

Undergraduate Student Handbook

Academic year 2019 | 20

A message from the President of The Knowledge Hub



Welcome to The Knowledge Hub Universities

The Knowledge Hub (TKH) brings world-class higher education and research to Egypt's New Administrative Capital. At TKH you will be joining faculties and schools from different international universities, clustered to encourage interdisciplinary collaboration, foster innovation and increase research opportunities in Egypt and the region.

The first partner of TKH is Coventry University, ranked 15th in the UK, awarded gold ranking for outstanding Teaching and Learning, and named University of the year in the UK in student experience for 2019.

At TKH and the Coventry University Branch at The Knowledge Hub you will experience a learning environment having a multicultural perspective that maximizes your competences, develops your critical thinking skills, and prepares you to become leaders in a future of global competitiveness. TKH's state-of-the-art campus and facilities are designed to provide you the best learning experience.

Our distinguished international faculty and academic staff are dedicated to an innovative and interactive teaching style and maintain the highest academic standards. We are committed to giving you the support and personal attention that enables you to succeed and realize your full potential.

Through our holding company - Elsewedy Education - and the association with Elsewedy industrial and business networks, you will be exposed to addressing



real-world problems and situations through internships, case studies, projects and workshops. This offers a unique opportunity to gain practical experience during your studies while ultimately improving your employability and impact on the global society.

I welcome you to TKHU and wish you all the best in your academic journey, as well as in your future professional careers.

Professor Mahmoud Allam
President
The Knowledge Hub Universities

A message from the Director of Coventry University Branch at The Knowledge Hub



A very warm welcome to the Branch of Coventry University hosted by TKH in Cairo

The Coventry University Branch at The Knowledge Hub comprises three Schools, the School of Design and Media, the School of Computing and the School of Engineering. Our disciplines cover a diverse range of subjects all connected by the underpinning ethos of creativity and innovation. We offer highly esteemed courses in Engineering – Civil Engineering, Structural Engineering and Electrical Engineering, in Computing – Computer Science, Ethical Hacking and Cyber Security and in Design and Media – Interior Architecture, Digital Media Design and Graphic Design.

At Coventry University, we believe that collaboration and communication between our academic programmes do not just reflect contemporary professional practice it also has a transformative effect upon our students and the richness of the interdisciplinary education we provide - using a 'connected curricula' our graduates are better able to interpret, interrogate and make sense of the world around us. Here at Coventry University we have a rich history of educating some of the world's leading designers, engineers and creative thinkers over the last 175 years; a legacy we aim to extend as we bring the 'Coventry Way' to other parts of the world. Your knowledge, skills, imagination and creativity will be challenged and stimulated by your tutors, by the opportunities we offer to engage with real world problems and by your own ambition, passion and commitment.

Whether you are entering higher education for the first time or returning to study, what you learn from your course will relate directly to your ability to connect your knowledge and skills to the wider world and the opportunities it offers you. We are immensely proud of our student and alumni achievements and our staff are committed to helping you achieve your full potential.

We look forward to welcoming you onto your course, as you take your first steps towards adding to that great legacy.

Professor Antony Eddison
Director
Coventry University Branch at The Knowledge Hub

1. Coventry University

History

Founded by entrepreneurs and industrialists as the Coventry School of Design in 1843, and in 2018 celebrated 175 years, Coventry University is a dynamic and outward-looking institution with a tradition of teaching excellence, impactful research and bold international partnerships. The university has established a robust reputation for pushing the boundaries of higher education regionally, nationally and across the world.

Through Coventry's worldwide network of collaborators in academia and industry, the 50,000 learners studying its degrees in different countries enjoy access to global opportunities which ensure their employment prospects are enhanced.

In recent years Coventry's student satisfaction levels and teaching quality have been rated amongst the best in the UK, which has contributed to impressive rises in every major university league table and a gold rating in the UK government's Teaching Excellence Framework (TEF).

Coventry ranks 15th in the UK in the Guardian University Guide 2020. It also earned the title 'University of the Year for Student Experience' in the 2019 Times and Sunday Times Good University Guide; the guide describes it as "one of the most innovative modern universities, bold with its vision of what the 21st century student experience should be".

Coventry University Branch at The Knowledge Hub

Coventry University Branch at The Knowledge Hub is structured into three Schools, each representing a coherent set of courses and disciplines.

You will be studying a course within one of these schools and will be taught by staff who are academically and professionally qualified within that area. However, the interdisciplinary nature of your course may mean that from time to time you will come into contact with staff from other discipline areas within the University and indeed from elsewhere within and outside the University.

The Knowledge Hub Universities

The Knowledge Hub is the first higher education institutions in Egypt's New Administrative Capital.

The Knowledge Hub provides a healthy learning environment for students to maximize their potential, develop critical thinking skills, and become future leaders in their respective communities. Creating a connected community of students and faculty from diverse backgrounds, where experiences and ideas are openly exchanged.

Staying true to a culture of innovation, the educational process at The Knowledge Hub is centered on bridging the gap between theory and practice. Students will be able to link what they learn in classrooms to what is needed in a modern workplace.

The Knowledge Hub's technologically advanced campus covers over 50 feddans. It is equipped with a cutting-edge research and development centre, entrepreneurship and innovation hub, and recreational facilities to accommodate a diverse array of students and faculty from all around the world.

Location

Teaching staff is located as follows:

Computing 4th Floor Bldg. 1A

Engineering 4th Floor Bldg. 1A

Design & Media 3rd Floor Bldg. 1A

As a student you will be based primarily in one of these buildings, however, you may have teaching in more than one of the buildings or on occasion elsewhere in the university.

Who we are?

The following individuals make up the Academic Teams:

Head of School of Engineering and Computing

Prof. Startis Kanarachos

Computing Staff and support list

Maha.ezz@tkh.edu.eg

Head of School of Design and Media

Prof. Antony Edisson

Design and Media Staff and support list

Shereen.hindawy@tkh.edu.eg

You will find a reception desk in the lobby of building 1A. This is your first point of contact if you wish to contact a member of staff or for any questions, queries or problems that you may have. If they cannot answer your question they will be able to find, or direct you, to someone who can and they will be able to advise and direct you to a range of support services both within the School and across the University.

Academic and progress coach support

The Registry manages your academic record at the University and can help answer course, module and assessment queries. They can also help you understand the University's academic processes, rules and regulations. They are responsible for authorising deferrals, extensions and can advise you about mitigation.

You will find Faculty Registry Office on the second floor in building 1A.

The Registry Offices are open from 09.30 am to 15.00 pm Sunday to Thursday.

If you wish to call in to see your Faculty Registry Course Administrator it is best to make an appointment first either via one of the Information Points (reception) or you can send an email with your enquiry to registry@tkh.edu.eg

When you email, help us to respond quickly by following these tips:

- The University can only respond to emails sent from TKH or Coventry University email accounts, so use your student email address.
- State your name and Student ID number in the subject line of your email.
- State your course at the beginning of your message e.g. BA Graphic Design, BSc Computing, BSc Civil Engineering, etc.
- Keep your email as short and concise as possible.

Faculty Registry staff will be introduced to you during induction and throughout your course and further information is available on your Moodle pages.

Academic and Personal Tutorial Support

The academic staff will have particular responsibilities to ensure that your course operates as efficiently as possible to give you the maximum opportunity to benefit from your studies. Each course is managed by a Programme Leader. Details of the Programme Leader for your course can be found in your Course Handbook on Moodle. If you have specific concerns about your programme of study this is the person you should consult. As a student you will be allocated a Personal Tutor, who is a member of academic staff, to whom you may refer for advice and help on personal and general academic matters. Your Personal Tutor can signpost you to the relevant support services that you may require. It is important that you attend all taught sessions throughout your course. If you are experiencing problems preventing you from attending you will be at risk of being withdrawn from the University. You must discuss this with your

Personal Tutor, your Programme Leader or the Registry Office staff. You may also require your Personal Tutor's support in providing you with a job reference or a reference for a postgraduate course after graduation. A 'surgery' system is also available where you will either find office hours outside your tutor's office, which you can use to book yourself in for tutorial sessions or you will be able to book an office hours appointment with your tutor via CU Online (Moodle).

Students with additional needs

If you are concerned about managing your study because of a health difficulty, disability or specific learning need such as dyslexia, there are a number of means by which you can access support.

Information about your individual situation will not be disclosed without your permission. Your Programme Leader, and Personal Tutor, Registry staff may be able to advise you. The names and contact details of those member of staff who can offer advice and support can be found on your Moodle pages.

If you have a disability or medical condition and need adjustment to allow you to fully participate in a particular module, please tell the Programme Leader so that suitable arrangements can be made. It is in your interest to ensure that staff are aware of any problems or disabilities you may have, so that they can help you obtain the appropriate support. You will have already had the opportunity to discuss your particular needs prior to registration.

Employment and Enterprise Support

We have a dedicated member of staff that provides employability, placement and enterprise support for students. We provide specialist support to develop students' employability and enterprise skills and prepare our students for their chosen careers, including:

- Job search advice
- Skills audit and development
- CV and cover letter writing (standard and creative)
- Application support
- Portfolio reviews
- Interview preparation (techniques and practice)
- Placement opportunity sourcing and advice
- Volunteering opportunities

We provide students with the support they require and the staff have specialist knowledge related to your studies, relevant employment markets, jobs and further study options. Please visit our support staff located in the Student Union Office on the first floor adjacent to the library.

Social Networking Conduct

The use of social networking sites has become very popular in recent years. It can be a very useful tool for communication and learning as well as for online social interaction. Students engaged in courses at Coventry University Branch at The Knowledge Hub must be mindful of their responsibilities in regards to their behavior on social networking sites, such as Facebook and Twitter.

Some of our courses host Course social media sites, which are managed by academic staff, and these can be a very useful tool in regards to student recruitment, student retention and information-sharing. We expect our students to behave responsibly, with care and respect shown towards others. Any student found to be behaving in an inappropriate way in their use of social media will find themselves subject to disciplinary action.

Norms of conduct and behavior in relation to social networking sites are still evolving, but this guidance is designed to help you keep safe and to ensure you are not putting your own reputation, and that of the University, at risk.

All University staff and students must comply with our Code of Conduct. Please ensure you are familiar with this Code of Conduct because failure to comply with it will lead to disciplinary action.

Social networking conduct is relatively straightforward to observe:

- Remember that even with privacy restrictions the chances are that all your 'friends' will be able to view more than you think;
- This will mean that all of your 'friends' will be able to see your Facebook Wall, so your photos and comments;
- Be polite at all times;
- Remember that not everyone will share your sense of humor;
- Ask before you 'tag' others in the photos you want to upload;
- Ensure you respect the difference between personal and professional contacts;
- Do not get involved in heated arguments or trade insults; (try to imagine your employer/mentor/tutor/family members observing your online behavior)
- Try not to overload your 'net friends' with constant messages and updating;
- Try not to put people in an awkward position by asking them to be your 'friend' when they may not be able to do so because of their profession/role (e.g. your tutor), and don't take offence if/when they decline your invitation.

Where social networking sites are used within modules, the purpose will be purely as a medium for learning. The behaviour of participants online must conform to classroom codes of conduct. Discussion and the posting of other material, such as photographs, will be monitored and unacceptable behavior will be subject to University disciplinary procedures.

You should protect your own privacy and think very carefully about what kind of information you want to share by adjusting your privacy settings. However, remember that everything you post online is in some respects public, so endeavor to respect confidentiality where you need to. If you find yourself the target of abuse or inappropriate communication on a social networking site, or observe this happening to someone else, you should report this to your Programme Leader, and where necessary provide evidence.

In addition to the support and guidance available in your School, you also have access to a wide range of university services. These support services will provide advice and assistance on a wide range of issues and you should not be afraid of seeking advice.

Library

Contact email: Yasser.abdou@tkh.edu.eg

Location: 1st floor Bldg. 1A

IT Support

Contact email: it.support@tkh.edu.eg

Location: 2nd floor Bldg. 1A

Student Union

Contact email: studentunion@tkh.edu.eg

Registry

Contact email: registrar@tkh.edu.eg

Location: 2nd floor Bldg. 1A

Support for Moodle

Moodle is a Virtual Learning Environment (VLE), and acts as a useful forum for students to contact each other and for tutors to leave messages or contact students directly. It is also useful for lecturers to post up lecture notes or seminar tasks. You will automatically be registered on a module web for each module you have registered for and the course you are enrolled on. You will be given help and induction on the uses of Moodle by staff in the School. You will find that individual members of staff have different uses for this VLE. However, basic information will always be available to you as a student through the course and your specific module pages.

Contact email: moodle.support@tkh.edu.eg

Location: 2nd floor

Assess students for scholarships

Contact email: admissions@tkh.edu.eg

Location on TKH campus: 2nd floor

Cafeteria and Coffee point

Healthy meals are served for students on campus. TKH provides healthy eating choices to meet a range of dietary needs

TBS: Pastries, Sandwiches, Fresh juices and coffee

Location: Atrium - Bldg. 1A

Crave, Real Food: Cooked meals for breakfast and lunch.

Location: Atrium – Bldg. 1A

Pick up: Snacks

Location: 5th floor – Bldg. 1A

Medical Centre/clinic:

Contact email: medical@tkh.edu.eg

Prayer room

Contact email: facilities@tkh.edu.eg

Location: Basement floor – Bldg. 1A

Gym and Sports Facilities

Contact email: dynamic.gym@tkh.edu.eg

Location: 5th floor – Bldg. 1A

4. Essential information for undergraduate degree students

Below you will find the key information you need whilst studying at Coventry University Branch at The Knowledge Hub and explains what is expected of you. You must read this thoroughly before starting your course and refer to it regularly.

At Coventry University Branch at The Knowledge Hub , the Regulations are split into:

A. The headlines

You must read the following documents (available on your course Moodle page) so you know what is expected of you, especially when taking exams and submitting coursework assignments:

- Your Student/Course Handbook;
- Course Specification;
- Module Guides relevant to your course

If you provide documentary information for any university procedure (e.g. evidence to apply for an extension to a submission date) and the original document is not in English or Arabic, you will need a certified translation. It is your responsibility to obtain the certified translation.

The information in this handbook explains and provides guidance on some of the most important areas of the regulations.

B. Regulations

The regulations govern all courses of study at The Knowledge Hub. They contain rules and important information about being a student. They are part of the formal contract between you and the university.

C. The modular framework

All Coventry University undergraduate degree courses are made up of modules (units of study) at agreed credit values.

- Module levels and credits

All modules have a level, which is indicated by the first number after the KH on the module code.

The credit rating for each module is calculated according to the overall effort expected from a student in order to successfully complete that module. One credit normally represents 10 hours of total effort. Total effort includes all teaching activities and independent study.

A 'single' module is usually 20 credits (200 hours of total effort). Modules are normally delivered in 20, 40, 60, or 80 credit units, although some 10 credit modules are allowed to support career development, English for Academic Purposes, etc.

A full-time student is normally registered to study 120 credits in a single academic year. Any student registered for fewer than 100 credits would normally be classed as part-time.

- Module status

Your course will be made up of modules. These modules are described by the University in the following way:

Mandatory – You must take these modules as part of your course.

Optional – You may choose a module to study from a pre-defined selection for your course.

Add+vantage modules – You must choose, study and pass one Add+vantage module in each of the three years of the course.

Modules with pre-requisites normally require you to have first passed a specific 'A' level or another specific module at Coventry University Branch at The Knowledge Hub before you can study them. Modules with co-requisites require you to study another specific module at the same time.

You must pass all modules on your course to obtain an Honours degree.

- **Information on modules offered**

Each module has a Module Descriptor that sets out the aims and intended learning outcomes, the indicative content, method of assessment, essential and recommended reading and other information.

You can read the module descriptors for each module running in an academic year by checking the Module pages.

- **Add+vantage Scheme**

The Add+vantage Scheme offers a range of modules to help expand your skills, knowledge and/or experience to support your future career aspirations.

The combination of academic study, employability and personal development skills will potentially give you the Add+vantage over other newly qualified graduates!

The Add+vantage scheme is mandatory requirement of your degree, must take and pass one Add+vantage module in each stage of your course. If you do not, this may have negative consequences for your degree, as all modules must be passed to be awarded an honours degree. The marks you gain in your Add+vantage module can even impact the classification of your award.

D. Changes to your individual modules

If you just stop attending a module and do not withdraw officially, you will be recorded as 'absent' and this will show as a 'fail' on your results. That fail will appear on your final transcript.

If your course includes optional modules, we expect you to make your module choices before the end of the previous academic year.

If you wish to make any changes, you must discuss them with your course and/or module tutor as soon as possible. Our student support services may also be able to provide information and guidance to help you with your decision.

If a change is agreed, your Tutor will complete a Module Change Registration form and ask you to sign it.

We will then amend our records to show your new modules / course of study.

Please check your course of study on SIS(TKH) and SOLAR(Coventry) to make sure these changes have been made.

Where changes are permitted, you are expected to have completed this within 14 days of your enrolment and by the Sunday of the fifth week of teaching (whichever is soonest).

If you wish to change your module selection after these times in the semester in which your module is being taught, you must withdraw from your course or reduce your course of study for the year by withdrawing from a particular module or modules. However, you may only withdraw from modules before the date of the first assessment.

E. Attendance

Attendance Requirements and Attendance Monitoring

You are expected to attend all classes on time. It is your responsibility to ensure that you do so. You must meet all attendance requirements for individual modules and your course overall.

Your attendance may be checked at any time. Your use of academic facilities (e.g. the Library, Moodle) may also be checked, as well as any mode of attendance (e.g. tutorials, lectures, workshops, tests, oral exams, practicals etc.).

The consequences of failing to adhere to the university's attendance requirements are serious.

F. Coursework assignments

'Coursework' means any type of assessed work that falls outside of the exam (if applicable) periods at the end of each teaching block. This may include essays, dissertations/projects, presentations, artefacts, laboratory/ studio work, etc.

Penalties may be applied for exceeding any word limit set. Your tutor will let you know whether your writing within the word limit is part of the assessment. If the limit set is a maximum or a

minimum, a penalty of 10% of the mark for that piece of work will be applied to submissions that exceed or are below the requirement by 10% or more.

- Extensions

If unforeseen circumstances arise before the due date of the work, you may apply for an extension to the submission deadline.

You can apply for an extension using the relevant form from the Registry office. The form must be accompanied by original documentary evidence (photocopies are not acceptable) such as a doctor's note or some other official documentation.

You must apply for an extension before the due date of the assessment. We will consider your request and, if it is accepted, you will be given a new date by which you must complete and hand-in your work.

If your request is rejected, you may be able to appeal the decision.

- **Moderation and feedback**

We will mark your work and provide you with timely feedback explaining the strengths and weaknesses of your assignment. We internally moderate the marking of all assessed coursework tasks. Some assignments, projects and dissertations are double-marked; for other assessments, we will moderate a representative sample of marked work across the full spread of results. There may be comments on some of your assessed work which will indicate that it has been included in the moderated sample.

G. Exams

The main exam periods normally take place at the end of each block of teaching, although many exams take place at other times as well (your course tutor will advise you if your exams have a different schedule). Information about exam periods relevant to your course here can be found on your Moodle pages.

Resit exams normally take place at the next available opportunity, which is usually at the end of the next block of teaching. You must not book holidays or make any other commitments during any assessment or re-assessment period.

You must make sure you read your exam timetable carefully. Misreading the timetable is not a valid reason for missing an exam.

1. The exam process

The regulations for exams are in Appendix 1 of the General Regulations; this covers all aspects of the exam process, including general conduct before and during the exam and the procedures for dealing with cases of academic dishonesty. You must carefully read these regulations and ensure you follow them at all times.

Important information:

- Take your Student ID card to every exam you sit. If you do not, this may mean that you will not be allowed to take your exam.
- Arrive in plenty of time for your exams - you may not be allowed to start if you are late and you will not be permitted to enter the exam room if you arrive after the first 30 minutes.
- If you arrive late and are allowed to start, you will not be granted extra time at the end of the exam to make-up for your late arrival.
- The invigilator will explain the procedures for the exam at the start and answer any queries.
- You should check that you have the correct exam paper.
- If your first language is not English you may use a bilingual dictionary for the first 15 minutes of the exam (to make sure that you understand the questions). After this it will be removed by the invigilator, for collection by you after the exam.
- Programmable calculators and portable computers are not permitted in the exam room and will be confiscated.
- At the end of the exam you must remain silent and not leave your seat until an invigilator has collected your script.

2. Exam room rules:

- You must not take anything into the exam room that could aid cheating: this includes notes, bags, heavy clothing, programmable calculators, computers, mobile telephones, watches, electronic devices, pencil cases and audio equipment. This list is not exhaustive and if you are unclear about what you can bring into the room, check with the invigilator.
- You may not smoke during exams; you may eat a small amount of sweets and drink soft drinks in moderation. No other food or drink is allowed.
- Valuable items (e.g. mobile phones, credit cards, purses, etc.) should not be brought to exams. The University cannot, in any circumstances, accept responsibility for the loss or theft of private property left or lost on University premises.

- Mobile phones or any electronic device with telephone communication facilities (including watches with additional functionality) should not be brought into any exam room, whether switched off or not. If you have brought in mobile phones and any type of watch, you will be asked to put them into plastic bags, provided for this purpose, and place them under your desk.
- Anyone wearing unusually bulky clothing and/or head apparel may be visually inspected to ensure that no unauthorised materials are concealed (e.g. headphones). If necessary, a student may be required to accompany an invigilator to a private area to allow inspections to be undertaken.
- Candidates found to have unauthorised materials, whether used or not, will be deemed to have committed academic misconduct and will fail the exam.
- If there is a fire alarm or other emergency during the exam, leave the room calmly and quietly. You should not take anything with you and you must not talk to other students. If there is any talking during an alarm, the exam may be declared void and another assessment will be carried out at a later date.

If you do not follow these rules you may be accused of academic misconduct and penalties may be applied.

3. IT system failure and/or extreme weather conditions:

If there is an IT system failure and there is no, or limited, access to The Knowledge Hub = website/Moodle, you can find the latest information and notifications (for example any changes to the exam times due to extreme weather conditions) on The Knowledge Hub's Twitter feeds and Facebook site.

4. Individual exam arrangements/alternative assessments:

If you need special exam conditions due to illness or disability (physical or sensory) you must inform the Registry Office before the exam period, and submit evidence. The deadlines for special conditions requests are indicated on your Moodle pages. The request will apply to all exams, for the duration of your undergraduate degree. If you do not apply by the relevant deadline, we will not be able to guarantee that you will receive those special conditions for all exams, due to the number of applications and the need to produce the exam timetable. If you develop a permanent or temporary disability after the deadline for notifying us has passed, contact the Student Welfare Office at least one month before the scheduled exam date.

In some exceptional cases, we may vary a specific assessment task for a student. Most disabilities and/or long standing health conditions can be supported through reasonable adjustments and/or special exam conditions, without varying the assessment task itself.

H. Academic dishonesty

Academic dishonesty affects everyone in the community. It not only damages your personal reputation, but also the reputation of the entire university, and it will not be tolerated at Coventry University Branch at The Knowledge Hub.

We expect students to act with academic integrity, which means that they will study and produce work in an open, honest and responsible manner. It is important, therefore, that you understand fully how to avoid academic misconduct and where to obtain support.

Academic dishonesty covers any attempt by a student to gain unfair advantage (e.g. extra marks) for her/himself, or for another student, in ways that are not allowed.

1. Examples of such dishonesty include:

- Collusion includes the knowing collaboration, without approval, between two or more students, or between a student(s) and another person, in the preparation and production of work which is then submitted as individual work. In cases where one (or more) student has copied from another, both (all) students involved may be penalised. The line between acceptable co-operation and unacceptable collusion varies according to the type of work involved. Staff setting the assessment exercise will issue clear guidance on how much co-operation is acceptable. If you are not sure, make sure you ask.
- Falsification includes the presentation of false or deliberately misleading data in, for example, laboratory work, surveys or projects. It also includes citing references that do not exist.
- Deceit includes the misrepresentation or non-disclosure of relevant information, including the failure to reveal when work being submitted for assessment has been or will be used for other academic purposes.

2. Plagiarism:

Plagiarism is the act of using other people's words, images etc. (whether published or unpublished) as if they were your own.

Examples include:

- Using the words of a published source in a written assignment without appropriate documentation/ acknowledgement
- Presenting someone else's original concepts, ideas, and/or arguments as your own

- Presenting someone else's scientific research, case studies etc. as your own, without properly acknowledging the source of the material
- Submitting an assignment that you've not written yourself as your original work
- Copying answers or text from another student and submitting them as your own
- Using long pieces of text or unique phrasings without using quotation marks and acknowledging the original source
- Citing data without crediting the original source
- Proposing another author's idea as if it were your own
- Submitting someone else's computer programme or spread-sheet with minor alterations as your own
- Presenting another designers or artists work as your own
- Buying a ready-made essay or other artifact that you present as your own

In order to make clear the difference between your words, images etc. and the work of others, you must reference your work correctly (see section I below) to avoid a charge of plagiarism.

It is always obvious when a student has copied words from a text without referencing, as there is a change of writing style each time.

If you do not reference your work correctly, it will come across as if you have 'stolen' words or ideas from other sources. Module leaders use computer software to check students' work for potential plagiarism or incorrect referencing.

Self-Plagiarism is the reuse of significant, identical, or nearly identical portions of your own work without acknowledging that you are doing so or without citing the original work, and without the written authorisation of the module leader.

I. Plagiarism and how to avoid plagiarism:

- Gathering information from a variety of sources is an essential part of most academic writing, and it is important that you reference these sources in the required style. All writers borrow material from other sources at some time, including ideas, information, images, charts, graphs, and statistics. Whenever you use information from other sources you must document the source in two ways:
 - provide an in-text citation of the source in the main body of your writing;
 - enter the source in the List of References at the end of your document.
 - You must cite and reference every piece of information that you borrow from another source because it is the intellectual property of the individuals or groups of people who have produced it.

- All statements, opinions, conclusions, images, etc. which you have taken from someone else's work (books, journals, lectures, videos, TV programmes, newspapers, internet pages, etc.) should be acknowledged, whether the work is mentioned, described, reproduced, summarised, paraphrased or directly quoted by you. If the source is produced by an organisation or an official body instead of authors, this is known as a 'corporate author' and must be treated in the same way. For example, most websites are produced by a corporate author. This also applies to such organisations that write essays, devise IT coding etc.

Why cite and reference?

- Good referencing practice makes your writing scholarly and authoritative. It shows that you have researched your topic well and shows your ability to follow academic standards.
- Good referencing practice displays intellectual honesty because the reader can see which elements of the writing are original, and which are borrowed. Clear in-text citations and a full List of References help a marker to credit originality in your work.
- Good referencing practice allows your readers to locate and consult the sources you have used and enables you to go back to consult sources you have used in previous papers you have written.

Poor referencing practice means that your writing is not founded upon clear evidence, so it is hard to persuade your reader that your arguments are well-founded. Also be aware that the quality of your in-text citations and List of References is taken into account when assignments are marked.

- Poor referencing practice can give an impression of intellectual dishonesty because it is unclear to readers which information has been borrowed from another source. In the worst case this is plagiarism (see section E above), which means presenting someone else's work as your own. Plagiarism can be accidental or intentional. You will be penalised for plagiarism of either sort at Coventry University.
- The Coventry University Guide to Referencing in Harvard Style is Coventry University Branch at The Knowledge Hub's recommended format for documenting the sources you use in your academic writing. Some tutors and subject groups may require you to use an alternative referencing style. If you are unsure, ask your module tutor. It is your

responsibility to find out whether your tutor requires you to use a different referencing style.

Full guidance on using the Coventry University Branch at The Knowledge Hub Guide to Referencing in Harvard Style is available from your Moodle page.

- Re-presentation is the submission of work presented previously or simultaneously for assessment at this or any other institution, unless authorised in writing by the module leader and referenced appropriately.

Exam Misconduct is any attempt to gain an unfair advantage in an assessment (including exams), or assisting another student to do so. It includes: taking unauthorised materials into exams, copying from other candidates, collusion, impersonation, plagiarism, and unauthorised access to unseen exam papers.

It is in the best interest of all students for the university to maintain the good reputation of its awards. Your co-operation is expected in actively protecting the integrity of the assessment process. It is your duty to observe high personal standards of academic honesty in your studies and to report any instances of malpractice you become aware of, without fail.

J. What to do if you experience illness or other circumstances that affect your studies/exams

If you are unwell and feel that the illness is affecting your ability to complete work or attend an exam, you should make an appointment to see your doctor and obtain certified evidence (e.g. medical certificate, doctor's note etc.).

If illness or other circumstances affect your ability to meet a deadline for handing in assessed coursework or your ability to sit an exam, you should consult the detailed guidance on the procedures for dealing with extenuating circumstances. These may be accessed from the Registry. You will also find information about what are acceptable reasons for having an extension or deferral approved.

In brief, these procedures allow you to request:

1. an extension of a coursework deadline
2. a deferral of assessment for a coursework or an exam (to the next assessment period).

All requests:

- must be submitted before the hand-in date of the coursework or the date of the exam.

- must be accompanied by appropriate third-party evidence. Original copies of the evidence should be submitted (photocopies are not normally accepted) and all documents from medical practitioners must have a genuine practice stamp imprinted to confirm authenticity.
- It is not possible to accept retrospective evidence or late requests.
- Requests for an extension or deferral will be considered by the Registry.

Appeal of a Deferral or Extension request rejection:

If you have significant new evidence regarding the initial request which was not considered with the original application, or if you have a specific allegation of irregularity about the conduct of the approval process, then you may appeal an unsuccessful decision.

- You have 5 working days from the rejection to appeal against the rejection of an extension application.
- You have 7 working days from the rejection to appeal against the rejection of a deferral application.

K. Assessment boards, reassessment and results

After each assessment period your results will be considered by a Programme Assessment Board (PAB).

A PAB considers the results of each student on a course and makes decisions about progression and awards. Results are unofficial and subject to change until they are confirmed by a PAB.

External examiners (impartial subject experts from outside the university) attend each PAB meeting and consider samples of marked students' work, teaching materials and other documents that have supported teaching. This is part of a national system that ensures that standards are comparable across all UK universities.

After the PAB has reached a decision about your progression on your course or your final award, your results will be released via the Student On-line Academic Record system (SOLAR). We will send an email to your Coventry university email account to tell you that your results are available.

We also use Moodle to confirm some assessment results before they have been formally confirmed and released via SOLAR. Any results provided through Moodle remain provisional until they are approved by the PAB and released on SOLAR.

- If you do not pass all of your modules at the first attempt, the PAB will automatically allow you to resit the failed components on those failed modules without attendance at the next available opportunity.
- If you fail your resits, you will be allowed one third and final attempt at the next available period. The overall module mark for a repeat attempt module will be capped at 40%.

- If you fail your second repeat attempt will then have exhausted all your attempts at the module.

Quick guide to attempts permitted:

First attempt

If you fail, you get an automatic resit (without attendance) opportunity on all failed components.

First resit attempt

If you pass, the module mark is capped at 40% (or the original module mark is kept if it was higher than the module mark you achieved after completing your resit).

Final resit attempt

If you pass, the module mark is capped at 40%

If you fail, the PAB may terminate studies or inform you that you will not achieve the award that you originally registered to.

L. Awards and classifications

The classification boundaries for Honours Degrees are:

70%	First Class
60%	Upper Second Class
50%	Lower Second Class
40%	Third Class

The minimum module pass requirements for Honours and Degree etc.

Academic Award	Minimum Credits to be passed for each level					
	Total	Level 1		Level 2		Level 3
Degree with Honours	360	100	Plus	100	Plus	100
Unclassified Degree	300	100	Plus	80	Plus	80
Dip of Higher Education	240	100	Plus	100		
Cert of Higher Education		120	100			

These credit totals are the minimum university requirements. The specific requirements for your course may exceed this minimum and are described in your course handbook/ course specification. If you were admitted with 'advanced standing' (APL), i.e. without studying the first and/or second stages of your course, some of the rules will be slightly different.

We will calculate your Honours Degree classification using one of three methods; the higher result is always awarded:

Either

1. the average percentage mark of the 100 credits worth of modules with the highest mark at level 6 or above

Some courses require specific modules to be included in the classification calculations even if they do not carry the highest marks (e.g. final year project). Check your course specification for details.

If you do not meet the specific requirements for your named award, the PAB may consider you for an alternative award if this is available. If you do not achieve the required number of credits for an Honours Degree, you may be considered for a lower award (e.g. unclassified Degree, DipHE or CertHE). This 'cascade' of awards should be explained in your course handbook/course specification.

2. the average percentage mark of the 220 credits worth of modules with the highest mark at level 5 and above (including a maximum of 120 credits at level 2).
3. The average marks of the 340 credits worth of modules with the highest mark at level 4 and above (to include a maximum of 120 credits at each of levels 4 and 5).

M. Appeals against assessment results

If you want to appeal against the decision of a PAB, you must complete an Academic Appeal form, available from the Registry. You must provide full supporting evidence for why you are appealing and return the completed form and evidence to the Registry within 10 working days of the release of your results on SOLAR.

You may not appeal or request a review of your results simply because you disagree with the academic judgement of an Assessment Board about how it has assessed the merits of an individual piece of your work or about how it has reached a decision on your progression or final grade. Also, if you think that your supervision or other arrangements were inadequate, this is not a valid reason to ask for a review and, if taken forward, it would be dealt with as a complaint.

The full details of how to appeal following the release of your results is available in the Academic Appeals Process.

If you have an appeal that is still in progress, you should consider carefully whether to accept your award and / or attend an Award Ceremony as doing either would indicate your agreement with the award meaning you could not continue with your appeal.

N. Graduation

- Any student who lodges a request to review their results will not be able to graduate at the next ceremony but will be deferred to the following ceremony.
- Students can attend the graduation ceremony in Cairo, Coventry or both, as long as both dates do not overlap.
- Any student with an outstanding debt at the close of registration will not be permitted to graduate. Once the debt has been cleared the student will be deferred to the next relevant ceremony.

Requesting references from the university

If you need a reference from one of your tutors, make sure that you ask them to be your referee beforehand. We are unable to provide references unless we have your permission to do this. Each time you need a reference, email your tutor to let them know that they will be contacted by a particular person/company etc. – otherwise they will not be able to provide a reference.

O. How to make a complaint

We work hard to ensure that our students and staff create a positive and responsible community. However, there may be occasions when you want to raise concerns.

You should always try to resolve your concerns informally within your school before pursuing the formal procedure (as outlined in Appendix 10 of the General Regulations). Please raise any concerns or queries you have at the earliest opportunity so that they will be easier and quicker to resolve. Relevant staff in your School (your tutor, the Course Director, Head of School or an administrator) should be able to help you resolve the majority of problems or concerns, unless you would prefer to seek impartial advice and support.

How to make a complaint

If you want to make a formal complaint please refer to the complaints policy which can be found in the Policies section of the TKH Website.

P. Disciplinary procedures

You are an important member of the community of If you want to make a formal complaint please refer to the complaints policy which can be found in the Policies section of the TKH Website . As a member of that community we expect you to:

- respect the rights and property of other students and of the wider community
- behave politely
- be tolerant of the views of others
- act like a responsible citizen, and
- respect where you live.

If you behave inappropriately (called an 'act of misconduct'), this will be dealt with under the Student Code of Conduct which can be found in the Policies section of TKH Website.

You must not behave in ways that will cause actual or potential damage or harm to the university or others (including reputational damage or harm). You must not prevent or interfere with the functioning, activities or operation of the university nor with the work, studies or activities of those who are connected with the university (including those who work at, study at and visit the university). You must also behave appropriately when you are away from the university but in a university context, for example on a placement, field trip or study abroad programme, or in situations where there is some link to the university or its reputation.

If you break our Code of Conduct or any of our rules and regulations about behaviour, we are likely to take disciplinary action.

Misconduct includes, but is not limited to:

- conduct that is also a criminal offence
- causing damage to university property or to property that belongs to someone else
- threatening, racist and/or abusive behaviour
- conduct that causes or could cause physical or mental damage, harm, alarm or distress to others
- inappropriate behaviour via social media
- failure to follow all university rules and regulations, codes of conduct or codes of practice, behaviour on or off campus that damages or could damage the reputation of the university

If you are found to have committed an act of misconduct, a penalty can be imposed. This is in addition to other outcomes such as a Written Warning.

Details of any disciplinary action taken as a consequence of an act of misconduct will remain permanently on your student record and beyond your period of enrolment.

Q. Important finance information and fee implication

Overdue and Unpaid Tuition Fees

No student with an outstanding payment will be admitted to any examination, given any certificate or report of academic standing, or be permitted to register for a subsequent semester.

Withdrawing from your course

For further details please read the full Withdrawal and Refunds Policy on TKH Website.

R. Data protection and consent to process information

The personal data collected from you will be used for the following purposes:

1. In relation to your academic development and engagement with learning opportunities
2. Where there are concerns about the health, safety and wellbeing of you or others
3. For professional conduct purposes
4. Disciplinary

Sensitive Data

The university may hold information about you which constitutes sensitive data as defined in the legislation, such as details about your ethnicity, disability or criminal (or alleged criminal) offences, which you have supplied to us.

Health and disability information supplied may be shared with relevant staff of the university in order to provide you with the best possible support for your studies and assessments.

External Disclosure

Information about you may be disclosed to other organisations outside of the university group as required by Egyptian law.

How we may contact you

Please note that the university may contact you by post or by electronic means including telephone, text messages, email or any other suitable electronic method in connection with purpose as above.

Processing of your personal data

We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access, loss, theft or disclosure.

If you have any a complaint concerning any data protection issues please contact the Registry.

Student representation

Student representation is a key element of academic life at Coventry University Branch in The Knowledge Hub. Your views contribute to the design, running, quality and future shape of your course. You will meet your Representatives (“Reps”) soon after you begin your studies.

Student Voice Forums

Courses of a similar nature and material are grouped and represented in Student Voice Forums. There are a series of meetings that take place during the academic year, in which Reps and staff meet and discuss students’ experience of their courses. Minutes taken at these meetings are shared with the relevant Board of Study.

Course Reps

Course Reps gather feedback from their peers about their academic experience. They represent students’ views at Student Voice Forum meetings, voicing students’ concerns to the relevant members of staff. A student can become a Course Rep at any time in the academic year and places are limitless.

Academic Societies

Are you looking to join people from your own course, attend events and share your passion about your studies? You may consider joining an academic society. This will give you an opportunity to meet students from all years of study, sharing stories and experiences about your time at university. Visit www.cusu.org for our list of academic societies.

If you can't find an academic society for you, why not set it up yourself? Contact TKH SU on studentunion@tkh.edu.eg for more information.

University Calendar

There are a number of important dates that you may wish to add to your diary. Semester dates for the academic year can be found on your Moodle page
Exam timetable information can be found on your Moodle page

Health and Safety Information

Our Commitment to You

Coventry University Branch in The Knowledge Hub undertakes to provide:

- Safe access to and from all buildings owned or controlled by itself;
- Safe study areas;
- Equipment, furnishings and fittings which are safe for the purpose provided;

Any necessary information, instruction and training, where relevant.

Individual's responsibilities:

Students are expected to:

Our students have a responsibility to conduct themselves in a responsible and sensible manner to ensure their own safety and that of other persons who may be affected by their actions.

- Co-operate with the University by complying with any policies, procedures or direction provided in line with health and safety legislation. Please check the "Health and Safety Policy on TKH Website.
- Not to interfere with, or misuse, any equipment provided.
- To report any conditions or faults considered to be a hazard.
- To be aware of and follow emergency procedures relevant to the area.

Disabled Persons:

If you can use the stairs slowly, wait for the main body of people to pass then make your way down the stairs.

If you can't use the stairs, please use the elevator or ask our Medical Department for help.

Accidents and Emergencies

All accidents/emergencies should be reported according to the incident (Medical, Security or Transportation). A university Accident Report Form must be completed as well.

Near misses (where an injury didn't occur but could have) must also be reported to the Facility Department or to the Registry Department in the same way to prevent any reoccurrence.

Medical Emergencies

In an emergency, contact +2 01211179193

The university's Medical Department is in the basement floor

University Physician: Doctor Ahmed El-Shennawy

Transportation Emergencies

In an emergency, contact +2 01270001706

The Transportation office is in the atrium of Bldg. 1A

Transportation Manager: Meselhy Borai

Safety and Security Emergencies

In an emergency, contact +2 01211119192

The Security office is in the atrium of Bldg. 1A

Security Manager: Ayman Wahid

Smoking

It is against the law to smoke in university buildings which includes the immediate vicinity of doorways, windows or other areas where smoke may cause a nuisance or discomfort to others. The use of e-cigarettes is also prohibited within university buildings under the university's Smoking Policy.

Access and use of buildings:

You will normally be able to gain card access from 0800h to 1600h, Sunday to Thursday.

The buildings are closed during weekends, vacations and official holidays.

Security

Students ID cards also used for access control must be available for inspection at all times, if this is lost it must immediately be reported to the Registry Department and a new card will be issued.

Access into buildings and rooms must only be permitted for those who are authorised to be there. Do not wedge open doors or leave secured areas unsecured. Reduce the opportunity of theft by not leaving belongings unsecured or unattended.

Managing Risks

All activities that contain an element of risk, hazards may include as heights, heavy items, hazardous substances, electricity. The risk is how these are used and what the likelihood and severity of harm might be. By completing risk assessments we confirm the hazards and identify how activities are managed to reduce the likelihood and severity of harm. Advice on how to complete the risk assessment can be provided. Particular areas may have risk assessments in place for certain machinery, substances and activities – these must be followed.

Chemicals

Where possible hazardous chemicals/substances should be substituted for non-hazardous ones, if the school already have risk assessments in place for the most generally used items then they must be followed. Where there is no risk assessment in place, one will need to be completed identifying how the risks will be managed.

PAT (portable appliance testing)

Any electrical equipment unless its new must be PAT tested before it can be used. The controls the risk of electrocution by ensuring the equipment is safe. If you wish to bring in this type of equipment please consult the Facilities Manager in advance.

Workshop Inductions

In order to use workshop equipment you must first complete an induction so that you can prove that you are competent to use low to medium risk equipment. Some equipment is designated as high risk and must only be used by a qualified technician. For an induction contact the respective technician who manages that particular workshop.

Personal Safety

Always be alert of your surroundings, keep to well-lit occupied areas and keep valuables secured and out of sight when not in use. If you feel someone is acting in a suspicious or threatening manner report it, if on University premises, contact Security on security@tkh.edu.eg

Health and Safety Issues

Any issues that you may have regarding health and safety at the University may be raised in the following ways:

- With your tutor
- At your Student Forum
- With the Faculty Facilities Manager

If you have any concerns or need further information regarding facilities or safety issues, please contact:

Facilities Manager on facilities@tkh.edu.eg

If you have any other questions or require information that is not supplied in this handbook please do not hesitate to contact members of staff in the School for advice and guidance.