

## PROGRAMME SPECIFICATION

<b>Awarding body/institution</b>	Glyndŵr University
<b>Teaching institution</b> (if different from above)	
<b>Details of accreditation by a professional, statutory or regulatory body</b>	Chartered Institute of Building (CIOB) <a href="http://www.ciob.org.uk">www.ciob.org.uk</a> also recognised by The Royal Institution of Chartered Surveyors (RICS) <a href="http://www.rics.org.uk">www.rics.org.uk</a> as an affiliate award for Associate Membership, Accredited by The Association of Building Engineers (ABE) <a href="http://www.abe.org.uk">www.abe.org.uk</a> .
<b>What type of accreditation does this programme lead to?</b>	Aimed at full exempting award from CIOB and ABE and Intermediate level exemption from RICS
<b>Is accreditation in some way dependent on choices made by students?</b>	No
<b>Final award/s available</b>	BSc Honours, BSc Ordinary,
<b>Award title</b>	Facilities Management
<b>JACS 2 code</b>	K220
<b>UCAS code</b> (to be completed by admissions)	
<b>Relevant QAA subject benchmark statement/s</b>	QAA Benchmark Statement for Construction, Property and Surveying (2008) has been used
<b>Other external and internal reference points used to inform the programme outcomes</b>	CIOB Education Framework 2007-2012 CIOB Accreditation Guidance 2011
<b>Mode/s of study</b>	Full and Part Time
<b>Language of study</b>	English
<b>Date at which the programme specification was written or revised</b>	September 2013

### **Criteria for admission to the programme**

Entry to the programme will be in accordance with Institutional requirements for undergraduate admissions. Students wishing to undertake this programme will normally have obtained a Foundation Degree in Facilities Management or a similar qualification deemed equivalent by the programme team.

Those applicants who do not hold such qualification will be directed towards the FdSc award in Facilities Management.

Due to the vocational nature of the programme applicants will normally be in practice or have practice experience in a Built Environment career area, such practice will be deemed to include both paid and voluntary work or membership of a built environment professional body at an appropriate level.

Applicants for entry from outside Glyndŵr University would not have the option of exiting the programme with an Ordinary award.

### **Aims of the programme**

The aims of the programme are closely aligned with the Education Framework of the accrediting professional bodies and the QAA benchmark statement for Construction, Property and Surveying 2008. The Programme aims to enable students to:

- (a) Enter a career in Facilities Management and associated practices within the Built Environment at graduate level with a critical understanding of those professions and the context within which they operate through the completion of this intellectually challenging and vocationally relevant programme.
- (b) Develop skills of critical evaluation, research and reflective practice within a supportive and student centred learning environment that will enable the learner to become confidently independent and progress in their chosen career to the limits of their own ambition.
- (c) Have a critical knowledge of the technical, legal, financial, social, economic and

cultural issues that are required of all Facilities Management and Built Environment professionals. Understand the context of global issues and corporate responsibility within which the profession plays a leading role.

- (d) Apply IT and communicate knowledge to third parties, synthesise reports, presentations, graphics, act as team members and leaders, survey land and buildings, apply knowledge to practical situations and make appropriate decisions.

### **Distinctive features of the programme**

Areas of study relate to the management property assets, be they buildings or other 'built' assets and include Shopping / Commercial centres, Hospitals and other Health facilities, Sports and Leisure facilities, Schools, Colleges and Universities, Industrial Estates and Business Parks, Social Housing and Private Residential Developments etc. Key areas of study include the design and maintenance of buildings, and regeneration of resources within the political, cultural, social, economic and legal framework. Building construction, project management, health and safety management, urban renewal and many other specialist areas serving business clients and the public alike.

There is also a strong underpinning element of corporate responsibility, renewable energy and sustainable development that is common to all built environment programmes.

The University has Accredited Centre Status awarded by the Chartered Institute of Building (CIOB) and this programme is a successor award to previously accredited programmes and confirmation from CIOB that it will be professionally accredited as exempting from professional examinations (there are no exemptions from the test of competence) is awaited as is the same from The Association of Building Engineers (ABE).

The programme is recognised as an affiliate award by the Royal Institution of Chartered Surveyors (RICS) in common with other Built Environment programmes that provides an alternative route to Chartered Status through a VRQ work based four year programme offered by that professional body.

The Programme team maintain extensive links with industry and has established an Employers Forum to ensure that programme content of this and sister courses are relevant to the needs of both employers and students. More directly the Forum also provides a

source of guest lecturers, access to educational visits, assignment scenarios and practical experience as well as contemporary expertise.

The strategy underpinning the programme ensures that students experience vocationally relevant education that provides them with the knowledge, skills, professional attitudes and academic ability that will enable them to operate effectively within their chosen career area. The programme therefore provides an educational framework for students working in, or aspiring to work in a range of Facilities Management career areas.

### **Programme structures and requirements, levels, modules, credits and awards**

All subjects are approached with a combination of formal lecturing and critical analysis and appraisal through in-class discussion, case studies, seminar presentations, structured workshops, role play, study visits, formal presentations and tutorial support. Emphasis is placed on identification, analysis and solutions to practical problems within realistic scenarios, and a range of learning methods are utilised.

This top up year (level 6) brings students into a range of challenging opportunities that enables them to demonstrate their achievement in variable option analysis and assessment (eg Asset Management), creative thinking, teamwork and leadership skills (eg Inter-Professional Studies), independent learning, critical analysis and synthesis skills (Dissertation), and cognate professional knowledge (eg Construction Technology 3,) with scope for extending both knowledge and skills in a specialist area (eg, Health & Safety, Project Management etc.)

Use is made of realistic vocational scenarios to link individual modules and aid subject coherence appropriate to the student's development. Individual tutorials support the students and assist them to plan their own work and contribution to learning. Students are also expected to pursue their studies through independent study and research in addition to staff contact time.

Links to industry and a professional ethos are supported by the use of guest lecturers (usually members of the Built Environment Employer and Practitioner Forum) and the availability of free membership of the accrediting professional body for students who are able to attend the practitioner continuing professional development meetings and participate in local branch affairs.

Whilst the prime resource is the Built Environment team of full time academic staff, this team is supported by colleagues from within the Institute for Arts, Science and Technology. There is no specifically dedicated location for the programme however there are materials and resources located in C122. Students have access via web portals to a range of professional websites that provide up to date information on regulations, policy and practice as well as the latest case study material.

The programme is arranged over one year for full time students and two for those studying part time. Whilst full time students complete 120 credits at the same level each year part time students complete two years of 60 credits each.

The programme provides for exit awards as follows:

- (a) BSc (Ord): Achievement of 60 credits at level 6, having entered with the Glyndŵr University Foundation Degree in Facilities Management.
- (b) BSc (Hons): Achievement of 120 credits at level 6 including the dissertation and a maximum of 20 credits from optional subjects. This is intended to be the normal exit award
- (c) A Glyndŵr University Certificate of Continuing Education will be awarded to students successfully completing 60 credits from anywhere in the programme as it is anticipated that EU and practitioners may enter the programme for credit under the ETC scheme or for Continuing Professional Development.

## BSc (Honours) Facilities Management Full Time

FdSc Level 4	FdSc Level 5	BSc (Hons/Ord) Level 6
<i>AUR402 Personal and Professional Development</i>	<i>AUR531 Property Management</i>	<b>AUR 612 Construction Technology 3</b> (20 credits) Dave Cheesbrough
<i>AUR423 Occupational Health</i>	<i>AUR501 Research Methodologies</i>	<b>AUR 631 Asset Management</b> (20 credits) Kevin Gilliam
<i>AUR412 Construction Technology 1</i>	<i>AUR512 Construction Technology 2 (C)</i>	<b>AUR620 Inter-Professional Studies</b> (20 credits) Barry Hills
<i>AUR422 Built Environment Law</i>	<i>AUR514 Building Services</i>	One option from the 20 credit options listed below:  <b>AUR622 Project Management in The Built Environment</b> (20 credits) Colin Stuhlfelder
	<i>AUR521 Building Contract Administration</i>	<b>AUR623 Health, Safety and Wellbeing in The Built Environment</b> (20 credits) Brian Heath  <b>AUR 642 Urban Renewal</b> (20 credits) Dave Cheesbrough  <b>AUR 604 International Studies</b> (20 credits) Barry Hills  <b>AUR 602 Negotiated Learning 2</b> (20 credits) Jane Richardson
<i>AUR440</i>	<i>AUR540</i>	<b>AUR601</b>

<i>Work Related Learning 1</i>	<i>Work Related Learning 2</i>	<b>Dissertation</b> (40 credits) Dr Colin Stuhlfelder
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## BSc (Honours) Facilities Management Part Time

Block 1
<p><b>AUR612</b> <b>Construction Technology 3</b> (20 credits) DC</p>
<p><b>AUR631</b> <b>Asset Management</b> (20 credits) KG</p>
<p><b>AUR620</b> <b>Inter-Professional Studies</b> (20 credits) BH</p>

Block 2
<p><b>AUR 601</b> <b>Dissertation</b> (40 credits) Dr Colin Stuhlfelder</p>
<p><i>One option from the 20 credit options listed below:</i></p>
<p><b>AUR622</b> <b>Project Management in the Built Environment</b> (20 credits) Dr Colin Stuhlfelder</p>
<p><b>AUR623 Health, Safety and Wellbeing in The Built Environment</b> (20 credits) Brian Heath</p>
<p><b>AUR 642</b> <b>Urban Renewal</b> (20 credits) Dave Cheesbrough</p>
<p><b>AUR 604</b> <b>International Studies</b> (20 credits) Barry Hills</p>
<p><b>AUR 602</b></p>



***Negotiated Learning 2***  
(20 credits)  
Jane Richardson

## Intended learning outcomes of the programme

On completion of Level Six students will be able to:

### **A. Knowledge and Understanding**

- A1. \*Have a critical understanding of the problems, priorities and perspectives of
- A2. The Property Industry
- A3. \*Appreciate and articulate social, cultural and environmental influences on developments within the Property Industry
- A4. Identify and apply the principles of project and resource management

### **B. Intellectual Skills**

- B1. Analyse and interpret a range of information, locate and extract data from multiple sources and apply it to particular circumstances
- B2. \*Apply strategic thinking skills beyond immediate confines of a problem by critically evaluating and analysing current policies and practices.
- B3. Select investigate and defend solutions in the context of an individual research project.

### **C. Subject Skills**

- C1. \*Be critically aware of the concepts of ethical management, business operation and corporate responsibility.
- C2. Evaluate all relevant aspects of Health, Safety and Wellbeing issues relating to the wider context of working within Facilities Management
- C3. \*Evaluate modern methods of construction design and management systems and their contribution to cost and time management and effective project completion.

### **D. Practical, professional and employability skills**

- D1. \*Communicate effectively in vertical, horizontal and cross professional contexts
- D2. Advise clients upon factors affecting development, fitness for purpose and end user requirements.
- D3. \*Appreciate, understand and work within an equal opportunities and non-discriminatory environment.
- D4. Interact in a professional and empathetic manner with other perspectives.

**\*Denotes outcomes at Level Six required for the BSc (Ordinary) that are able to be achieved through any combination of sixty level six credits.**



## **Learning and teaching strategy used to enable outcomes to be achieved and demonstrated**

The learning and teaching strategy has been developed within the Glyndŵr University teaching and learning framework, with reference to the Quality Assurance Agency for HE subject benchmark statement for Architectural Technology(2007), the Chartered Institute of Architectural Technology's Accreditation Guidelines (2012), and the Chartered Institute of Building's Education Framework (2007-2012) and Accreditation Guidance (2011).

Learning and teaching take place within the modular framework that comprises all Built Environment routes to named awards, there being substantial commonality between named programmes at all levels. Modules that are in several programmes are jointly delivered to all students be they on full or part time modes of attendance. Integration between courses is seen as a positive move to enable students to experience multi-disciplinary teamwork.

The programme team for Facilities Management and the Built Environment Team as a whole have developed a strategic approach to delivering learning and teaching that meets the needs of the student group, enables personal and professional skills to develop, provides for practice application underpinned by up to date subject knowledge and encourages students to become independent learners.

Within the programme team there are sufficient Welsh speakers to enable some tutorials and feedback to be given in Welsh and work submitted in Welsh to be dealt with and assessed.

## **Welsh Medium Provision**

The current University Policy for assessment through the medium of the Welsh language will apply to this Programme. Learners will be informed on the detail of this as part of the application/ enrolment and induction process.

The programme will include opportunities for learners working within a welsh context to reflect on the social political and economic framework within Wales.

Current members of the team are able to conduct tutorials through the Welsh Language  
10% of the programme can be delivered through the medium of Welsh

## Assessment strategy used to enable outcomes to be achieved and demonstrated

Assessment strategies tend to be module based but with integrated themes wherever practicable. Jointly taught modules are enhanced by correlated learning outcomes so that students are assessed within the context of their individual programme of study. The Built Environment team have a long term substantial base of experience in delivering and assessing within the context of multi-disciplinary groups.

Assessment material (assignment briefs etc.) are prepared to meet particular outcomes or ranges of outcomes, internally checked for clarity and presented to students at interactive briefing sessions. Submitted elements and complete work is assessed and feedback provided to students. At regular tutorials and seminars group and individual progress is discussed as part of the strategy of on-going feedback during the course of the work set as well as on completion. Internal verification takes place before distribution of assessment material and prior to reporting of feedback and results.

The programme assessment strategy is designed to assess all relevant subject specific skills, intellectual skills and professional and employability skills. Within that basic framework, assessment is either:-

**Diagnostic:** Designed to provide an indicator of the learner's aptitude and preparedness for a programme of study and identify potential learning problems.

**Formative:** Designed to provide the student with feedback on progress and inform development.

**Summative:** Provide a measure of performance in relation to the learning outcomes for the module or programme.

Other features of assessment practice reflect development of professional and subject skills often using scenario based simulated work experience situations led by design projects requiring creative solutions and including reports that are presented or discussed individually with the 'clients'. The briefing element appears in several modules and provides a rigorous check on the origin of the student's submitted work that is particularly important when traditional exams do not feature as a main form of assessment.

Forms of assessment that concurrently encourage and enable the development of intellectual and employability skills also feature widely across the programme eg formal individual / group presentations, seminar presentations, scenario based time controlled tasks, practical tasks and individual research carried out in preparation for case study review and analysis.

**BSc Facilities Management**  
**Proposed assessment calendar (submission dates) 2013 – 2014**

Week	Wk/bg	Module	Assessment
9	23.09.13	<b>Induction week – Year 1</b>	
10	30.09.13		
11	07.10.13		
12	14.10.13		
13	21.10.13		
14	28.10.13	<b>Tutorial/study week</b>	
15	04.11.13		
16	11.11.13		
17	18.11.13		
18	25.11.13		
19	02.12.13	<i>AUR612 Construction Technology 3</i>	Presentations
20	09.12.13	<i>AUR620 Inter-Professional Studies</i>	Group Presentation
		<i>AUR631 Asset Management</i>	Project
21	16.12.13	<b>Christmas Vacation</b>	
22	23.12.13		
23	30.12.13		
24	06.01.14		
25	13.01.14	<i>AUR622 Project Management in the Built Environment</i>	Essay
26	20.01.14		
27	27.01.14	<i>AUR623 Health, Safety and Wellbeing in The Built Environment</i>	Essay
28	03.02.14		
29	10.02.14		
30	17.02.14		
31	24.02.14	<b>Tutorial/study week</b>	
32	03.03.14		
33	10.03.14		
34	17.03.14		
35	24.03.14		
36	31.03.14		
37	07.04.14		
		<i>AUR631 Asset Management</i>	Presentation of report
38	14.04.14	<b>Easter Vacation</b>	
39	21.04.14		
40	28.04.14		
		<i>AUR 601 Dissertation</i>	Final Document
		<i>AUR620 Inter-Professional Studies</i>	Presentation & Reports
41	05.05.14	<i>AUR623 Health, Safety and Wellbeing in The Built Environment</i>	In class test
		<i>AUR622 Project Management in the Built Environment</i>	Report
42	12.05.14		
43	19.05.14		
44	26.05.14		
45	02.06.14		
46	09.06.14		
47	16.06.14		
48	23.06.14		

## **Assessment regulations that apply to the programme**

The regulations for Glyndŵr University Bachelor Degrees, Diplomas and Certificates apply to this programme.

All assessments lead to the gaining of credits. Borderline classifications will be addressed thus:

Substantial module – Level 6 Dissertation

The classification will be raised to the next level if the following criteria are met:

- The mark for the substantial module falls within the higher classification
- At least 50% of the credits at level 6 fall within the higher classification
- All level 6 modules have been passed at the first attempt.

## **Programme Management**

### **Programme Team**

David Skydmore - (Academic Head)

Dave Cheesbrough

Kevin Gilliam - (Programme Leader)

Brian Heath

Barry Hills

Derek Jones

Jane Richardson

David Sprake

Colin Stuhlfelder

Ian Williams

Darrell Wynne

The programme team have a wide range of appropriate professional qualifications and memberships:- the Architects Registration Board (ARB), the Chartered Institute of Architectural Technologists (CIAT), the Chartered Institute of Building (CIOB), the Chartered Institute of Civil Engineers (CICE) the Chartered Institute of Housing (CIOH), the Royal Institution of Chartered Surveyors (RICS) and the Association of Building Engineers (ABE).

In most cases members are active at regional or national level participating in CPD events, a growing number of which are hosted at Glyndŵr University with many current and former students attending. Team members continue to take up positions as external examiners, as

members of validation panels both internally and externally and as PSRB representatives nationally and internationally.

The programme will be managed by the programme leader who will be supported by module tutors. The key mechanism for quality control and enhancement will be the processes and procedures associated with the annual monitoring cycle that is formalised through the production of the Annual Monitoring Report that evaluates the programme performance drawing on feedback from students, the professional bodies, external examiners and employers.

Due to the substantial commonality of modules between built environment programmes separate meetings for named programmes are not held. The Academic Head of Department chairs a joint programme team meeting / subject meeting that commonly addresses issues arising from the programmes and oversees the proper engagement with the quality assurance and enhancement process. The programme (joint programme) team minutes are reported to the Academic Subject Board.

Within the context of the subject area, individual team members take responsibility for cross programme issues such as Marketing and Recruitment, Admissions, Induction, Retention, Equal Opportunities, Research, Timetabling, relationships with professional bodies and careers advice amongst others.

Part time staff and colleagues from other Schools are invited to attend the subject meetings. The contribution of each part time or sessional team member is overseen by a full time member of staff who takes responsibility for the management of the module.

The programme leader is responsible for day to day management of the programme and in a dual capacity as personal tutor ensures the welfare and development of each student on the programme throughout their period of study. This to include, in its broadest sense, monitoring absence, assisting students with special needs, diagnostic and formative assessment and fostering a sense of purpose and destination both in terms of the learning outcomes for each programme and preparation for a career.

Student feedback is gathered on an on-going and informal basis within a variety of situations. It is also gathered from student representatives in a formal way at Programme Boards. Student led response and focus groups have addressed single issues without staff

involvement and have proved to be helpful to staff and appreciated by students. Formal, quantitative data is also gathered through post enrolment, mid-course and pre graduation surveys and results are considered at the above Boards.

Programme leaders attend the Academic Subject Board and in conjunction with other team members, prepare annual reports, conduct admissions, review recruitment and retention, produce Programme Handbooks, arrange student induction, and participate in all external liaisons with employers / practitioners and professional bodies

The Built Environment Employers and Practitioners Forum is available to advise on vocational relevance, employability issues, currency of curriculum content and a range of professional practice issues that are associated with accreditation. Employers and practitioners have expressed a preference to meet the team through their forum and this is facilitated through a programme of breakfast meetings.

Professional Bodies require a substantial part of the programme team to be qualified members of a relevant professional body and for those members to be active in the educational processes of that body. This includes participating in accreditation processes on behalf of the professional body, acting as external examiner on accredited courses, serving on government / sector skills council committees as representatives and assisting with internal education and examination programmes. Built Environment team members are fully engaged in all these activities.

In addition, the external examiners are nominees of the accrediting professional bodies and usually make additional visits during the year. The accreditation process is a wholly external five yearly occurrence. The programme has accreditation for the cohorts graduating from 2012 to 2017 inclusive gained at the last review in August 2011 with the University also being awarded accredited centre status for the same period

With regards to research and scholarly activity underpinning the curriculum the team are involved in a number of project and forums that directly influence course content and are important guarantors of the currency and relevance of module content and assessment criteria.

Since the previous validation, the team has been instrumental in directing housing and planning policy across north and mid Wales as a result the consultancy work undertaken for local authorities. These have included:

- Local Housing Market Assessment for Powys County Council in 2010, relating to housing need and demand across all sectors, social and private;
- Evaluation of housing need and demand for Denbighshire, Flintshire, and Wrexham councils in 2011 and 2012; and
- A review of private sector housing conditions for Wrexham County Borough Council in 2012.

Currently the team members are leading on active projects relating to a single access route to social housing across North Wales with local authorities and registered social landlords, supported by the Welsh Government with potential for wider implementation as a delivery model, as well as a potentially pioneering assessment of housing stock conditions in Gwynedd. The latter is seeking to save the significant costs of a traditional stock survey by replacing it with an evaluation of data gathered across the County by the Council, local housing associations, surveyors, estate agents etc. The team is also undertaking consultation for the writing up of a local housing strategy for Denbighshire County Council.

The team is also actively involved in the administration of numerous local and national organisations, with both housing lectures being board members of social housing groups, one as a non-executive director and another as a divisional board member for one of the UK's largest registered social landlords, as well as chair of their equality and diversity scrutiny panel. Other roles present amongst the team include being Director of a leading HIV charity and chair of its board of trustees.

Further examples of influential roles undertaken in the sector include the roles of secretary and vice chair of the International Housing Sociology Working Commission of the United Nations with the various international links associated with such positions. Additional roles include involvement with national and principality organisations ranging from directorships of the Centre for Disability Studies in Wales, and the British Sociological Association.

With regards to scholarly activity, the team continues to maintain a number of links with educational bodies and sector organisations. These include the Southern African Housing Foundation where the team has successfully participated in sharing good practice from the

Developed World to Developing nations relating to sustainability in construction and communities, with a member of the team having been invited to Peer Review papers for the 2013 conference. Other peer review and editing roles include the British Journal of Social Work, the Health & Safety at Work Handbook.

The team have conducted research and presented material relating to Health & Safety in the construction industry, asbestos regulations, corporate manslaughter, wellbeing in the workplace, leaseholder perspectives, and the use of statistics in housing research, all of which contributes directly to course content. Further examples include papers on the social anthropology of housing rites de passage, the semiotics of rural communities, disability issues and property management, and codes of residential heritage.

Current research includes an examination of social housing management and construction with two of the department's international partners, IUT Alençon (part of the University of Caen-Basse, Normandy and an Erasmus partner of Glyndŵr) and the British Hellenic College in Athens (who franchise the Architectural Design Technology BSc). Furthermore, a Building Information Modelling research project is being conducted with a lecturer from Leeds University with the active participation of 2<sup>nd</sup> Year Architectural Design Technology and Construction Management students.

The team maintains a number of important international connections, reflecting the commitment made to the international students who attend a number of the courses staff are involved in. As well as IUT Alençon and the British Hellenic College, staff are visiting lecturers at Eötvös Lorand University, Budapest, Tallinn Technical University and University of Louvain. Furthermore, the team are also involved in franchise agreements with local further education colleges, notable Yale and Coleg Menai, allowing for equal attention to be paid to also supporting students from the immediate Welsh regions.

With regards to on-going personal and professional development, two team members are undertaking Professional Doctorates, relating to housing allocations, and organisational and service user development within the public health sector. Another team member is completing a Post Graduate Certificate in e-learning in order to support Virtual Learning Environment delivery and to examine further the potential for e-assessment on the courses.

Furthermore the team actively participate in the Continuous Professional Development opportunities afforded to them as part of their on-going membership of the accrediting bodies associated with the courses; both as a means of supporting currency and relevance, as well as ensuring continued membership and accreditation. In the last 3 months, one member of the team has become an Associate of one of the accrediting bodies and will progress to Chartered Membership within the next 3. In doing so, this team member will join colleagues with memberships that include fellowships of the Chartered Institute of Housing, the Land Institute, the Higher Education Academy, and the Royal Institution of Chartered Surveyors. The team also includes members of the Royal Institute of British Architects, the British Sociological Institute, the Architecture & Surveying Institute; the Chartered Institute of Building, the Institute for Welsh Affairs, and the Association of Building Engineers. The importance placed on these professional links, and the influence this gives the department in those organisations is reflected in the progression of staff through the committees of those bodies, including membership, for example, of the Chartered Institute of Building's panel for developing an academic route to Chartered Membership. This is also why the team is trusted by a number of these professional bodies to organise and host Continuous Professional Development events.

Finally the team are involved in a number of internal and external assessor, examiner and committee roles, including chairing committees of educational institutions nationally and internationally. Within the University, staff are members of the ethics, quality assurance, research and procedural committees, as well as assessors for external universities both in their roles as educators, and also as appointed evaluators for the accrediting bodies detailed earlier.

### **Particular support for learning**

A welcoming atmosphere is provided by an extended induction week that emphasises inclusiveness and provides information on sources of help, counselling and opportunities for individual development. Ready access to all tutors and a 'personal tutor' system offering students access to individual private and personal tutorials offers support throughout a student's studies. These tutorials are also linked to the student's personal development and self-management of learning.

Access to learning resources is facilitated through close contact between the programme team and academic liaison staff in the Library. Support provided by library staff includes advice and guidance on accessing appropriate databases, advice on lending and ordering books, the provision of tutorials related to literature searches, and accessing online data bases, the most important being those maintained by the professional bodies.

The University's Virtual Learning Environment, Moodle, is used as a repository for programme related documents and links to websites. In cases where the size and complexity of documents make this impractical, students are supplied with a CD Rom that has all the resources required for particular exercises. These articles might typically include articles, legislation, consultation documents and technical sources where available.

### **Equality and Diversity**

The team is committed to ensuring that the programme remains student centred and has a strong commitment to the University's equal opportunity policy. This is demonstrated by the student profile that includes a substantial proportion of mature entrants, members from ethnic minorities, female students, those from disadvantaged socio-economic backgrounds, students with disabilities, and first language Welsh speakers