# Contents

Overview of the Programme ................................................................. 3
Dates and Timetables ........................................................................ 4
  Lecture timetables ....................................................................... 5
Student Support .............................................................................. 7
Module Descriptions ...................................................................... 8
  Advances in Data Management (ADM) ........................................ 9
  Cloud Computing (CC) ................................................................ 10
  Data and Knowledge Management (DKM) .................................... 11
  Data Warehousing and Data Mining (DWDM) ............................... 12
Module Evaluation ......................................................................... 13
Assessment and Examinations ......................................................... 15
Late Submission of Coursework ....................................................... 16
Mitigating Circumstances ............................................................... 17
Plagiarism ...................................................................................... 21
College Policy on Assessment Offences ......................................... 24
Award of the PGCert .................................................................... 25
Reassessment and Retaking Elements of the Assessment ............... 25
Enrolment as a Repeating or Assessment-Only Student ............... 25
Deferral ........................................................................................ 26
Break in Studies and Withdrawal from a Programme of Study ....... 27
Student Support Services ............................................................... 28
IT Services (ITS) .......................................................................... 30
Library Services .......................................................................... 31
Other Resources and Organisations ............................................. 33
Overview of the Programme

Programme Director: Peter Wood (ptw@cs.bbk.ac.uk)
Programme Administrator: Liam Simmonds (pgadmin@cs.bbk.ac.uk)
Admissions Tutor: Carsten Fuhs (carsten@cs.bbk.ac.uk)

The PGCert in Cloud and Data Technologies is a specialist programme of study focusing on technologies which underpin solutions to the problems of handling "big data", an area of growing importance in the IT industry.

Students who complete this programme will have gained strong practical and theoretical knowledge of the above areas which they will be able to use in:
- analysis of problems arising in the use of cloud and data technologies
- evaluation and application of their use
- research into, and development of, new technologies.

Students follow the following modules:

- **Cloud Computing** (CC)
- **Data and Knowledge Management** (DKM)
- **Advances in Data Management** (ADM)
- **Data Warehousing and Data Mining** (DWDM)

Students may follow the four modules in one year or two modules in each of two years.

If you are not a proficient Java programmer or not familiar enough with Object-Oriented design principles, you are strongly advised to follow the course “An Introduction to Object-Oriented Programming”. This is delivered online with video lectures and can be accessed through the following link: [http://www.dcs.bbk.ac.uk/~keith/oopintro](http://www.dcs.bbk.ac.uk/~keith/oopintro)

The information in this Handbook is specific to the PGCert in Cloud and Data Technologies and is correct at 17 August 2015.

Information about later changes and more detailed information about aspects of the programme are available on the intranet at: [http://www.dcs.bbk.ac.uk/dcswiki/index.php/PGCert_Cloud_and_Data_Technologies](http://www.dcs.bbk.ac.uk/dcswiki/index.php/PGCert_Cloud_and_Data_Technologies)

The Virtual Learning Environment Moodle ([moodle.bbk.ac.uk](http://moodle.bbk.ac.uk)) is used to provide detailed information and post announcements about each module.

*It is your responsibility to familiarise yourself with the contents of this Handbook as well as the web site and Moodle, and to consult the web site and Moodle on a regular basis since additional information will be posted there during the year. You should also read your Departmental and College email on a daily basis.*
Dates and Timetables

The term dates for the academic year 2015/16 are as follows:

<table>
<thead>
<tr>
<th>Season</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn</td>
<td>28 September 2015 – 11 December 2015</td>
</tr>
<tr>
<td>Spring</td>
<td>4 January 2016 – 18 March 2016</td>
</tr>
<tr>
<td>Summer</td>
<td>18 April 2016 – 1 July 2016</td>
</tr>
</tbody>
</table>

Introductory talks for students will be held at the following time:

- New students: 6pm, Tuesday 22 September
- Returning students: 6pm, Thursday 24 September

First lectures for modules are as follows:

- DKM (if attending daytime): 1.30pm, Tuesday 29 September
- DKM (if attending evening): 6pm, Thursday 1 October

The taught programme covers two terms of approximately eleven weeks each. The summer term is devoted to exams.

You will be notified nearer the time of the room in which the introductory talks will take place. For new students, these will include a short hands-on introduction to the Department’s computer system. If you are not able to attend the introductory talk, please arrive early for the first lecture and speak to the Programme Administrator in Room 263 on the second floor of the extension to the Birkbeck main building.

College holiday closing

- **Christmas and New Year Closure:** closing on Wednesday 23 December 2015 at 6pm; re-opening on Monday 4 January 2016 at 9am.
- **Easter closure:** closing on Wednesday 23 March 2016 at 6pm; re-opening on Wednesday 30 March 2016 at 9am.
Lecture timetables

Module abbreviations used in the following timetables are given in the section Overview of the Programme above.

Room locations are shown on the map at: http://www.bbk.ac.uk/mybirkbeckguides/help/class-information/teaching-map.pdf

<table>
<thead>
<tr>
<th>Day</th>
<th>Autumn</th>
<th></th>
<th>Spring</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Module</td>
<td>Time</td>
<td>Room</td>
<td>Module</td>
</tr>
<tr>
<td>Monday</td>
<td>ADM</td>
<td>6-9pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>DKM</td>
<td>1.30-5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td></td>
<td></td>
<td>DWDM</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>DKM</td>
<td>6-9pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>CC</td>
<td>6-9pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Indicative Timetable 2016/17**

<table>
<thead>
<tr>
<th>Day</th>
<th>Autumn</th>
<th></th>
<th>Spring</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Module</td>
<td>Time</td>
<td>Room</td>
<td>Module</td>
</tr>
<tr>
<td>Monday</td>
<td>ADM</td>
<td>2-5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>DKM</td>
<td>1.30-5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td></td>
<td></td>
<td>DWDM</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>DKM</td>
<td>6-9pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>CC</td>
<td>6-9pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes:

- 4 modules are taken:
  - Data and Knowledge Management (DKM)
  - Cloud Computing (CC)
  - Advances in Data Management (ADM)
  - Data Warehousing and Data Mining (DWDM)

- DKM is taught twice - Tuesday afternoons and Thursday evenings in the autumn term – enabling a student to attend either an evening lecture or afternoon lecture as preferred. Other modules are taught only once in a year, either in an evening or afternoon.
ADM is taught in the evening one year and afternoon the next. Students who are unable to attend an afternoon lecture must follow the programme either over 1 year in a year when ADM is taught in the evening, or over 2 years taking ADM in the year in which it is taught in the evening.

Students following the programme over 2 years should take DKM in the first year, as ADM and DWDM assume the knowledge covered in DKM. Taking 2 modules in each year is recommended, but subject to taking DKM in the 1st year and the ADM timetabling constraint noted above, students may choose to take remaining modules in either year.
Student Support

Every student is allocated a **personal tutor** in the first weeks of the programme. The personal tutor is someone students can contact to discuss any problems of a non-academic nature. These may relate to special needs or personal problems that may affect the student’s academic performance. The Department also has a disability officer, Oded Lachish [mailto:oded@dcs.bbk.ac.uk](mailto:oded@dcs.bbk.ac.uk) whom students can contact.

Academic problems should first be addressed to the lecturer concerned. If the problem is not resolved or it does not relate to a specific module, then the Programme Director should be contacted. Details of the College’s “Student Dispute Resolution Procedure” is linked from the My Birkbeck webpages at [http://www.bbk.ac.uk/mybirkbeck/services/rules](http://www.bbk.ac.uk/mybirkbeck/services/rules).

Students on each programme elect **Class Representatives** from amongst themselves early in the academic year. Class Reps provide a point of contact with the Department for student feedback on modules and other aspects of the programme. They can make the Department aware of students’ views both in respect of any problems students are experiencing as well as positive points they want to make.

While Class Reps can raise matters with the Programme Director at any time, they also attend **Staff-Student Exchange meetings** in each of the autumn and spring terms at which students’ views on any aspect of the Programme can be raised with the Programme Director. These meetings are minuted and the minutes made available on the Department intranet. Students should make sure that their Class Reps are aware of any matters which they wish to be raised at these meetings.

The **Birkbeck Students’ Union** provides help and advice to students – information about their services can be found linked from the Students’ Union webpage: [http://www.bbk.ac.uk/su/](http://www.bbk.ac.uk/su/)

At Birkbeck, we believe that lack of finances should not be a barrier to you studying so we provide financial support packages and bursaries. Information on financial support is available online at: [http://www.bbk.ac.uk/mybirkbeck/finance/studentfinance](http://www.bbk.ac.uk/mybirkbeck/finance/studentfinance)
Module Descriptions

Lectures aim to introduce the key ideas of each module. The specific objectives of each module and the principal readings are circulated at the start of the term. The reading lists for individual modules given below are only indicative. Lecturers will specify, usually at the first lecture, whether or not books need to be purchased for particular modules. Independent study is a key learning objective of the programme.

Most modules have dedicated web pages that provide links to relevant online literature. Depending on the nature of the material, some lecturers use ‘lecture outlines’ to support their teaching and may even distribute these outlines via their web pages. However, there is no expectation that written notes will be provided for the modules.

Students can also contact lecturers outside the classroom to discuss the material. They can meet the lecturers during scheduled ‘office hours’ or can contact them via email either to discuss a problem or to make an appointment. Lecturers’ contact details are given on the Department web site and in the Department’s Student Handbook.

Students are expected to attend all lectures. Any student who decides to withdraw from the programme should inform the Programme Director, in writing or by email. Students who simply stop turning up for lectures without formally withdrawing from the programme will still be held liable for fees.

A number of modules require students to submit coursework as part of the assessment. Such coursework must always be the students’ own work, except where explicitly noted. Students are required to confirm in writing or via email that each item of coursework submitted is indeed their own work. The Department and College have strict guidelines and penalties associated with plagiarism, and routinely submit students’ work to plagiarism detection services. More details are given in the section Plagiarism of this Handbook.
Advances in Data Management (ADM)

Aims of the Module

To study advanced aspects of database management and recent advances in data management technologies in three major directions: performance, distribution of data, and heterogeneity of data.

The module examines the technologies underlying modern database management systems. It studies advanced aspects of query processing, transaction management, distributed data management, and recent developments in web data, “big data” and alternative database architectures.

Staff: Alex Poulovassilis

Assessment: By 2-hour written examination and practical coursework. The final module mark will be the exam mark attained. A minimum mark of 40% on the practical coursework component will be necessary in order to pass the module overall.

Module URL: http://moodle.bbk.ac.uk/

Pre-requisites and co-requisites to the module

Prerequisites: A first module in Database Systems (e.g. as taught in a typical UK undergraduate degree in computer science)

Syllabus

- Review of the fundamental principles of modern database management systems, relational databases and SQL.
- Query processing and query optimisation.
- Transaction management: ACID properties, concurrency control, recovery.
- Beyond records and objects: stored procedures and functions, triggers, semantic technologies.
- Distributed databases: data fragmentation and replication, distributed query processing, distributed transaction management.
- Heterogeneous data integration.
- XML data management.
- Linked Open Data.
- Parallel databases.
- Big data and NoSQL/NewSQL stores.

Background Reading

4. A. Elmagarmid, M. Rusinkiewicz, A. Sheth (eds), Management of Heterogeneous and Autonomous Database Systems, Morgan Kaufmann, 1999
5. Research papers will be distributed to students; students will also be directed to Web resources on the subject.
Cloud Computing (CC)

Aims of the Module

This module aims to introduce back-end cloud computing techniques for processing “big data” (terabytes/petabytes) and developing scalable systems (with up to millions of users). We focus mostly on MapReduce, which is presently the most accessible and practical means of computing for “Web-scale” problems, but will discuss other techniques as well.

Students in this module will learn to understand the emerging area of cloud computing and how it relates to traditional models of computing, and gain competence in MapReduce as a programming model for distributed processing of big data.

Staff: Dell Zhang

Assessment: By 2-hour written examination and practical coursework, weighting 80% and 20% respectively.

Module URL: http://www.dcs.bbk.ac.uk/~dell/teaching/cc/

Pre-requisites and co-requisites to the module

Good knowledge of Java programming would be necessary. Students who did not have much experience in this area before joining their respective MSc programmes should have already taken the ISD (BUCI021S7) module.

Syllabus

- Introduction to Cloud Computing
- Cloud Computing Technologies and Types
- Big Data
- MapReduce and Hadoop
- Running Hadoop in the Cloud (Practical Lab Class)
- Developing MapReduce Programs
- Data Management in the Cloud
- Information Retrieval in the Cloud
- Link Analysis in the Cloud
- Beyond MapReduce
- Selected Case Studies
- Advanced Topics in Cloud Computing

Reading

3. Extensive use is made of other relevant book chapters and research papers that are distributed or provided online.
Data and Knowledge Management (DKM)

*Aims of the Module*

To study the principles and application of data and knowledge management technology.

This module covers the principles and application of data and knowledge management technologies and languages including SQL. Students study the use of these in leading commercial database management systems as well as emerging approaches to data management.

*Staff:* Nigel Martin

*Assessment:* By 2-hour written examination and practical coursework, weighting 90% and 10% respectively.

*Module URL:* [http://www.dcs.bbk.ac.uk/~nigel/teaching/dkm/](http://www.dcs.bbk.ac.uk/~nigel/teaching/dkm/)

*Pre-requisites and co-requisites to the module*

No formal pre-requisite, but a strong aptitude for programming is essential.

*Syllabus*

- Database management software: origins and objectives.
- The relational model: algebraic and logical foundations.
- Relational algebra and calculus.
- SQL: data manipulation, host language support for SQL.
- Transaction management, recovery, concurrency.
- Relational database theory: dependencies, normal forms.
- SQL data definition, other features.
- DBMS architectures and implementations.
- DBMS storage and indexing.
- Query optimisation.
- Enhanced database capabilities: procedural extensions to SQL, database triggers, deductive databases.
- Non-relational DBMS, object databases, NoSQL databases.
- Distributed databases, distributed architectures and connectivity.
- Databases and the Web, Java database programming - JDBC, SQLJ, databases and XML.
- Database research topics.

*Reading*

2. Students will also be directed to Web resources on the subject.
Data Warehousing and Data Mining (DWDM)

Aims of the Module

To study advanced aspects of data warehousing and data mining, encompassing the principles, research results and commercial application of the technologies.

This module covers the organisation, analysis and mining of large data sets to support business intelligence applications. Students study the principles and commercial application of the technologies, as well as research results and emerging architectures underpinning the analysis and mining of "big data".

Staff: Nigel Martin

Assessment: By 2-hour written examination and practical coursework. The final module mark will be the exam mark attained. A minimum mark of 40% on the practical coursework component will be necessary in order to pass the module overall.

Module URL: http://www.dcs.bbk.ac.uk/~nigel/teaching/dwdm/

Pre-requisites and co-requisites to the module

Prerequisites: A first module in Database Systems (e.g. as taught in a typical UK undergraduate degree in computer science)

Syllabus

- Data warehouse requirements
- Database warehouse conceptual design.
- Database warehouse architectures.
- Data warehouse logical design: star schemas, fact tables, dimensions, snowflake schemas, dimension hierarchies.
- OLAP architectures, OLAP operations. SQL extensions for OLAP.
- Data warehouse physical design: partitioning, parallelism, compression, indexes, materialized views, column stores.
- Data warehouse construction: data extraction, transformation, loading and refreshing. Warehouse metadata.
- Data warehouse architecture trends. MapReduce and warehouse architectures: Pig, Hive.
- Data mining concepts, tasks, algorithms.
- Data mining technologies and implementations. Techniques for mining large data sets, stream mining, architecture trends, standards, products.
- Research trends in data warehousing and data mining.

Reading

5. Research papers will be distributed to students; students will also be directed to Web resources on the subject.
Module Evaluation

As part of our quality assurance process, we ask students to anonymously evaluate programmes each term by completing module questionnaires. Students’ feedback helps us to further develop the course and the individual modules.

Typically, questionnaires include two parts. In the first part students are asked to rate several aspects of the modules, while in the second part to answer some open ended questions. An example questionnaire is presented below.

Course Unit Questionnaire

This questionnaire is part of our continuing effort at Birkbeck to improve courses and teaching, and to promote learning. We value your anonymous completion of this form. We will take into account your feedback in the further development of this course/unit/module, and we will report to you on any action taken.

Please answer all the questions that apply to you by ticking the category which best reflects your view. Overleaf there is space for you to provide feedback in your own words. If you are from a disadvantaged or minority group, please also consider what follows in the light of your specific needs/circumstances.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The workload was appropriate.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. The unit was well organised.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. The objectives of the unit were made clear.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. The unit has enabled me to meet the stated objectives.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. The pacing of the unit was good.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>6. The information provided on this unit (reading list, unit outline, handouts, etc.) was useful.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>7. The library has the books and resources I needed for this unit.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>8. The computing facilities I needed for this unit were satisfactory.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>9. The teaching rooms for this unit were fit for their purpose.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>10. The unit helped me to think critically.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>11. I have learnt skills that I could apply elsewhere.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>12. The unit was intellectually challenging.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>13. The unit has given me a good understanding of the subject.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>14. The unit has developed my interest in the subject.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>15. The size of the class was appropriate for effective learning.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>16. The method(s) of assessment were appropriate to the objectives of this unit.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>17. Overall, I am very satisfied with this learning experience.</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
Open-ended comments

What did you like about this unit/module?

How could this unit/module be improved?

Please use this space for any further comments you would like to make about the unit/module.

Thank you for taking the time to complete this questionnaire.
Assessment and Examinations

The programme is modular, and students will be assessed in each of their 4. To pass a module, students must obtain a mark of at least 50%.

For each taught module there will be a 2-hour written exam in May or June. In addition, some modules have a compulsory coursework component that must be passed in order to pass the module. For other modules, the coursework and exam marks are combined according to a given weighting, without each component having to be passed separately. This information is provided in each module description.

Exams are scheduled by the College examinations office on specified dates: these are posted well in advance on the My Birkbeck website and are non-negotiable. Students are required to sit their exams at the scheduled time and place at Birkbeck.

*Note that examinations are held during the daytime, so part-time students will have to make arrangements with their employers to take leave of absence.*

The College distributes exam entry forms that students need to complete by entering the modules and/or project elements that they are sitting in the given year. A student can only withdraw from an exam with the written permission of the Programme Director. This permission must be obtained at least 14 days before the first exam or by 1 May, whichever is earlier. Students who do not sit an exam and have not obtained permission to defer or withdraw their exam entry will be deemed to have failed the exam, except when this is due to illness or other reason beyond their control (see section Mitigating Circumstances). In these cases, documentary evidence must be submitted to the Programme Administrator and this evidence must be deemed to be satisfactory by the College. Students who withdraw from or miss an exam are usually required to enter the exam the next year. The College rules and regulations governing programmes are linked from the My Birkbeck webpage at: [http://www.bbk.ac.uk/services/rules](http://www.bbk.ac.uk/services/rules)

*Simply not turning up for an exam or failing to submit a coursework, without permission to defer, will be considered to be the same as failing it, in the sense that it will count as one of the two attempts that you are permitted to make at passing that element.*

The students should also consult the Sections on Late submission of coursework and project, Mitigating circumstances, Plagiarism and College policy on assessment offences of this Handbook.
Late Submission of Coursework

Following recommendations of the Academic Board in March 2007 and of the Department’s Teaching Committee in June 2007, the process laid out below has been implemented for dealing with late submission of items of assessment (including coursework) in this PGCert Programme.

(i) Extensions are not allowed. The module leader should specify an absolute cut off deadline for late submission and communicate it to the students together with the normal submission deadline. The absolute cut off deadline should be no more than 10 working days after the normal submission.

(ii) It is Departmental policy to accept and mark late items of assessment submitted before the cut off deadline (see point i). Students do not need to negotiate new deadlines and there is no need to obtain prior consent of the module leader or project tutor in order to submit late. The Department is unable to accept submissions after the cut off deadline.

(iii) Any type of assessment submitted late is given two marks: a penalty mark of 50%, assuming it is of a pass standard, and the “real mark” that would have been awarded if the work had not been late. Both marks are given to the student on a feedback sheet. If the work is not of a pass standard a single mark is given. For modules where coursework is compulsory to pass the module but it is not marked, coursework received before the absolute cut off deadline is not penalised.

(iv) If a student believes that they have good cause to be excused the penalty for late submission, they must make a mitigating circumstances claim (see the Mitigating Circumstances section in this Handbook) for consideration by the Mitigation Sub-Committee (see point v below). The claim form and accompanying documentary evidence must be submitted within 7 days of the cut off deadline. If no such documentation is received prior to the meeting of the Mitigation Sub-Committee the “real mark” will not be considered and the penalty mark will stand. When circumstances, such as serious accident or illness, long-term hospitalization, prevent a student from submitting evidence in time, the absolute cut off deadline for submitting accompanying documentation is the first date of the examination period as specified by the College each academic year (typically examinations at Birkbeck start in the first week of May).

(v) All requests are held over and considered by a sub-group of the relevant Exam Board prior to a meeting of the full Exam Board. This sub-group, called the Mitigation Sub-Committee, will meet termly and/or prior to the full Exam Board, as appropriate, and its results are presented to the full Exam Board.”
Mitigating Circumstances

The Academic Board in March 2007 approved the following guidelines for dealing with mitigating circumstances in relation to examinations and other forms of assessment in order to ensure consistent and fair practice across the College. For further information, students may consult the document on mitigating circumstances linked from: http://www.bbk.ac.uk/mybirkbeck/services/administration/assessment/coursework/mitigating-circumstances

A Mitigating Circumstances claim should be submitted if valid detrimental circumstances result in:
- the late or non-submission of assessment;
- non-attendance of examination(s);
- poor performance in assessment.

Principles

Consideration by Boards of Examiners of claims for mitigating or extenuating circumstances are founded on the following principles:
- that students are ordinarily expected to meet all deadlines for coursework and to attend all examinations, as prescribed in the Programme Regulations, and to make a ‘reasonable attempt’ to answer examination questions, coursework assignments or other modes of assessment;
- that it is the students’ responsibility to submit details in writing and in advance (where possible) of any mitigating circumstances they would like the Board of Examiners to take into consideration;
- that information provided by students in support of such claims shall be regarded as confidential;
- that penalties may be incurred by late- or non-submission of coursework by the due deadline or by failure to attend and attempt a prescribed examination.

Mitigating Circumstances

Not all ‘circumstances’ warrant the same consideration. Some are clearly beyond the reasonable control of students and some are not. The examples given below are not exhaustive but will serve as a guide to what Boards of Examiners will regard as acceptable ‘mitigating circumstances’ when making academic judgements. In all instances, appropriate certification (e.g. medical certificate, crime report etc.) must be provided for a circumstance beyond the reasonable control of the student to become eligible for consideration.

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

If a student feels their circumstances warrant consideration by the Board of Examiners they should submit a MITIGATING CIRCUMSTANCES CLAIM FORM (see below) to the Programme Administrator at the earliest opportunity (within 7 days of the assessment deadline or examination). In the form, students should state whether the circumstances relate to non-attendance at an examination or late submission of an assignment and should include supporting evidence (e.g. a medical certificate giving the nature and duration of any illness). They may inform their personal tutor, in confidence, of any problem they may not wish to disclose in writing. Students should be aware that discussing their claim with a member of staff does not constitute a submission of a claim of mitigating circumstances.

For a claim to be accepted a student must produce independent documentary evidence to show that the circumstances:

- have detrimentally affected their performance/submission/attendance in assessment or will do so;
- were unforeseen;
- were out of their control and could not have been prevented;
- relate directly to the timing of the assessment affected.

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
You must submit this form at the earliest possible opportunity, and at the latest 7 days after the assessment deadline or date of exam for a module, unless otherwise stated by the appropriate School. Submission after that date must be in line with the College procedure for ‘Appeals Against Decisions of Boards of Examiners’. Claims that do not include relevant information or documentary evidence will not be considered. Acceptance of mitigating circumstances claims is at the discretion of the College only. All information submitted as a claim of mitigating circumstances will be treated as confidential.

Please check our website for further information at: [http://www.bbk.ac.uk/mybbk/services/rules/](http://www.bbk.ac.uk/mybbk/services/rules/)

Surname: .................................................. First Name(s): ..........................................

Student Number: .......................... Programme of Study: .............................................................

Current Email Address: .......................................................... (you will normally be contacted with a decision by email)

Please list all modules for which you are submitting a claim of Mitigating Circumstances.

<table>
<thead>
<tr>
<th>Module Code</th>
<th>Module Title</th>
<th>Assessment affected (e.g. examination, first coursework, in-class test)</th>
<th>Coursework</th>
<th>Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Deadline</td>
<td>Date submitted</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please complete the following information by ticking the appropriate box and completing the related columns.

<table>
<thead>
<tr>
<th>Type of Original Evidence you are Submitting</th>
<th>Tick</th>
<th>Date-Covered by Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor’s note or other medical evidence</td>
<td></td>
<td>Date From</td>
</tr>
<tr>
<td>Police letter or form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee’s letter (part-time students only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Death Certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please see my approved Individual Student Support Agreement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

All claims should include wherever possible original independent documentary evidence, e.g. medical certificate. If you fail to provide this information your claim may not be considered. Please note that you may resubmit a previously rejected claim only if it is supported by significant additional evidence. All claims made after the set deadline should give valid reasons for the late submission of the claim.
Please explain how the circumstances have affected your work and/or studies:

GROUP WORK - If you are submitting a claim for group work you must list the names and ID numbers (if known) of all the other members of the group. Use the boxes below:

<table>
<thead>
<tr>
<th>Surname</th>
<th>First Name</th>
<th>ID Number (if known)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you are submitting your claim after the assessment has taken place please indicate the reasons for not having submitted previously. Documentary evidence should be provided.

I confirm that the above information is correct

Signature: ................................................. Date: .................................................

Return this form to your Course Administrator as soon as possible.

Departmental use only:

Received: .......................... SITS: ..........................
Plagiarism

Plagiarism is defined as “copying a whole or substantial parts of a paper from a source text (e.g. a web site, journal article, book or encyclopedia), without proper acknowledgement; paraphrasing of another’s piece of work closely, with minor changes but with the essential meaning, form and/or progression of ideas maintained; piecing together sections of the work of others into a new whole; procuring a paper from a company or essay bank (including Internet sites); submitting another student’s work, with or without that student’s knowledge; submitting a paper written by someone else (e.g. a peer or relative), and passing it off as one’s own; representing a piece of joint or group work as one’s own”.

There are many ways of plagiarising the work of others. Some examples are given below.

- Copying chunks of text without using quotation marks and without appropriate acknowledgement; for example, cutting-and-pasting text from website encyclopaedias or online research papers, or copying papers written by students who did a similar project.
- Copying text and making very minor changes, and without appropriate acknowledgement. This is an example of unacceptable paraphrasing.
- Copying a picture or photo from the Internet, without appropriate acknowledgement. If you use images protected by copyright you must also obtain permission from the copyright owner. See your library for guidance.
- Using another person's numerical spreadsheet, software or results, without appropriate acknowledgement.
- Duplicating your own work, for example by submitting almost exactly the same work for two different assignments, e.g. a piece of coursework and the MSc project.
- Using code developed by another person without acknowledging the original author as the person who developed it.

The College considers plagiarism a serious offence, and as such it warrants disciplinary action. This is particularly important in assessed pieces of work where plagiarism goes so far as to dishonestly claim credit for ideas that have been taken by someone else. According to paragraph 7 of the “College Policy on Assessment Offences”: “A student who knowingly assists another student to plagiarise (for example by willingly giving them their own work to copy from) is committing an examination offence.” The College’s procedure also identifies various types of plagiarism and is available online at the My Birkbeck webpage:

http://www.bbk.ac.uk/mybirkbeck/services/administration/assessment/offences/plagiarism

Each piece of submitted coursework or project must have an “Academic Declaration” signed by the student(s), which certifies that the authors have read and understood the sections of plagiarism in this Handbook and confirm that the work is their own, with the work of others fully acknowledged. Submissions must be also accompanied by a declaration giving us permission to submit coursework to a plagiarism-testing database that the College is subscribed.

The Academic Declaration text should include the following statements: “The author(s) certify that they have read and understood the sections of plagiarism in the Programme Handbook and confirm that the work is their own, with the work of others fully acknowledged. The author(s) give permission to submit their coursework to the plagiarism-testing database used by the College.”

If you submit work without acknowledgement or reference of other students (or other people), then this is one of the most serious forms of plagiarism. When you wish to include material that is not the result of your own efforts alone, you should make a reference to their contribution, just as if that were a published piece of work. You should put a clear acknowledgement (either in the text itself, or as a footnote) identifying the students that you have worked with, and the contribution that they have made to your submission.
The “College Guideline for Prevention of Plagiarism” also states: “Schools have the right to request any piece of assessment to be submitted for screening by a College approved plagiarism detection service. A deadline for this submission may also be set by the relevant School. Failure to comply with any such request, or failure to meet the relevant deadline, will constitute an assessment offence and will be dealt with according to the College Policy on Assessment Offences.”

For an update on procedures for dealing with plagiarism, students can consult the following document: http://www.bbk.ac.uk/reg/assessment/current_students/taught_postgrad/plagiarism

**Avoiding plagiarism**

The College offers the learning module “Avoiding Plagiarism” on Moodle VLE to all students. This module will help you understand plagiarism and explain in detail how one can avoid plagiarism. Below some examples are given from this module.

*Citing other peoples’ work properly*

Citations give brief details of the source at the point in the text where the source is used.

Citations using the Harvard system show the author and date of publication and the page number for quotations. For example:

Oakshott (2001) argues that ...

Or

Oakshott (2001, p. 3) argues that "democracy is dead".

If a quotation is longer than two or three lines, it is often indented using block formatting. By convention, block quotations do not usually need quotation marks - check with your course lecturer for guidance.

For example:

Worsley (2002) argues that Karl Marx is still very influential:

Karl Marx has probably affected the course of twentieth-century history more than any other single thinker. Because of this, his ideas have generated a vast output of writings (Worsley, 2002, p. 1).

Reference:

*Referencing*

References include the full bibliographic information about the source, such as the author(s)'s name(s), date of publication, title of work, place of publication, and publisher. This information is usually given in the section called Reference List or Bibliography at the end of the text. The key principle is that you should give enough information to allow another person to find the source for themselves.

Here are some examples using the Harvard referencing system:

[when you are referring to a book]


[when you are referring to a chapter in a book, where 'ed.' means editor, and 'edn.' means 'edition']

[when you are referring to a journal article]


[when you are referring to a webpage]

W3C, Web Accessibility Guidelines and Techniques, available online at http://www.w3.org/WAI/guid-tech.html.

Independent of their type (e.g. book, article, webpage), all references are included at the end of a document in alphabetical order starting from the author’s name as in the example above.

Paraphrasing

Here are some examples from the plagiarism module that might help you to understand which forms of paraphrasing are acceptable and which are treated as plagiarism.

First, the original extract is give, taken from the book, Marx and Marxism, by Peter Worsley.

Karl Marx has probably affected the course of twentieth-century history more than any other single thinker. Because of this, his ideas have generated a vast output of writings, ranging from texts written by revolutionaries aimed at telling people how to do revolution - how to carry on Marx's work of demolishing capitalism and creating a new socialist society - to the many hundreds of volumes dedicated to proving that Marx was wrong about practically everything.

Acceptable practice: Worsley (2002) suggests that Karl Marx has had a significant impact on the course of twentieth-century history. He argues that Marx's ideas have led to a great deal of writing, across a spectrum from promoting his call for revolution to trying to show he was wrong in his analysis and predictions.

Plagiarism: Karl Marx, the inspiration for revolutionary activity in many countries, has probably affected the course of 20C history more than almost any other thinker. Because of this, his ideas have generated a vast output of writings, ranging from books written about revolution - how to demolish capitalism and create a new socialist society - to books dedicated to proving that Marx was wrong about practically everything.

Copying the whole text without using quotation marks and without appropriate acknowledgement is considered plagiarism: Karl Marx has probably affected the course of twentieth-century history more than any other single thinker. Because of this, his ideas have generated a vast output of writings, ranging from texts written by revolutionaries aimed at telling people how to do revolution - how to carry on Marx’s work of demolishing capitalism and creating a new socialist society - to the many hundreds of volumes dedicated to proving that Marx was wrong about practically everything.
College Policy on Assessment Offences

An assessment offence is defined as “any attempt whether successful or unsuccessful to achieve an unfair advantage in any element of assessment over other candidates participating in the assessment”. Assessment Offences are categorised as Plagiarism, Collusion, Examination Offences and Other Offences. This policy may apply to any piece of work submitted for formal assessment towards a College or University award at Birkbeck, University of London.

The policy has two stages depending on the severity of the offence. The first stage provides for a panel hearing at the School level. The second stage provides for College level proceedings.

Penalties are severe up to immediate termination of the student’s registration and enrolment with no award made for credits so far attained.

Students should consult the document entitled “Policy on Assessment Offences” for definitions of the various offences and determination of the associated penalties. This is linked from the My Birkbeck webpage: http://www.bbk.ac.uk/mybirkbeck/services/administration/assessment/offences.
**Award of the PGCert**

The award of the degree is considered by an Examination Board that meets in November, after which students are notified of their results by the College. The Examination Board also meets in July to consider the results of the modules examined in May/June. After this meeting, the Department informs students by letter of their overall progress, but only the College is allowed to inform students of the actual marks received for each module, normally in August.

Each taught module available on the programme has a value of 15 credits giving a total of 60 credits for the 4 taught modules.

The programme regulations follow the College Common Awards Scheme. To pass a taught module, a student must obtain a mark of at least 50%.

To be awarded the PGCert, students must pass the 4 modules.

Students who complete the 4 modules successfully may proceed to the final year of the part-time MSc Advanced Computing Technologies programme under the College procedure for allowing a transfer to another programme with credit for modules already passed.

**Reassessment and Retaking Elements of the Assessment**

If a module is not passed overall, one reassessment (but only one) is allowed for each failed element, or the entire module may be retaken. You may be reassessed in a failed coursework or written exam if your marks for that element are below 50%. Any student awarded a reassessment opportunity in 2014/15 or before will not be subject to a cap for a reassessment taken in 2015/16. However, students who fail an assessment in 2015/16 and are awarded a reassessment opportunity will have their reassessment subject to a cap of 50% for the reassessed element. The cap does not apply to the retake of a whole module, including courseworks and exam.

There are no special resit exams; students resit alongside the other candidates in May/June the following year. They normally do so a year after their first attempt. Where the syllabus has changed, we set a paper that is suitable for resit candidates, providing alternative questions where necessary. Note, however, that we do this only for candidates from the previous year, not from further in the past.

A student who fails a taught module twice fails the PGCert.

**Enrolment as a Repeating or Assessment-Only Student**

**Repeat students**, i.e. students who are retaking some modules (and are not taking any new modules) will be charged pro-rata based on the number of credits they retake.

**Assessment only students**, i.e. those students who
- are being reassessed for coursework and/or examinations only
- have deferred their examinations and are not taking any new modules
pay a reduced fee that will allow them access to College facilities (Library and workstation rooms). While deferred students are classed as assessment only they are allowed to attend lectures for revision purposes. They should formally seek the permission of module tutors to ensure classes are not oversubscribed.
Deferral

In exceptional cases, students may be permitted to defer the written exams to the following year. Students wishing to defer must apply under the mitigating circumstances procedure (see deferring your exam) setting out the reasons for the deferral request, and returning the mitigating circumstances form to the programme administrator for authorisation before being sent to the Examinations Office. Registry’s deadline for deferral applications is May 1st for summer assessments. A student who defers an element of assessment has to enter for that element the following year; normally no further deferrals are permitted.

Simply not turning up for an exam or failing to submit a coursework, without permission to defer, will be considered to be the same as failing it, in the sense that it will count as one of the two attempts that you are permitted to make at passing that element, except when this is due to illness or other reason beyond your control in which case a mitigating circumstances claim must be made within 7 days of the examination date or submission deadline (see the Section on mitigating circumstances). Students who withdraw from or miss an exam are usually required to enter the exam the next year.
Break in Studies and Withdrawal from a Programme of Study

A break in studies would normally be for a period of one academic year, but may be permitted for a shorter period of one or two terms depending on the structure of the programme. Applications for a break in studies of less than one term will not be considered. A break in studies is not normally permitted in the second term only as students must maintain their enrolled status in order to be eligible to enter assessments in term 3. Students who miss lectures or seminars for ill health or other reasons should discuss ways of catching up with missed work with their supervisors.

Students may spend a maximum of two years during their programme on “Break in Study” status. This may be in one period of two years, or non-consecutive shorter periods that add up to a total of two years or less.

For a break of longer than one year, the student should re-confirm their intention to return by the agreed date, or apply for a longer break as appropriate. A break in studies will commence on the day following the last recorded date of attendance. Students who have not re-enrolled or communicated their intentions towards the studies by the end of this period shall be withdrawn from the programme of study.

Applications for a break in study should be made by the student in writing to their Programme Director, who is responsible for considering the application. Students applying for an approved break in study should give details of the length of the proposed break and the reasons for the application to their Programme Director.

Students may undertake re-assessments during a Break in Study but may not retake a module or attempt a module for the first time.

Students will not be liable for fees while on an approved break in studies. However, students who have attended for part of a term will normally be liable for the fees due in that term, unless there are mitigating circumstances.

Any student who withdraws from their programme of study at the College must do so in writing to the College Registry. A student who withdraws from a programme of study at the College shall cease immediately to be a registered student at the college. A student who withdraws after the published deadline shall still be liable for any outstanding fees or fines or other associated costs.
Student Support Services

As a student, you can get access to a range of support and study facilities. Full details can be found at: http://www.bbk.ac.uk/mybirkbeck/services/facilities

Wellbeing Service

The Wellbeing Service is made up of the Counselling Service, the Disability and Dyslexia Service, and the Mental Health Service.

The Counselling Service provides assistance to students who are experiencing emotional difficulties which may be impacting upon their studies or overall experience at Birkbeck. It offers short-term, confidential counselling to all registered students. You can make an appointment for an initial consultation with a professionally trained counsellor to discuss anything that is troubling you.

The Disability and Dyslexia Service can provide advice and support to students with conditions that impact their ability to study, such as:
- Specific Learning Difficulties (Dyslexia, Dyspraxia, Dyscalculia, AD(H)D)
- sensory impairments (blind/partially sighted, deaf/hearing impaired)
- mobility conditions (including RSI, arthritis, neck back and knee conditions etc.)
- medical conditions (e.g. HIV, CFS, diabetes, cancer, chest and respiratory conditions etc.)
- Autism Spectrum Conditions (Autism or Asperger’s Syndrome)

The Mental Health Service provides support and specialist advice to students with any mental health conditions which may impact upon their ability to study, including:
- anxiety disorders and phobias
- mood disorders (e.g. depression and bipolar)
- eating disorders (e.g. anorexia and bulimia)
- personality disorders and obsessive compulsive disorder
- schizophrenia

Careers and Employability

The College Careers and Employability Service provide comprehensive careers advice, events and information services for current students, both in person and online.

The Business Engagement Team (BEI School) work to develop sustainable external relationships and add value to your Birkbeck experience by facilitating professional partnerships and delivering events. Please look out for information on events held on the last evening of each academic term as well as special events throughout the year. You can also follow the School of Business, Economics and Informatics (BEI) on social media for information and conversations:
- Twitter: @BirkbeckBEI
- Facebook: BirkbeckBEI
- LinkedIn: Search ‘Birkbeck, School of Business, Economics and Informatics’
- Google+: Search ‘Birkbeck, School of Business, Economics and Informatics’

Mentoring

Using partnerships forged with Credit Suisse, PwC, Birkbeck alumni and other partners, the Business Engagement Team organise a Mentoring programme each year for students in their final year of their under-graduate programme or for those taking a post-graduate qualification. Business Mentoring at Birkbeck pairs successful applicants with industry professionals for individual advice and guidance. There are approximately 50 places available.

If you are currently employed and believe your employer may be interested in working as a partner organisation to provide more mentors for this scheme, please email: mentoring@bbk.ac.uk
Entrepreneurship
The Business Engagement Team also runs projects, events and networking opportunities to enhance your entrepreneurial thinking and to provide support for students interested in self-employment or already managing their own businesses.

Communications
You may be contacted with emails directly by the Business Engagement Team, unless you requested ‘no publicity’. These emails will inform you of upcoming events, unique opportunities with potential employers and other ways in which you may grow your network with Birkbeck. Should you encounter any difficulties in receiving these emails, please contact: Events and Communications Manager, Matthew Jayes (m.jayes@bbk.ac.uk).
IT Services (ITS)

Access to College IT facilities and services is controlled by using a username and password. IT Services (ITS) usernames and passwords are allocated to registered students of Birkbeck College.

Accepted applicants for undergraduate and postgraduate degree courses will receive details from ITS of the username and password for the purpose of on-line enrolment. Following completion of enrolment, registered students will be able to access the full range of IT services. Details of the allocated email address and an Overview to ITS for Students are included in the communication students will receive from ITS. Please note the account and email address are not operational until the enrolment has been completed, until then the username and password can only be used for on-line enrolment.

Returning students should continue to use the same account they were previously allocated. If you forget your password, visit www.bbk.ac.uk/its/mycomputeraccount - if you have registered an external email address with the Registry then it may be possible to send you a new password, otherwise you will have to contact the ITS Helpdesk.

You are expected to be familiar with the College Computing Regulations which are available at: http://www.bbk.ac.uk/hr/policies_services/policies_az/computing_regulations

ITS resources include:

- 8 PC workstation rooms
- Wireless network
- Wide range of general office and specialist computer applications
- Web-based electronic mail
- Moodle Virtual Learning Environment
- Assistive technology facilities
- Training workshops and self-training materials
- Remote access to College electronic resources and services from home or work

You can find out more about these services and others by visiting our website at: www.bbk.ac.uk/its

Your Birkbeck email address will be used for official Birkbeck correspondence so you should check it at least once a week. Alternatively you can forward all email sent to this address to another email address that you do regularly check, instructions on how to do this are on the ITS website.

There is a text message news flash service which enables students to receive free urgent messages from the College via their mobile phones. You are encouraged to subscribe. Full details are available at: www.bbk.ac.uk/its/services/sms

Your ITS username and password will not necessarily work on systems that are locally managed by Schools and departments. Schools and departments who have locally managed equipment include Computer Science, Crystallography, Economics and Psychology, and your School will provide details of access. Students are allocated personal storage space on a networked file server. Files will remain on the server for one year after you leave.

Your username, password and email address will normally remain valid as long as you remain a paid up undergraduate or postgraduate student of Birkbeck College. However, if we have reason to think that the security of an account has been compromised your account could be suspended without warning and you will need to visit the ITS Service desk to have it reinstated.

<table>
<thead>
<tr>
<th>ITS Service desk Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ground Floor (next to Library entrance), Malet Street Main Building</td>
</tr>
<tr>
<td>Monday to Thursday 11:00am to 7:00pm (6.00pm vacations)</td>
</tr>
<tr>
<td>Friday 11:00am to 5:00pm</td>
</tr>
<tr>
<td>Tel: 020 7631 6543 Email: <a href="mailto:its@bbk.ac.uk">its@bbk.ac.uk</a></td>
</tr>
</tbody>
</table>
Library Services

Although lectures and computing sessions are essential elements of your course, success in learning depends largely on the reading and research that you undertake. Most items on module reading lists can be found in Birkbeck Library and it is important that you familiarise yourself with the Library as soon as you can. At postgraduate level, you will also be expected to use other libraries during your studies.

The entrance to Birkbeck Library is on the ground floor of the main building in Malet Street. Your College ID card gives you automatic access to the Library. There is no need to register. The opening times of the Library are designed to meet the needs of part-time students in full-time work. During term-time, the Library is open

- Monday – Friday 8.30am – 11.45pm
- Saturday – Sunday 8.30am – 11.45pm

You can borrow up to 15 items and they can be renewed as long as no-one else requests them. Most books can be borrowed for 3 weeks. Some books, videos and DVDs can be borrowed for 1 week. A few items can only be issued for 1 day. There is also a Reading Room Collection with reference access to key course readings.

Please be a responsible Library user. The smooth running of the Library depends on your cooperation. Please renew or return items promptly, especially if someone else has requested them. If you fail to return items on time you will incur fines and your borrowing rights will be suspended. Students who have overdue items at the end of the academic year will have examination results withheld until the items are returned.

The Library website is at http://www.bbk.ac.uk/lib. As well as giving comprehensive information about the Library’s services and collections, you can also:

- Search the Library catalogue, renew your books and place reservations on items that are out on loan.
- Read articles in over 25,000 electronic journal titles and newspapers.
- Search databases to help you find out what has been written about the subject you are researching, including the ACM and IEEE Digital Libraries, Business Source Premier, Nexis UK and the Science and Social Sciences Citation Index.
- Access past exam papers.
- Work through LIFE – an online tutorial to help you make the most of the Library.

As well as its physical holdings, the Library has a comprehensive range of e-resources including bibliographic databases (which tell you what has been written on a topic), and electronic journals. Most of the electronic resources can be accessed from outside the College using your IT Services username and password. If you did not receive this upon enrolment, please ask for them at IT Services reception (Malet Street).

The LAMP Service (LibrAry Materials by Post) is a subscription based service which enables you to have books and photocopies of articles posted to your home address. You may find it particularly useful if you are not able to visit the library frequently. Birkbeck students with disabilities may be able to join the service for free on the recommendation of the College Disability Officer, Mark Pimm. If you think you may be eligible for free membership, please first contact Mark Pimm in the Disability Office.

The College Library also runs an interlibrary loan service to enable you to obtain copies of books and articles not held in its own collections. As it can take a couple of weeks to obtain copies of requested materials, you are advised to plan ahead in your general reading and essay preparation so as to make
use of this facility. Please note: a charge of £1 will be made for each interlibrary loan request received and there is a limit of 10 requests in progress at any one time.

Birkbeck students can also use a range of other libraries. Students have reference access to most University of London college libraries. In addition, postgraduate students can join the *SCONUL Access Scheme* which allows access to most other higher education libraries with limited borrowing rights. See the Library web site for more information.

An introduction to the Library and bibliographical skills is timetabled at the start of your course at which you will meet the Subject Librarian who looks after the collection. They will introduce you to the Library and its electronic resources. In addition, the Library has an online tutorial called LIFE (Library Induction for Everyone) which is always available: [http://www.bbk.ac.uk/lib/life/](http://www.bbk.ac.uk/lib/life/) which has a module in it on ‘Researching a topic’.

If a book you need is not available in the Library or you require any assistance using the resources or finding information, please ask at the Help Desk. Telephone: 020 7631 6063. Alternatively, contact your Subject Librarian, Aidan Smith, directly. Telephone: 020 7631 6062. Email am.smith@bbk.ac.uk
**Other Resources and Organisations**

**Birkbeck Student Union**
You are automatically a member of the Birkbeck Students’ Union, the University of London Union and NUS upon taking up the offer of a place to study at Birkbeck. NUS cards are available online (NUS Extra) or from the Union Office, Malet Street. Application can be made to become a member of the International Students’ Association by completing a form that can also be obtained from their shop.

**Location and Telephone:** Offices on the 4th Floor of the extension building in Malet Street. General Union Office is in Room 456, Tel: 020 7631 6335. Enquiries: administrator@bcsu.bbk.ac.uk. Visit the website at [http://www.birkbeckunion.org/](http://www.birkbeckunion.org/).

**Counselling**
The Students’ Union offers counselling free of charge.

**Birkbeck Evening Nursery**
Birkbeck College has an Evening Nursery, which is available for students and current members of staff and accepts children aged 2-10 years. Full details, including opening times, may be found at: [http://www.bbk.ac.uk/mybirkbeck/services/facilities/nursery](http://www.bbk.ac.uk/mybirkbeck/services/facilities/nursery).