirm the modules you are taking in the current academic year. You will need to log in to your my Birkbeck Profile to do this. Check that the module list includes **all** the modules that you are taking in the current academic year, even if they are 100% coursework assessed. In addition, it should include any modules that you are not currently taking (but have taken previously) on which you are being re-assessed. Failure to check and confirm your modules could affect your progression to the next stage of the degree.

5.2 Assessment

The mode of assessment varies from module to module and is outlined in the module descriptions section in this handbook. If you are unsure what is required for the assessment of your module, ask your lecturer for clarification. **It is your responsibility to find out what the mode of assessment is for each course you take.** To pass a module, you must achieve a pass on the aggregate mark for the module and you are generally expected to have made a serious attempt at the individual components of assessment. For some modules, failure in some component may result in an overall fail for the module. The components of assessment could be (but are not limited to):

- Written and/or oral examination
- Written coursework
- Presentation-based coursework
- Group-based coursework
- In-class quiz/test

Whatever format your assessment takes, you should always be aware of academic practice, in particular plagiarism.

5.3 Coursework

There are no exams in Year 1 of the Foundation Degree. Modules in Year 1 are 100% coursework assessed, apart from Problem Solving for Programming, which is assessed by a combination of in-class tests and coursework. In Years 2 and 3, modules are assessed by a combination of coursework, in-class tests and examination, apart from the Work-related Project, which is assessed by a portfolio of coursework.

For each piece of coursework, it is your responsibility to ensure that you are aware of the requirements of the work, the method of submission and the submission deadline. You must make every effort to submit your work by this deadline as late work will be subject to penalty as described below.

5.3.1 Submission of Coursework

The following notes outline the process of coursework submission for the modules you will take during your Foundation Degree. These notes are for guidance only and you are reminded that it is your responsibility to ensure that you are aware of the requirements for each piece of coursework you submit.

Year 1 modules

Coursework for your Year 1 modules is submitted electronically via Blackboard. Please follow the instructions on the Assignment Drop Box and ensure that you submit all required files.

Computer Science modules (Years 2 & 3)

Coursework for many of the Computer Science modules that you take in years 2 and 3 will be submitted electronically via Blackboard. Please follow the instructions on the Assignment Drop Box and ensure that you submit all required files.

Other lecturers may require you to submit printed copies of your work. It is your responsibility to ensure that you are aware of the requirements of the work, the method of submission and the submission deadline.

Management module (Year 2)

Coursework for modules taught by the Department of Management will generally be submitted to the Management Office, Room 3.04, Clore Building, 25-27 Torrington Square, London WC1E 7JL. Work should have a completed coversheet attached to the front, you can obtain copies of the coversheet from the Management Office (see above).

5.4 Deadlines

Deadlines for coursework are spaced during your modules to provide a balanced and manageable workload, whilst providing the lecturer with the opportunity to give you feedback. The comments are designed to help you improve your relevant skills as well as academic writing technique, in order to maximise your marks through the programme. Your lecturer will inform you of the deadline dates during the course. **Meeting these deadlines is crucial.**

5.5 Late submission of coursework

If, for any reason, you are unable to submit your coursework by the submission deadline, you can submit work up to the cut-off deadline. This is normally seven days after the original submission deadline and will be shown on the drop box for work that is submitted via Blackboard.

Work will not normally be accepted for assessment after this second deadline.

Work that is submitted late, assuming it is of a passable standard, will be awarded two marks: a 'penalty' mark of 40% and a 'real' mark (the mark you would have obtained for the work had it been submitted at the correct time). Unless you make a successful claim for mitigating circumstances (see below), the 'penalty' mark will be the mark awarded to you for this piece of work.

If the work is not of a passable standard it will simply be awarded a single mark, which will be the same as the mark that would have been awarded had the work been submitted at the correct time.

5.5.1 Mitigating Circumstances

If your late submission was caused by circumstances *beyond your reasonable control*, you can make a claim for mitigating circumstances.

If you feel that you have adequate grounds for making such a claim, you need to complete the mitigating circumstances claim form and submit it, accompanied by documentary evidence, to the FdIT Programme Administrator as soon as possible. You should also email the Programme Director and Module Tutor to inform them of the reason for your late submission.

You can download the mitigating circumstances claim form from the FdIT intranet page:
<http://vili.dcs.bbk.ac.uk/intranet/r/courses/fdit/>.

To help you with making your claim, examples of circumstances that may be considered as reasonable grounds for making a claim and guidelines as to acceptable documentary evidence are given in Appendix A.

Your claim for mitigating circumstances should be submitted in advance of the missed deadline if possible or at the earliest possible opportunity, and at the latest within seven days of your final examination or assessment deadline for the academic year. Claims submitted later than this may not be considered.

If you have made a claim for mitigating circumstances, this will be considered by the examination board. If your claim is accepted, you will be awarded the 'real' mark; if it is rejected you will be awarded the 'penalty' mark. You will be informed of this decision after your case has been considered by the board.

The information above summarises the key points of the College policy for mitigating circumstances. You can read the complete policy on the Registry webpage:
<http://www.bbk.ac.uk/reg/regs/mitcircspol>.

Note that all late submission of coursework must follow the procedure outlined above; individual tutors are not permitted to grant extensions for coursework.

If you are having difficulties with meeting deadlines due to pressures of work, illness, family or other personal problems, please remember that you can always make an appointment to discuss this with the Programme Manager for your year, who will be able to advise you on the best course of action.

5.6 Plagiarism

All work submitted by a student as part of the requirements for any degree must be expressed in the student's own words and must incorporate his or her own ideas and judgements. This applies equally to coursework, dissertations and examinations.

Plagiarism - the presentation of another person's thoughts or words as one's own - in essays, dissertations or other assessed work violates all principles of sound academic practice and is a serious disciplinary offence. Action will be taken wherever plagiarism is suspected. This could be severe as exclusion from the College.

You are strongly advised to read very carefully through the information on plagiarism in the DCSIS handbook and in the Department of Management handbook. There is also an 'Avoiding Plagiarism' module in Blackboard that you can self-enrol for. If you have any questions, please contact the Programme Team.

5.7 Problems/Illness that may affect your examination performance

If you have a problem or illness that you believe will affect your performance during the examinations, or if you miss one of your exams due to illness or other personal problems, you should complete a mitigating circumstances form as soon as possible and return it to the Programme Administrator. Please include any medical certificates or other appropriate evidence with this form. (See Appendix A for examples of acceptable mitigating circumstances and documentary evidence)

If you have a disability, you should contact Mark Pimm (see Disabilities section in the DCSIS handbook). He will be able to advise you about any support you may be eligible for, including additional time, completing the examination in seclusion, or the use of a computer. Note that special examination arrangements are only available for students by arrangement with the disabilities office.

5.8 Withdrawal from Examinations

Once you are registered to enter for assessment of a module, you are expected to complete all prescribed coursework and to sit the exam (where an exam is part of the prescribed assessment). If you wish to withdraw from an assessment, an application must be made in writing directly to the Programme Director of the FdIT, providing the necessary documentary evidence. You must apply for deferral using the form downloadable from the Registry webpage at: http://www.bbk.ac.uk/reg/assessment/current_students/frequently/exam_def. You should do this at least 14 days *before* the exam or by the 1st May, whichever is earlier.

If an application for withdrawal from an exam is not granted and a student does not attend the examination, a student would be regarded as having failed (through absence from the examination). This would be counted as one of your three permitted attempts at passing the module.

5.9 Results

Exam results (pass/fail) are posted on a notice board outside the Registry normally in mid July of each year. More detailed marks will be available via your my Birkbeck profile two to three weeks after this. At this time, you will also receive a letter from the Programme Director informing you of the decision of the Progression Board as to whether you are allowed to progress to the following year of study. Please note that if you have a debt with the College (see Fees/Finance), you will not be communicated with or allowed to proceed with the programme until the debt is paid.

5.10 Appeals

Despite the marking system, some students are not satisfied with the marks they receive. If this is the case then you should raise any problems you have with the Programme Director. If you have reason to believe that the examination process has not been carried out properly, or that there is information that was not available to the Board of Examiners, you have the right to appeal and you should make this appeal to the College Examinations Office (not to the Programme Director or the Chair of the School's Board of Examiners) in writing. You should provide details of the grounds on which you are making the appeal. When making appeals you should consult Jackie Barnes in the Examinations Office (020 7631 6385).

Full details regarding the appeals process can be found on the Birkbeck website⁶.

5.11 Retaking assessment and examinations

You must have credit (a pass or a compensated fail – see below) for all modules for the FdIT to be awarded.

You are allowed a maximum of *three* attempts to pass a module. If you fail to achieve an overall pass at your first attempt you will be advised whether you are eligible for reassessment for that module or whether you need to retake it.

⁶ http://www.bbk.ac.uk/reg/assessment/current_students/frequently/degree_appeals

5.11.1 Reassessment

Reassessment means that you resubmit coursework and/or resit the exam for any module for which you have not achieved an overall pass. You will only normally be reassessed for elements of a module for which you have not achieved a pass. The marks for elements passed at the previous attempt will be carried forward. Modules for which you are being reassessed do not count towards the maximum 90 credits you are allowed to study in any academic year.

You are normally only eligible for reassessment in a module if you have achieved a mark of 30 – 39% for your previous attempt.

Reassessment for a module must be at the next available opportunity. For the Year 1 Problem Solving for Programming module you will be required to resit the in-class tests and/or submit coursework during the Summer term. For other Year 1 modules resubmission deadlines are as follows:

Initial submission	Resubmission
May	September
July/August/September	January

Students must resit examinations on the next normal occasion (i.e., normally in May/June of the following year). It is not usually possible to re-sit an examination in September. Students re-sitting examinations, without participating in the taught course, should be aware that modules/lecturers may change from year to year and that the examination may not exactly reflect the previous year's taught course. It is your responsibility to find out whether there are any changes. You are also advised to attend the revision sessions for these modules in the Summer term.

If you are required to resubmit coursework for Year 2 or 3 modules, you should obtain the submission deadlines from the module tutor and submit your work at the prescribed time.

It is the responsibility of the re-sitting student to resubmit coursework (if required), to register for the examination at the prescribed time, and to find out about the details of the current course and any examination implications.

If you do not submit coursework or attend the examination at the prescribed time for reassessment, it will count as one of your three allowed attempts at passing the module and you will be required to retake the module the following year.

You can choose to retake the module rather than being reassessed. However, this will then count towards the maximum 90 credits you are allowed to study in any academic year and some other module will need to be postponed to a later year. It will then take you longer to complete the Foundation Degree.

5.11.2 Retaking a module

If you have not achieved a mark of 30-39% for your first attempt at a module, you will normally be required to retake the module. This means that you will be required to attend all taught sessions of the module and reattempt all elements of assessment (examination, coursework, etc.) No marks will be carried forward.

A module which is retaken counts towards the maximum 90 credits that you can study in any academic year. This means that module(s) for the equivalent credit to the retaken module(s) will be postponed to the following academic year. In this case, it will take you longer to complete your Foundation Degree.

5.11.3 Compensated Fail

If you have not passed a module but have achieved a mark of 30-39%, the examiners may permit you to be credited for the module as a 'compensated fail'. The maximum number of credits for compensated fails that can count towards the Foundation Degree is 30. Compensatory credit will not normally be awarded for Year 1 modules until all possible assessment attempts have been exhausted.

5.12 Attendance Policy for Foundation Degree Year 1 modules

You are expected to attend every class. If you are unable to attend for any reason you should email the module tutor or the Programme Administrator to advise them of the circumstances. You should also consult the module class plan in Blackboard and do your best to complete the work that you have missed before the next class.

If you miss more than 25% of classes for a module and do not achieve a pass, you will generally not be offered the opportunity to be reassessed for that module but will be required to retake the module the following academic year. This means that it will take you longer to complete your degree.

6 Module Descriptions

Every module is subject to periodic review and update. The following, including the readings, are therefore subject to change. Module tutors will provide detailed outlines at the start of each module, when the recommended books to purchase will be confirmed.

6.1 First Year Courses

Fundamentals of Information Technology

(COIY067H4)

15 credits, level 4

Module Convenor: Gordon McIntyre

Duration: 3 hours per week for 10 weeks (including induction and self study weeks)

Prerequisites:

- Basic PC and internet skills
- File compression tools (compress files, extract compressed files using WinZip or other compression tool)
- Folder and file management (create, rename and organise folders, recognise file types from their file extension, change folder options)
- Searching web using a browser
- Basic word processing skills

Description

This module provides a clear overview of the role of information technology (IT) in the broader context of information systems (IS). It helps learners distinguish between different kinds of IT solution, to understand how they are designed developed and utilized, and to describe their main components and interactions. The course also provides an overview of some of the problematic issues raised by the growing role of IT in society, including data security, software piracy and surveillance. Finally, the course also incorporates year one Personal Development Planning (PDP) and helps to equip you with the study skills required for future study in IT.

Aims and Objectives

The module helps learners to:

- to describe the role of information technology in the broader context of information systems.
- to distinguish between different roles and responsibilities in IT in the workplace
- to determine the role of IT in small and large organizations
- to break down IT systems into their constituent elements
- to describe the processes through which IT solutions are designed and developed
- to distinguish between different network and internet technologies
- to identify security related issues in IT
- to recognize the social and ethical issues raised by society's growing dependence on IT
- to demonstrate a range of academic skills at foundation level
- to demonstrate competence in personal development planning

Assessment

The module is 100% coursework. The coursework consists of a portfolio of short tasks based on the weekly topics covered in class. The portfolio is submitted in two parts. The first part (25%) will consist of two completed tasks. The second part (75%) will consist of a further four completed tasks and a final portfolio document.

Recommended Reading

For a list of recommended texts for this module, please see the suggested reading list in Blackboard.

Introduction to Web Authoring using XHTML and CSS
(SSCS004H4)

15 credits, level 4

Module Convenor: Gordon McIntyre

Duration: 3 hours per week for 9 weeks (including self study week)

Prerequisites: None

Description

This module introduces you to the use of XHTML and CSS for web design. It also introduces colour theory and typography. You will learn how to build websites to the latest usability, accessibility and technical standards. As part of the practical element of the module, you will create your own fully web standards compliant website based on a case study or an organization of your choice.

Aims and Objectives

The aims of the course are to:

- Create simple web page structures using XHTML
- Format web pages using cascading style sheets (CSS)
- Build websites that conform to design and accessibility standards, and usability principles
- Validate and publish websites
- Design and implement website navigation schema
- Create a range of web page layouts using CSS
- Create websites that conform to colour theory and design guidelines

Assessment

This module is 100% assignment assessed. This is divided into tutor marked assignments (25%) and submission of a final module assignment which includes the development of a website and accompanying learning log (75%).

We highly recommend you take the time to complete **all** parts of this module, as this could make the difference between you passing and failing the module.

Recommended Reading

For a list of recommended texts for this module, please see the suggested reading list in Blackboard.

Introduction to Database Technology
(COIY068H4)

15 credits, level 4

Module Convenor: Dr Jennifer Pedler

Duration: 3 hours per week for 9 weeks (including self study week)

Prerequisites: None

Description

This module teaches the basic principles of database design and applies them to a small business case study. You will gain experience in the use of the SQL query language for data definition and data manipulation. The module provides a practical grounding for further study of information systems in the later years of your degree.

Aims and Objectives

- To introduce the basic principles of database design.
- To apply these principles to a small business case study.
- To gain experience in the use of the SQL query language for data definition and data manipulation.
- To provide a practical grounding for further study of information systems in later years of the Foundation Degree.

Assessment

The module is 100% coursework assessed. There are two pieces of assessed work. The TMA is submitted in Week 5 of the module and contributes 25% of the overall marks for the module. The FMA is submitted after the end of the module and contributes the remaining 75% of the marks.

Recommended Reading: None

Problem Solving for Programming
(BUCI006H4)

15 credits, level 4

Module Convenor: Gordon McIntyre

Duration: 3 hours per week for 9 weeks (including self study week)

Pre-requisites: None

Description

Programming is a three part activity (1) problem-solving (2) algorithm development (3) coding. In order to excel at the coding part, learners must learn to master the problem-solving and algorithm development parts. This module separates out the activities of problem-solving and algorithm development from the activity of coding and seeks to teach learners to think like programmers before they begin to work with actual programming languages.

Aims and Objectives

During this module you will: -

- Demonstrate the ability to understand structure and solve complex problems using a range of problem-solving strategies.
- Demonstrate an understanding of problem solving as it relates to computers and computer programming
- Design and document a range of simple computer programmes using programming language independent pseudo code.
- Use a range of basic programming elements (e.g. variables, conditional structures and loops) with competence
- Devise a range of basic algorithms in programming language independent pseudo code
- Competently use mathematical operators and Boolean logic in the production of algorithms
- Produce diagrams of programming solutions which follow structured programming guidelines

Assessment

The module will be assessed by one home assignment (to be handed in week 5) and two short in-class assignments in week 7 and 9. An overall pass mark of 40% is needed to complete the module.

Essential Reading

Vickers, P. 2008. *How to Think Like a Programmer*. Cengage

Recommended Reading

Gaddis, T. 2007. *Starting out with Programming Logic and Design*. Addison Wesley.

6.2 Second Year Courses

The recommended introduction and pre-reading for the information systems and computing side of the course is:

Lauren K C & Lauren J P Information Systems and the Internet: A Problem-Solving Approach (3rd Edition, The Dryden Press, Harcourt Brace College Publishers, 1998)

This provides a useful general introduction and will prove relevant on a number of the modules.

Management Studies

(MOMN036S4)

30 credits, level 4

Module Convenors: Mr Sean Hamil and Professor John Kelly

Lecturers: Mr Sean Hamil, Professor John Kelly, Dr Chahrazad Abdallah and Dr Sue Konzelmann.

Description

This course is an introduction to management theory and practice. It serves as a foundation upon which more specialised modules can be built, and covers the fundamentals of organization structure and change; planning, strategy and decision-making; marketing; human resource management; leadership, groups and teams; corporate governance, social responsibility and business ethics.

Aims

The principal aim of the course is to introduce the social scientific study of management.

Learning outcomes

On successful completion of the course, the student will:

- Understand the ways in which different aspects of management behaviour have been analyzed by social scientists
- Appreciate different ways of thinking about contemporary issues in management and organizations
- Understand the connections between different management functions

Reading

Abdallah, C. (2010) *Management Studies*, Pearson, available mid-September.

Assessment

Spring Term coursework (20%) to be submitted by **Thursday 17 February 2011**.

Additional writing assignments and tests throughout the year (15%).

One two-hour examination (65%).

Mathematics for Computing
(COIY040H4)

15 credits, level 4

Module Convenor: Trevor Fenner

Lecturer: Andy Purkiss-Trew

Duration: 3 hours per week for 11 weeks (1 term)

Prerequisites: Mathematical Methods or equivalent

Description

This module covers the fundamentals of mathematics commonly applied to computing. It aims to introduce the basic elements of discrete mathematics that provide a foundation for the understanding of algorithms and data structures used in computer science.

Aims and Objectives

On successful completion of this course you will: -

- Be competent with the basic elements of discrete mathematics
- Be familiar with algorithms
- Have an understanding of the data structures used in computer science

Assessment

Coursework (30%)

One two hour written examination (70%).

Recommended Reading

Lipshutz, S, Schaum's Outline Essential Computer Mathematics

Information Systems Concepts
(COIY016H4)

15 credits, level 4

Module Convenor: Dr Dell Zhang and Dr Xuelong Li

Duration: 3 hours per week for 11 weeks (1 term)

Prerequisites: None

Description

The goal of this module is to introduce the basic concepts of information systems and basic techniques for systems analysis & design.

Aims and Objectives

On completion of this course a sound student will

- have a preliminary understanding of object oriented technology
- know a process through which information systems are developed
- be able to build requirements models for information systems using UML 2

Assessment

Coursework (20%): two in-class tests and one group project.

Examination (80%): one two-hour written exam.

Recommended Reading

Bennet S, McRobb S & Farmer R (2006) *Object-Oriented Systems Analysis and Design using UML*, 3/e, McGraw-Hill.

Introduction to Computer Systems
(COIY037S4)

15 credits, level 4

Module Convenor Professor Steve Maybank

Duration: 3 hours per week for 11 weeks

Prerequisites: None

Description

This module presents the basic information about computer systems, including data representation, numbers, Boolean algebra, and a broad overview of the components of a PC and a CPU. It also includes an introduction to data structures, algorithms and the World Wide Web..

Aims and Objectives

The main aim is to provide students with an understanding of the basic concepts of computer systems, algorithms and programming.

By the end of this course you will:

- Be able to define the components of a PC
- Have an understanding of binary and hexadecimal numbers
- Be familiar with the basic control structures in programming languages
- Be able to use data structures including arrays, stacks and trees
- Be able to understand and write basic algorithms

Assessment

Coursework (20%)

Examination (80%)

Essential Reading

J. G. Brookshear. Computer Science: an overview 10th edition. Addison Wesley, 2008.

Introduction to Programming

15 credits, level 4

Module Convenor: Professor Steve Maybank

Duration: 3 hours per week for 11 weeks

Prerequisites: None

Description

This module builds on the skills you learned in Problem Solving for Programming. It will introduce the Java programming language and teaches you the skills you will need to be able to build, compile and run small effective computer applications.

Aims and Objectives

This module will cover:

- Programming languages and concepts
- Compiling and interpreting programs
- Basic elements in a high level programming language
- Primitive data types
- Variables and declarations
- The assignment statement
- Arithmetic and Boolean expressions
- Constructs to support control flow, conditional statements, iterative structures
- Strings
- Basic input and output
- Introduction to subroutines (i.e. methods/functions/procedures)

Assessment

Assessment is by a mixture of in-class test (30%) and exam (70%).

Essential Reading

Q. Charatan, A. Kans: Java in Two Semesters. Second Edition. McGraw Hill, 2006.

Recommended Reading

D.J. Barnes and M. Kolling. Objects First with Java: a practical introduction using BlueJ. Second edition. Prentice Hall, 2005

6.3 Third Year Courses

Information Systems Management
(COIY019H5)

15 credits, level 5

Module Convenor: Dr Xuelong Li

Duration: 3 hours per week for 11 weeks (1 term)

Prerequisites: None

Description

This module takes a management perspective to Information Systems in organisations and markets. Data, Knowledge and Project Management are all treated in some depth. Further, the Object-Oriented analysis and Design methods introduced in Information Systems Concepts are further explored with particular reference to the High level systems designs and architectures, the Human Computer Interface, Decision Objects and Control Objects.

Aims and Objectives

On successful completion of this module you will:

- Be able to reduce data structures to the 3rd Normal Form in relation to their use in applications;
- Understand the migration of systems of objects from Analysis to Designed architectures, packages and components;
- Understand theories of Information System Development Project Management and be able to draw up and revise realistic project planning artefacts e.g. PERT networks and Gantt Charts;
- Understand the importance of Quality and Testing in IS Development Projects;
- Have a view on various approaches to Knowledge Management.

Assessment

Coursework (25%): in-class tests

One two-hour examination (75%).

Recommended Reading

Bennet S, McRobb S & Farmer R (2006) *Object-Oriented Systems Analysis and Design using UML*, 3/e, McGraw-Hill.
ill.

Software and Programming 1
Software and Programming 1
(COIY018H5)

15 credits, level 5

Module Convenor: Professor Boris Mirkin

Duration: 3 hours per week for 11 weeks (1 term)

Prerequisites: None, although a general familiarity with computers is assumed and successful completion of the second year module, Computer System and Elements of Programming, is advantageous.

Description

Software and Programming 1 is an introduction to programming. Many different languages are used for writing computer programs, e.g. C++, Pascal, Python, and Java. It is impossible to learn all the different programming languages. Fortunately, it is possible to learn principles and general techniques of programming that can be applied no matter what language you write in. In this course, students will revise and learn some basic structures of the Java programming language, one of the newer languages, which includes most of the important features of "serious" programming language such as C++, and integrates them into a modern, network and Internet-based computing environment. The module includes a review of primitive data types, loops and branching. Other subjects covered are:

- BlueJ and JDS platforms for Java;
- Objects and object instances;
- Variables and methods;
- Strings;
- Static and instance variables;
- Methods and constructors;
- 1D and 2D arrays and their usage.

Aims and Objectives

The module has two main aims:

1. To provide students with a full understanding of the basic elements of a programming language;
2. To teach students to operate practically with Java classes, in particular, to
 - write small real-world programs in Java;
 - use methods and arrays;
 - implement Java programs on a PC.

By the end of the module students will be able to understand and explain

- how a computer operates while running a program;
- the work of a compiler and an interpreter;
- classes, objects and object instances;
- methods and the scope of a variable;
- data and number types in Java;
- arithmetic and Boolean expressions;
- for/while loops and if-else statements;
- processing of strings;
- elements of input/output in Java;
- the concept of an array and its usage;
- similarities and differences between Java and other languages such as Python.

They will also have developed skills in practical programming of small but real-world problems, e.g. keeping transaction records, assigning seats to customers, managing a bus schedule, etc.

Assessment

Coursework (25%): Two in-class tests and two homework assignments.
One two-hour written examination (75%)

Recommended Reading

Quentin Charatan and Aaron Kans (2006), *Java in Two Semesters, Second Edition*, McGraw-Hill, ISBN 0077108892 (Chapters 1-7).

The contents of the current version of the course closely follows this book; its later chapters will be useful for the optional BSc module Software and Programming 2.

Supplementary Reading

K.A. Mughal, T. Hamre, and R.W. Rasmussen (2008), *Java Actually: A comprehensive primer in programming*, Course Technology, a division of CENGAGE Learning EMEA, ISBN 978-1-84480-933-2 (Chapters 1-6).

This book is a thorough introduction to Java that can be used for self-learning throughout.

Edward Currie (2006), *Fundamentals of Programming Using Java*, Thomson Learning, ISBN-10: 1-84480-451-8.

This book contains well explained examples but does not cover all the material: an excellent text for those preferring a step-by-step tutorial approach.

Joyce Farrell (2010), *Java Programming, Fifth Edition*, Course Technology, a division of CENGAGE Learning, ISBN-10: 1-4390-4021-4 (Chapters 1-8).

This is a good in-depth text, which is good for both novices and experts.

Tony Gaddis (2009), *Starting out with Python*, Pearson Education, Inc, ISBN-10: 0-321-54941-4.

This is an easy introduction to Python, a language similar to Java but in which it is simpler to work with files, both on your computer and on the web.

E-business
(COIY042H5)

15 credits, level 5

Module Convenor: Dr George Roussos

Duration: 3 hours per week for 11 weeks (1 term)

Prerequisites: None

Description

The module is an introduction to the basic concepts of e-business and e-commerce, including presentation and discussion of the strategies and technologies involved. It discusses basic concepts of e-commerce, discusses and explains theoretical and practical issues of conducting business over the internet and the Web, and presents methods for evaluating user needs. Topics covered include: E-business Infrastructure, Selling and Marketing on the Web, Web Server Hardware and Software, Business-to-Business strategies, Virtual Communities, Web Portals, E-commerce Software, Payment systems, Security and User Experience.

Aims and Objectives

The aim of this module is to present and discuss concepts and challenges of e-business, including a balanced coverage of both the technical and the management (operational, tactical and strategic) aspects of successful e-business. It covers business strategies, and technologies involved in the design and deployment of business on the internet and World Wide Web.

On completion of the module, students should be able to:

- discuss modern computing infrastructures from the perspective of the internet and organisations
- discuss and explain theoretical and practical issues of conducting business over the internet and the Web
- reflect on general principles revealed through practical exploration of specific tools, techniques and methods in e-business.

Assessment

4000-word essay (25%)

One two-hour written examination (75%)

Recommended Reading

Schneider G (2009), E-business, 8th edition.

Working in Teams

15 Credits Level 5

Module Convenor: Dr Ian Harrison

Duration: 3 hours per week for 9 weeks (including study break)

Prerequisites: None

Description

Organizations today are increasingly using teams for a wide range of purposes, such as designing new products and services, new software development, problem solving and increasing organisation effectiveness and efficiency. Teams play a crucial role both at a strategic and operational level in organisations and the ability to form and manage teams has thus become an important skill for both managers and line staff alike.

The purpose of this module is to provide students with a broad introduction to role and function of teams and to enable them to reflect on the skills needed to work in and manage effective teams.

Aims and Learning Outcomes

The main aims of the module are as follows:

- to provide a background to organisations, their role and function
- to introduce students to the importance of teams in organisations
- to identify the characteristics of effective teams and the strategies organisations pursue to develop effective teams
- to explore the different roles individual's play in teams and identify their key characteristics
- to extend learners understanding and use of Personal Development Planning (PDP), with emphasis on developing the skills needed to work in/manage teams

On completion of the module, students should be able to:

- Understand the role and importance of teams in organisations
- Define the key characteristics of effective teams
- Explain the team development lifecycle
- Recognise the key interpersonal skills needed to work in and manage teams
- Identify the social and psychological issues implicit in team development and interaction

Assessment

The module is 100% coursework assessed. The components to be assessed are:

Individual essay/report (1000 word max): 20%

Team presentation (20 mins; mark given for team presentation): 20%.

Team assignment consisting of report (2000 words max; Mark given for individual and group contributions to the report). 40%.

Individual essay/report (1000 word max) 20%

Work-related Project
(COIY069S5)

30 credits, level 5

Module Convenor: Dr Jennifer Pedler

Duration: 2 terms

Prerequisites:

Year 1 database and web design modules.

Description

This module enables you to put the skills you have developed during your study on the Foundation Degree into practice in a business setting by undertaking a project for a real-world employer. In addition to increasing your knowledge and understanding of IT skills, the module also enables you to develop communication and project management skills, which are much in demand by prospective employers.

Aims and Objectives

- To provide the opportunity to demonstrate the practical application of academic learning in a work context.
- To develop technical and work specific skills relevant to the IT industry
- To develop a range of 'soft skills' essential for successful project management.
- To prepare you to work effectively in the IT industry, or a related area, on completion of your Foundation Degree.

Assessment

The module is 100% coursework assessed. The components to be assessed are:

Learning Agreement: 10%

3 pieces of reflective writing: 25%

Presentation: 15%

Portfolio (including the application produced for your project and a project report): 50%

Deadlines for submission will be advised during the course of the module.

To pass the module you must submit all components and gain a total of at least 40%, including at least 40% for the portfolio.

Recommended Reading

There is no course text but students will be expected to do background reading appropriate to their own project.

7 Staff Contact Details

7.1 Programme Team

Dr Trevor Fenner, FdIT Programme Director
Department of Computer Science and Information Systems, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 7631 6704, Email: trevor@dcs.bbk.ac.uk

Gordon McIntyre, FdIT Programme Manager
Department of Computer Science and Information Systems, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 7631 6851, Email: gordon@dcs.bbk.ac.uk

Dr Jenny Pedler, FdIT Programme Manager – Workplace Liaison
Department of Computer Science and Information Systems, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 7079 0720, Email: jenny@dcs.bbk.ac.uk

Dr. Ian Harrison, Programme Director IT Applications and Examinations Officer for IT Applications and FdIT
Department of Computer Science and Information Systems, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 7631 6854, Email: ian@dcs.bbk.ac.uk

Tara Orlanes-Angelopoulou, FdIT Administrator
Department of Computer Science and Information Systems, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 7631 6719, Email: fdit@dcs.bbk.ac.uk

7.2 Other Administrators

Gilly Gambardella, Senior Administrator
Department of Management, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 7631 6836, Email: g.gambardella@bbk.ac.uk

Simon Dunderdale, Administrator
Department of Management, Birkbeck, Malet Street, London WC1E 7HX
Tel: 020 079 0760, Email: s.dunderdale@bbk.ac.uk

Administrator, English for Academic Purposes
Tel: 020 7631 6248 or email: english@fce.bbk.ac.uk

Peter Gaunt, Programme Administrator for Department of Earth and Planetary Science.
Tel: 020 7631 6665, Email: p.gaunt@bbk.ac.uk

7.3 Student Support Staff

All Birkbeck, Malet Street, London WC1E 7HX, unless otherwise stated.

Lisa Colbran, Registry Assistant,
The Registry
Tel: 020 7631 6307, Email: l.colbran@bbk.ac.uk

Susan Lomas, Income Officer,
Finance Office,
Tel: 020 7631 6295, Email: s.lomas@bbk.ac.uk

Student Financial Support Office
Tel: 020 7631 6362

Mark Pimm, Disabilities Officer,
Disability Office,
Tel: 020 7631 6315, Email: m.pimm@bbk.ac.uk

Stephen Short, Disabilities Assistant,
Disability Office
Tel: 020 7631 6336, Email: disability@bbk.ac.uk

Kate Purcell, Library Assistant,
Birkbeck College Library
Tel: 020 7631 6062, Email: k.purcell@bbk.ac.uk

IT Services Help Desk,
Room 151, Main Building Extension,

Tel: 020 7631 6543, Email its-helpdesk@bbk.ac.uk, Website: www.bbk.ac.uk/its

Systems Support Group (DCSIS)
Room 134, Department of Computer Science and Information Systems, Senate House
Tel: 020 7631 6737, Email: sg@dcs.bbk.ac.uk, Website: www.dcs.bbk.ac.uk/support

Students Union

Union President – Tel: 020 7631 6365, Email: president@bcu.bbk.ac.uk

Student Advice Centre – Tel: 020 7631 6335, Email: advice@bcu.bbk.ac.uk

Nursery

Deidre Lazarus, Nursery Manager

Tel: 020 7679 4634 after 5.30pm term time (answer phone operates at all other times)
or the HR Department on 020 7631 6519 (out of term time)

www.bbk.ac.uk/hr/policies_services/nursery

7.4 On-line Support

www.dcs.bbk.ac.uk/courses/fdit

This contains the latest information from the Foundation Degree's department, including room changes, handbooks and timetables.

www.dcs.bbk.ac.uk/itapps/studenthandbook.html

You are able to access the schedule, module specifications and information for students on the IT Applications programme.

www.dcs.bbk.ac.uk/itapps

This site provides information about all the IT Apps modules.

www.dcs.bbk.ac.uk/itapps/assessment.html

This site provides information on assessment, deadlines, policy and practices within the IT Applications programme.

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

This is the online management system that is continually updated with learning resources and information and deadline details for the IT Applications modules.

<http://www.clpd.bbk.ac.uk/students/Academicsupporttutorials>

The Centre for Learning and Professional Development offer one-to-one academic support tutorials during term time.

<http://www.clpd.bbk.ac.uk/students/>

Information about study skills courses can be found here.

Appendix A: Guidance for Making a Mitigating Circumstances Claim

To help you with making a claim for mitigating circumstances, examples of circumstances that may be considered as reasonable grounds for making a claim and guidelines as to acceptable documentary evidence are given below.

Examples of circumstances beyond the reasonable control of the student:

- bereavement (near relative only)
- serious accident or illness
- serious infectious disease
- burglary and theft
- childbirth

Examples of situations which may be considered beyond the reasonable control of the student:

- medical operation (*if approved prior to the point of assessment or an emergency*)
- hospital tests (*if approved prior to the point of assessment or an emergency*)
- being taken ill during an examination
- significant accident, injury, acute ailment or condition
- unanticipated and unavoidable professional obligations
- private or public transport failure leading to delays of more than 1 hour (*corroborative evidence is required to verify such a delay*)

Examples of circumstances that would NOT ordinarily be considered mitigating circumstances:

- accidents to friend or relatives (*unless within 3 days prior to deadline or examination or where student is sole carer*)
- family illness (*except in an emergency or where the student is the sole carer*)
- examination nerves
- feeling generally anxious, depressed or stressed (*unless medically certificated and notified in advance i.e. at least 2 weeks*)
- clash with paid employment
- minor accidents or injuries
- pregnancy
- cold, cough, upper respiratory tract infection, throat infection, unspecified viral infection
- childcare problems that could have been anticipated
- domestic problems (*unless supported by independent evidence*)
- mistaking the deadline, or time management problems (including alarm not going off)
- private or public transport failure leading to delays of less than 1 hour
- general financial problems
- legal problems (*unless required to attend Court on the day of an examination or assessment*)
- holidays or booked travel arrangements
- house moves
- notes burned or stolen (*unless supported by a fire or police report*)
- intermittent or last minute computing equipment problems (discs, machines, printers, viruses)
- handing-in problems
- inclement weather (*unless exceptional/severe conditions*)
- ignorance of the Regulations or examination/assessment arrangement

Examples of acceptable documentary evidence

- evidence (e.g death certificate or letter from GP) confirming bereavement
- letter from lawyer, hospital, GP or employer

Examples of non-acceptable documentary evidence

- self-certification of illness
- letter written by a friend or acquaintance