MSc/Postgraduate Diploma/Postgraduate Certificate

Campus Based Diabetes

2016/2017 Academic Year
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Welcome/Introduction

Our overall aim and priority is to provide clinically relevant postgraduate and professional education of the highest quality, which allows our students to improve patient care. To achieve this, we have worked collaboratively with national and international experts in diabetes to develop an internationally recognised higher education programme. We believe our Diabetes programme combines the most topical and up-to-date thinking around clinical care and research. Our modules also provide practical examples of how novel research and evidence-based diabetes care can be applied in real-life clinical settings.

The programme is facilitated by the Leicester Diabetes Centre, which is one of Europe’s largest diabetes facilities offering groundbreaking research and dynamic clinical services. The multi-professional faculty comprises professors, senior doctors (clinicians), specialist nurses, dieticians, psychologists, exercise physiologists, researchers and statisticians. Our close collaborations with national and internationally acclaimed researchers and clinical experts enhance the student experience. Members of the diabetes team who have contributed to this programme are involved in advisory and consultancy roles within the Department of Health, the Royal Colleges, the National Institute for Health and Care Excellence (NICE) and Diabetes UK. They have published their work in the highest impact journals, including the Lancet, the New England Journal of Medicine and the British Medical Journal. This ensures that our modules provide both sound clinical grounding and academic underpinning, and also important transferable clinical and research skills. This link with the vibrant and dynamic research team is important at a time when new therapies for diabetes and new approaches to management are changing so rapidly.

Our programme has been awarded recognition by the International Diabetes Federation. This recognition acknowledges our excellence in providing diabetes education to health care professionals.

We wish you the best of luck as you embark on your journey of obtaining a higher award in Diabetes.

Professor Melanie J Davies & Professor Kamlesh Khunti, Co-Course Directors

Aims of the course

The programme aims to:

- equip students with the knowledge, skills and competencies to provide effective, high-quality, evidence-based diabetes care which is underpinned by an academic understanding;
- enable students to effectively appraise their own area of practice in relation to the current evidence base.

As a result of successfully completing the Post Graduate Certificate in Diabetes, students will be able to:

- apply knowledge and skills of clinical presentation and management of diabetes;
- appraise new and advanced therapies in the field of diabetes;
- apply knowledge and skills acquired from an optional module in their own area of practice.

As a result of successfully completing the Post Graduate Diploma in Diabetes, students will additionally be able to:

- explain good principles of design, conduct, and governance of health-related research;
- appraise examples of health-related research using either qualitative or quantitative methods;
- apply knowledge and skills acquired in additional optional modules in their own area of practice.

As a result of successfully completing the MSc in Diabetes, students will additionally have:

- practical experience of undertaking a supervised research project, applying the knowledge from taught modules they have studied;
- experience of research project management, working with a research supervisor and, where appropriate, research ethics and governance procedures;
• experience of writing a research report in the form of a 12,000 - 15,000 word dissertation.

Induction

There will be an induction day held for all new students. Details will be sent to students before the start of the course. On these days you will receive all necessary information related to the course. All information covered at induction will be available on Blackboard.

For International Students

• The MSc Diabetes programme of study has a Teaching Fellow who is assigned to be the international/full time student lead. This person will be the personal tutor for all overseas and full time students. Students will have time to meet this student lead during the planned induction days.

• If an international student arrives late and misses their induction they should contact the course administrator at mscdiabetes@le.ac.uk.

The University holds an International Welcome Week in January and September, see page 19 http://www2.le.ac.uk/offices/ssds/welfare/international-student-support/iww.

Department Details

The Diabetes programme of study sits within the Department of Health Sciences. More information about the Department of Health Sciences can be found at the following website link: http://www2.le.ac.uk/departments/health-sciences

The majority of teaching for the Diabetes programme takes place at the:

• Leicester Diabetes Centre (LDC) at the Leicester General Hospital site (part of the University Hospitals of Leicester (UHL) NHS Trust); https://www2.le.ac.uk/colleges/medbiopsych/research/drc/introduction

• The postal address is: Leicester General Hospital, Gwendolen Road, Leicester, LE5 4PW http://www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/getting-around/

• For the diabetes modules - most sessions are conducted in either the Cumulus (BLOOM Zone), Nimbus (AIR Zone) or Cirrus (AIR Zone) teaching rooms at LDC.

• Further details about LDC, including travel, facilities and a site map are provided in the Appendices (see Appendix 1 and 2).

Research in the Department

You can find details of the staff and their research areas on the following web sites:

• http://leicesterdiabetescentre.org.uk/

• http://www2.le.ac.uk/departments/health-sciences/research

• https://www2.le.ac.uk/colleges/medbiopsych/research/drc/introduction

• http://www.ll.dlpa.bru.nihr.ac.uk
Social Media

Keep up to date with the various activities which are taking place within the LDC via social media. Our Facebook and Twitter addresses are:

Facebook: www.facebook.com/LeicesterDiabetesCentre
Twitter: @LDC_Tweets

Departmental Communications

Most communication will be via your university email address. If you have an alternative email address please set up a divert on your University email account to this. You can find out more information on how to do this on the Blackboard website once you have logged in. Please note that the course administrator will only send departmental communications via your University of Leicester email address.

To contact staff it is advisable to e-mail them to request an appointment. Email addresses are listed below and can also be found on the departmental website (http://www2.le.ac.uk/departments/health-sciences/people).

Communication Etiquette

Throughout your course you will inevitably need to contact module leaders, personal tutors and dissertation supervisors. Please remember that these individuals not only have busy schedules within the University but in addition have clinical and research responsibilities within the NHS. Without their continued input students would not gain the valuable knowledge and support these individuals provide; therefore, we expect you to be respectful in all your contact with them. In particular, email contact must be conducted in a well-mannered and purposeful fashion. Any discourteous behaviour may jeopardise the support available for future students.

For email communications some simple rules to follow are:

- Always address the email recipient by name. It can be perceived as discourteous to start an email without the recipient’s name or with just ‘Hi’.
- Always sign off with your name at the bottom of an email.
- Check your mail regularly; ignoring a mail message is discourteous and confusing to the sender.
- Always reply, even if a brief acknowledgement is all you can manage - there is still sufficient unreliability about email transmissions to create doubt in the mind of the sender that you ever received it.
- Conversely, never assume that simply because you have sent a message it has been read.
- Reply promptly.
- Make arrangements for your email to be forwarded to someone to handle when you go away, or install an automatic reply system advising that you will not be able to respond.
- Be very careful how you express yourself, especially if you feel heated about the subject (for instance if you are shooting off a quick response to some issue). Email lacks the other cues and clues that convey the sense in which what you say is to be taken, and you can easily convey the wrong impression.
- Remember the message will be read by another person who may not appreciate your ‘personality’.
### Staff List and Key Contacts

http://www2.le.ac.uk/departments/health-sciences/people  
https://www2.le.ac.uk/colleges/medbiopsych/research/drc/introduction

<table>
<thead>
<tr>
<th>Title</th>
<th>Member of staff</th>
<th>Location and Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Department (Health Sciences)</td>
<td>Prof. Graham Martin</td>
<td>CfM <a href="mailto:graham.martin@leicester.ac.uk">graham.martin@leicester.ac.uk</a></td>
</tr>
<tr>
<td>Joint Course Director</td>
<td>Prof. Kamlesh Khunti</td>
<td>LDC <a href="mailto:kk22@le.ac.uk">kk22@le.ac.uk</a></td>
</tr>
<tr>
<td>Joint Course Director</td>
<td>Prof. Melanie Davies</td>
<td>LDC <a href="mailto:melanie.davies@uhl-tr.nhs.uk">melanie.davies@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Deputy Course Director</td>
<td>Prof. Heather Daly</td>
<td>LDC <a href="mailto:heather.daly@uhl-tr.nhs.uk">heather.daly@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Deputy Course Director</td>
<td>Dr David Webb</td>
<td>LDC <a href="mailto:david.webb@uhl-tr.nhs.uk">david.webb@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Senior Teaching Fellow; Operational Leads</td>
<td>Janet Jarvis</td>
<td>LDC <a href="mailto:janet.jarvis@uhl-tr.nhs.uk">janet.jarvis@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Senior Teaching Fellow; Module Co-ordinators</td>
<td>Dr Deirdre Harrington; Sally Schreder</td>
<td><a href="mailto:dh204@leicester.ac.uk">dh204@leicester.ac.uk</a> or <a href="mailto:sally.schreder@uhl-tr.nhs.uk">sally.schreder@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Senior Teaching Fellow; Dissertation Lead</td>
<td>Sue Cradock</td>
<td>LDC <a href="mailto:suer.cradock@ntlworld.com">suer.cradock@ntlworld.com</a> or <a href="mailto:sc391@leicester.ac.uk">sc391@leicester.ac.uk</a></td>
</tr>
<tr>
<td>Overseas Student Lead</td>
<td>June James</td>
<td>LDC <a href="mailto:june.james@uhl-tr.nhs.uk">june.james@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Course Administrator</td>
<td>Amanda Harkis</td>
<td>LDC <a href="mailto:mscdiabetes@le.ac.uk">mscdiabetes@le.ac.uk</a></td>
</tr>
<tr>
<td>Health Sciences Information Librarian</td>
<td>Keith Nockels</td>
<td>Library (main site) <a href="mailto:khn5@le.ac.uk">khn5@le.ac.uk</a></td>
</tr>
<tr>
<td>External Examiner</td>
<td>Dr Adrian Scott</td>
<td><a href="mailto:adrian.scott@sth.nhs.uk">adrian.scott@sth.nhs.uk</a></td>
</tr>
<tr>
<td>Accessibility Tutor; Examinations Officer</td>
<td>Stephanie Hubbard</td>
<td>CfM 4.47 <a href="mailto:sjh62@le.ac.uk">sjh62@le.ac.uk</a></td>
</tr>
<tr>
<td>Equal Opportunities Officer</td>
<td>Dr Kate Williams</td>
<td>CfM 3.36 <a href="mailto:ksw6@le.ac.uk">ksw6@le.ac.uk</a></td>
</tr>
</tbody>
</table>

| Module leaders/Tutors:                                               |                                   |                                                                  |
| Clinical Presentation and Management in Diabetes: Glycaemic Control, New and Novel Therapies | Dr David Webb  
Judith Leonard  
Sandra Campbell | LDC | david.webb@uhl-tr.nhs.uk  
judith.leonard@uhl-tr.nhs.uk  
sandra.campbell@uhl-tr.nhs.uk |
| Clinical Presentation and Management of Diabetes: Complications & Cardiovascular Disease | Janette Barnett  
Dr Sudesna Chatterjee | LDC | janette.barnett@uhl-tr.nhs.uk  
sudesna.chatterjee@uhl-tr.nhs.uk |
| Injectable Therapies                                                 | Geri Gray  
June Sorensen              | LDC | geri.gray@uhl-tr.nhs.uk  
june.sorensen@uhl-tr.nhs.uk |
<table>
<thead>
<tr>
<th>Topic</th>
<th>Instructor(s)</th>
<th>Department(s)</th>
<th>Email(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Management in Diabetes Care</td>
<td>Dr Marian Carey, Sue Cradock</td>
<td>LDC, LDC</td>
<td><a href="mailto:marian.carey@uhl-tr.nhs.uk">marian.carey@uhl-tr.nhs.uk</a>, <a href="mailto:susan.cradock@uhl-tr.nhs.uk">susan.cradock@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Adult Inpatient</td>
<td>Dr Kath Higgins, June James, Helen Atkins</td>
<td>UHL, UHL</td>
<td><a href="mailto:kath.higgins@uhl-tr.nhs.uk">kath.higgins@uhl-tr.nhs.uk</a>, <a href="mailto:june.james@uhl-tr.nhs.uk">june.james@uhl-tr.nhs.uk</a>, <a href="mailto:helen.atkins@uhl-tr.nhs.uk">helen.atkins@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Clinical Presentation and Management of Endocrine Disorders</td>
<td>Dr Hamidreza Mani, Dr Ragini Bhake</td>
<td>UHL</td>
<td><a href="mailto:hamidreza.mani@uhl-tr.nhs.uk">hamidreza.mani@uhl-tr.nhs.uk</a>, <a href="mailto:ragini.bhake@uhl-tr.nhs.uk">ragini.bhake@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Prevention, Screening &amp; Early Detection in Diabetes</td>
<td>Dr Deirdre Harrington, Sally Schreder</td>
<td>LDC, LDC</td>
<td><a href="mailto:dh204@le.ac.uk">dh204@le.ac.uk</a>, <a href="mailto:sally.schreder@uhl-tr.nhs.uk">sally.schreder@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Diabetes and Obesity</td>
<td>Jacqui Troughton, Emma Baldry</td>
<td>LDC</td>
<td><a href="mailto:jacqui.troughton@uhl-tr.nhs.uk">jacqui.troughton@uhl-tr.nhs.uk</a>, <a href="mailto:emma.baldry@uhl-tr.nhs.uk">emma.baldry@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Counselling Skills in Diabetes</td>
<td>Prof. Heather Daly</td>
<td>LDC</td>
<td><a href="mailto:heather.daly@uhl-tr.nhs.uk">heather.daly@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Children and Young People with Diabetes</td>
<td>Dr James Greening, Dr Prem Sundaram</td>
<td>UHL, UHL</td>
<td><a href="mailto:james.greening@uhl-tr.nhs.uk">james.greening@uhl-tr.nhs.uk</a>, <a href="mailto:prem.sundaram@uhl-tr.nhs.uk">prem.sundaram@uhl-tr.nhs.uk</a></td>
</tr>
<tr>
<td>Diabetes &amp; the Older Person</td>
<td>Dr Charles Fox, Dr Sudesna Chatterjee</td>
<td>LDC</td>
<td><a href="mailto:sudesna.chatterjee@uhl-tr.nhs.uk">sudesna.chatterjee@uhl-tr.nhs.uk</a>, <a href="mailto:charles@foxfam.demon.co.uk">charles@foxfam.demon.co.uk</a></td>
</tr>
</tbody>
</table>

CfM, Centre for Medicine; LDC, Leicester Diabetes Centre; UHL, University Hospitals of Leicester NHS Trust
Student Communications and Personal Details

The University keeps a record of your personal details such as your full name, addresses i.e. home address and term-time address, telephone numbers, personal email address and your emergency contact details. It is important to keep your details up to date as this will help you to receive information about your studies and exams and also ensure that official documents are provided to you with the correct name details.

You can check and update your details by logging-in to MyStudentRecord http://mystudentrecord.le.ac.uk using your University username and password. Click on the My Details tab and you will then be able to review and change your personal details.

It is important that you check your University email account frequently to ensure that you do not miss any important communication from the University.

Department Facilities (Leicester Diabetes Centre)

- Please note that there are no printing/photocopying facilities currently available at the LDC site. Printing and photocopying facilities can be found on the main University site: http://www2.le.ac.uk/offices/itservices/services/desktop/printing?searchterm=photocopying.
- Where possible you will be provided with hand-outs from all lectures on the first few days of your module (unless the speaker chooses not to provide them). After this students are expected to download and print materials/hand-outs from Blackboard for the remaining module days.
- Most teaching for the Diabetes programme is conducted in the Cumulus (BLOOM Zone), Nimbus (AIR Zone) and Cirrus (AIR Zone) teaching rooms at LDC. Student access is restricted to Air and Bloom zones; please do not go into Broadleaf and Origin unless specifically invited to meet with a member of staff. These are busy clinical areas and students should not enter them.
- Our teaching rooms are fitted with SMART board technology which enables interactive teaching.
- Computing facilities
- Workspaces
- Books and materials held by department

Learn at Leicester

Whatever your subject or level of study, there are many, many different ways in which you can access academic advice and support. The Learn at Leicester webpage provides you with further details of this support, together with direct links to a wide range of resources and services to help you:

- Make the most of the Library
- Develop your IT skills
- Manage your own learning
- Improve your English language
- Get independent advice about your course
- Manage your student information
- Sharpen your mathematics and statistics skills

You can access all of this by visiting: www.le.ac.uk/learnatleicester

University Library

The Library is your gateway to high quality information relevant to your studies. Using it effectively contributes directly to your success.

The Library provides you with:

- access to a huge range of specialist digital and print information resources for your subject;
• help in finding and using information - online, face to face and by telephone;
• individual and group study space, including the Graduate School Reading Room exclusively for postgraduate students;
• PCs and wireless networking for your own device throughout the David Wilson Library;
• study and meeting facilities at the Brookfield Postgraduate Teaching Centre;
• services for distance learners and researchers.

The Library is a shared resource for all members of the University. Please respect it and observe the Library regulations available at www.le.ac.uk/library/about.

To get started, visit www.le.ac.uk/library.

For information about your subject, please visit http://www2.le.ac.uk/library/find/subjects/medicine

**IT Services**

Whilst studying at the University you will have a **University IT account** and **email** address. There are hundreds of University PCs available with Office 2013 and many specialist programs to help you with your studies.

Visit www.le.ac.uk/it4students for more information about:

• **Student email**: access your email and calendar anywhere; on your laptop or mobile device
• **Printing**: print from any device to a University printer
• **Microsoft Office**: available at no cost whilst you study at the University
• **IT Help**: visit the Help Zone in the Library, phone 0116 252 2253, ithelp.le.ac.uk for IT Self Service, web chat or email ithelp@le.ac.uk
• **IT Training**: attend our workshops in Word, PowerPoint and Excel
• **WiFi**: free access to eduroam wifi on campus, in student accommodation or at other universities
• **PCs on campus**: there are over 900 PCs available, with 350 located in the David Wilson Library (including 24/7 access during exam periods)
• **OneDrive**: the online storage location for all your files
• **Blackboard Virtual Learning Environment**: support and information for all your courses
• **Leicester Digital Library**: access to journals, databases and electronic books online

**Student Learning Development**

Studying for a degree is a stimulating, challenging and rewarding experience. In order to make the most of this experience, the University of Leicester provides a wide range of resources and services to support and enhance your academic development in areas such as essay-writing, critical thinking, independent learning and time-management. The Student Learning Development Team is here to help you develop the skills and abilities you need in order to succeed in your studies. To find out more about how we can help you develop your academic skills and abilities, visit our website: www.le.ac.uk/succeedinyourstudies.

**Students’ Union Education Unit (ED)**

Education help and advice is provided by the Students’ Union for all students.

If you would find it helpful to talk to someone outside of your department, we offer a free, confidential service to help and advise you about where to go and what to do. If you wish to come and talk to us about your personal circumstances or academic worries, for example, exams or putting together an academic appeal, we will provide professional and friendly support.

You will find the Education Unit staff in the Students’ Union Building on the first floor, within the West Wing. Opening hours are 10.00 am to 4.00 pm, and you can either pop in or book an appointment by contacting us on the following details:

**Contact**: Students’ Union Education Unit (ED), Students’ Union (First Floor)
Learn a New Language with Languages at Leicester

There are many benefits to learning a new language. Not only could you enhance your career prospects and broaden your cultural horizons, but studies show that you could also improve your literacy skills, boost your memory, increase your attention span and even help to grow your brain!

Study with the Languages at Leicester Team on campus, and you will be taught by expert native tutors who are based within our School of Modern Languages, which has been ranked 3rd in the country in the University League Tables, The Guardian University Guide 2016.

We offer 16 different languages including Arabic, British Sign Language, Chinese, German, Korean and Spanish to name just a few, six levels of learning and two course lengths, so you can study in a way that suits you. Classes take place during evenings and Wednesday afternoons, as well as intensive ‘fast track’ courses on Saturday mornings.

Find out more about Languages at Leicester, including fees and term dates at: www.le.ac.uk/ml/lal.

The successful completion of a Languages at Leicester course will appear on your Higher Education Achievement Report (HEAR) when you graduate. For further details about the HEAR, please visit: www.le.ac.uk/hear.

Contact: Languages at Leicester +44(0)116 252 2662 | lalenquiries@le.ac.uk | www.le.ac.uk/ml/lal

English Language Teaching Unit

The English Language Teaching Unit offers a wide range of English Language and Study Skills courses to students who are studying at, or who want to study at, the University of Leicester. We encourage all students whose first language is not English to undertake courses provided through the ELTU.

Contact: English Language Teaching Unit
+44(0)116 229 7859 | eltu@le.ac.uk | www2.le.ac.uk/eltu.

Other University Facilities

University Bookshop

The Bookshop is owned by the University and is located on the ground floor of the David Wilson Library.

All prescribed and recommended texts are stocked, so that students can rely on the Bookshop for the books that they need in the course of their studies. We also sell a wide range of paperbacks and books of general interest. Books not in stock can be quickly provided to order. The Bookshop has a range of deals in the Autumn term which are exclusively for students.

Greetings cards, a wide range of stationery items and University of Leicester branded merchandise and clothing are always available.

The opening hours are:

- Monday to Friday 9.00 a.m. - 5.30 p.m. (5.00 p.m. in vacations)
- Saturday 10.00 a.m. - 2.00 p.m.
University Regulations

Senate Regulations (www.le.ac.uk/sas/regulations) contain rules and other important information about being an undergraduate or taught postgraduate student at the University of Leicester. The Regulations are part of the formal contract between you and the University; you will have confirmed when completing registration that you will comply with procedures defined in the University’s Regulations.

The Quick Guide to Student Responsibilities (www.le.ac.uk/sas/regulations/responsibilities) summarises some of your most important responsibilities as a student at Leicester, as defined in detail in the Regulations. These responsibilities relate to:

- attendance
- submission of work by set deadlines
- term time employment (full-time students – Home/EU and International)
- illness or other circumstances impacting upon studies
- maintaining your personal details
- the additional responsibilities of international students

Failure to adhere to student responsibilities can have serious consequences and may lead to the termination of your studies.

Student Responsibilities

The University expects its students to behave responsibly and with consideration to others at all times. The University’s expectations about student behaviour are described in:

- the Student Charter
- the Regulations governing Student Discipline
- the Student Code of Social Responsibility
- the Code of Practice governing Freedom of Speech
- the University’s regulatory statement concerning Harassment and Discrimination

These can be found at www.le.ac.uk/senate-regulations

Attendance and Engagement Requirements

*see guidance notes

Attendance and engagement with your course is an essential requirement for success in your studies. The University’s expectations about attendance are defined in Senate Regulation 4: governing student obligations (see www.le.ac.uk/senate-regulation4). Full-time students must reside in Leicester, or within easy commuting distance of the city, for the duration of each semester. You should attend all lectures, seminars, practical sessions and other formal classes specified in your course timetable, unless you have been officially advised that attendance at a particular session is not compulsory or you have received formal approval for absence. You are also expected to undertake all assessments set for you.

The University operates a Student Attendance Monitoring procedure. Your attendance will be monitored throughout the academic year and if sessions are missed without an acceptable explanation being provided to your department then neglect of academic obligations procedures will be initiated. This may result in your course of study being terminated.
If you are an international student and your course is terminated this will be reported to UK Visas and Immigration (UKVI), in line with University sponsor obligations.

**Students are required to attend all taught days for each module they are attending.** Usually teaching days commence at 9 am and finish around 5pm; however this can vary from module to module. You will be sent information on start times prior to modules commencing.

Unauthorised absences will be dealt with under the Disciplinary Regulations within the General Regulations for Taught Programmes (http://www.le.ac.uk/sas/regulations)

**Punctuality**

We expect all students to arrive prior to the start of the first lecture of the day. The timetable should be checked and individuals should give themselves plenty of time to get to the LDC for the appropriate time. If students arrive late for lectures they will not be permitted to enter the teaching room once teaching has started. Students will be expected to wait until the next break. It is discourteous to both the speaker and fellow students to disrupt a lecture once it has started.

If students are unable to attend a taught day they must inform the course administrator as soon as possible.

Tel: 0116 258 8651
Email: Mscdiabetes@le.ac.uk

**Neglect of Academic Obligations**

Text for campus-based students only (delete section if not applicable)

You are expected to attend all learning and teaching events which are timetabled for you. These include lectures, tutorials or practical classes. You are also expected to submit work within the deadlines notified to you. Persistent failure to attend taught sessions and/or to submit work, without good cause, will be considered to be a neglect of academic obligations. Departmental procedures for dealing with neglect are set out within the University’s regulations (see http://www.le.ac.uk/senate-regulation4 ‘Neglect of academic obligations’). In the most serious of cases of neglect the University has the right to terminate a student’s course.

**Examination Regulations**

If your course involves any exams you must ensure that you are familiar with the University's Examination Regulations (www.le.ac.uk/sas/assessments/examregs). These contain a variety of regulatory information and instructions relating to exams, including the rules governing:

- scheduling
- admittance
- student conduct
- permitted and prohibited items and clothing
- use of calculators and dictionaries
- absence due to illness
- cheating

You can also find information about exams in the Students’ Guide to Exams (www.le.ac.uk/sas/assessments/examsguide)
Course details

Programme and Module Specifications

View the programme and module specifications for your course via [www.le.ac.uk/sas/courses](http://www.le.ac.uk/sas/courses)

In the programme specification you will find a summary of the aims of your course of study and its learning outcomes, alongside details of its teaching and learning methods and means of assessment. The programme specification also identifies the core modules that make up the course and any choice of optional modules. Each module has its own specification that formally records that module’s aims, teaching and learning methods, assessment components and their percentage weighting.

Core Modules

- Clinical Presentation and Management in Diabetes: Glycaemic Control, New and Novel Therapies
- Clinical Presentation and Management of Diabetes: Complications and Cardiovascular Disease

Core Research Modules

(For MSc and Diploma students only)

- Fundamentals of Applied Health Research OR Quantitative Methods in Applied Health Research OR Qualitative Methods in Applied Health Research

Option Modules

- Prevention, Screening and Early Detection in Diabetes
- Injectable Therapies
- Clinical presentation and management of Endocrine disorders
- Adult Inpatient
- Diabetes and Obesity
- Self-management in Diabetes Care
- Counselling Skills in Diabetes
- Children and Young People with Diabetes
- Diabetes & the Older Person

ERASMUS Exchanges, Years Abroad, Industrial Placements

Clinical Observerships

- Our course offers all full time students an opportunity to observe clinicians working within clinical practice in the local hospitals. The Leicester Hospitals run a variety of clinics which may interest students such as:
  - General Clinics
  - Foot Clinics
  - Gestational Diabetes Clinics
  - Dietetic Clinics
  - Specialist Nurse Clinics
  - Nephrology Clinics
  - Erectile Dysfunction Clinics
If students wish to take advantage of this opportunity they will need to go through the process of obtaining an observership with the University Hospitals of Leicester NHS Trust. Students will be guided through this process by the MSc team. Students will need to undergo a Disclosure and Barring Service (DBS) check and an occupational health assessment. Once a permission letter has been obtained, placements will be arranged for students. Before students attend placements they will be required to attend a training session detailing: rules on observership, dress code and health and safety.

Teaching Timetable

Students have different taught requirements for different study pathways. The following number of modules are required for the following higher awards:

- MSc Diabetes: 6 taught modules (2 x Diabetes core, 1 x research core and 3 x diabetes/research option)
- PG Diploma Diabetes: 6 taught modules (2 x Diabetes core, 1 x research core and 3 x diabetes/research option)
- PG Certificate: 3 taught modules (2 x diabetes core, 1 x option)

Each module is usually made up of 5 taught days and an examination day

At the induction day students will be asked to make module choices for the academic year. If a student cannot attend the induction day then the course administrator will contact them to confirm their module choices and dates. Where a student fails to make their choices within the agreed time scale, module choices will be allocated by the personal tutor.

Full time students will complete all modules in 1 year and part time students (depending on award pathway) have 2-3 years to complete the taught modules. Most students studying for a part time MSc will take 2 modules per year and then complete their dissertation in the final year.

If there are any changes to teaching timetables, or dates of modules, students will be informed via their University email accounts.

Self-Directed Study

- All modules require the student to complete self-directed study outside of the taught days. In total it is expected that each module will take around 150 hours of study time. This includes face to face taught time and self-directed study.
- Although the taught element of each module gives you an intensive overview of the particular subject, the self-directed study element embeds that information so that you retain it and extend your knowledge.
- Each module has a reading list (details of which can be found in each module handbook) following the aims and learning objectives of each module. In addition, you should carry out your own literature search by identifying further reading on a particular topic. This survey of the literature is an important skill to develop, because it will enable you to go on extending your knowledge throughout your professional life.
- To further direct students we have also included self-directed study and self-assessment sections for each lecture within a module. This will enable you to direct your studies appropriately.
- Our course has been praised for how well it links theory with clinical practice. For each module we have developed some practical clinical competencies that students may find useful to work through for Clinical professional development when back in the clinical environment. These competencies are purely based on clinical skills and therefore do not reflect the MSc level of the modules and are also not a requirement to pass the course/module. They are purely there for you to use to self-assess your clinical competency levels.
Coursework Submission

You should make sure that you submit your assignments by their due date to avoid any marks being deducted for lateness. Penalties for late submission of coursework follow the University scheme defined in Regulations governing the assessment of taught programmes (see Senate Regulations 7.95: www.le.ac.uk/senate-regulation7 or www.le.ac.uk/sas/assessments/late-submission)

- **Late submissions will lead to automatic imposition of a penalty:**

  A deduction of 10% of the maximum mark available from the actual mark achieved by the student shall be imposed upon expiry of the deadline (submission date)

  - A further deduction of 5% of the maximum mark available from the actual mark achieved by the student shall then be imposed on each of the next subsequent working days
  - The above penalties shall be applied until the pass mark for the assessment has been reached (50% for postgraduate work), after which point no further penalties shall be applied unless the work is deemed to be a non-submission.
  - Any piece of work submitted 9 or more working days after the expiry of the deadline will not be marked but will be assigned a mark of zero and deemed to be a non-submission.

- Assessments for modules vary but for most this is an exam and a piece of written coursework. Coursework and exam dates are given at the start of the modules. Usually exams are scheduled 8 weeks after the last module taught day. Students are usually expected to hand in any written work when they attend for the exam.

- Written coursework is submitted through ‘Turnitin’ on Blackboard. You are also required to send in 2 paper copies of your work to the course administrator. Written work should be submitted by 5pm on the due date.

- The course team work to a 21 day deadline for marking exams and assignments. Students should receive module marks and feedback by this point.

- You will receive more details about submission of written work in the module handbooks which you will receive on the first taught day of each module.

- Make sure you always back up your work. Always keep back-up copies in a separate location to your computer and your original data.

- The postal address for all coursework is: MSc Diabetes Course Administrator, Leicester Diabetes Centre (AIR Zone), Leicester General Hospital, Gwendolen Road, Leicester, LE5 4PW

Change of Course/Module

Discuss your options with your personal tutor, or another appropriate member of staff in your department, if you are considering a change of course or module. Changes of course or module require approval by your department and will only be allowed in certain circumstances.

See www.le.ac.uk/sas/courses/transfercourse or www.le.ac.uk/sas/courses/transfermodule for details of the procedures involved and deadlines that apply.
Marking and Assessment Practices

Student anonymity will be preserved during the marking of all formal examinations. Summative coursework (i.e. coursework that contributes to your module mark or grade) will be marked anonymously unless there are sound educational reasons for not doing so, or the type of assessment makes marking impractical.

Each programme at the University has one or more External Examiners, who are members of staff of other institutions that review the academic standards at the University and confirm that these are appropriate and comparable with other Universities.

The External Examiners for your courses are listed at:
www.le.ac.uk/sas/assessments/external/current-postgraduate-external-examiners

Word limit

Word limits are set for most written assessed coursework. The word limit is the maximum number of words, usually excluding appendices and any tables and figures permitted in the assignment. This limit should not be exceeded. If you exceed this limit any words beyond the limit will not be marked.

Feedback and the Return of Work from Staff

Coursework

The Department complies with the University’s policy for the return of marked coursework (see www.le.ac.uk/sas/quality/student-feedback/return-of-marked-work for details of the full policy:

General principles:

• Feedback and provisional grading on coursework will be returned within 21 days of the submission date;
• In exceptional circumstances where this is not possible, you will be notified in advance of the expected return date and the reasons for the longer turn-round time and where possible staff will provide some interim feedback: for example in the form of generic feedback to the class regarding common errors and potential areas for improvement.

Examinations

The Department complies with the University’s policy for the return feedback on examinations (see www.le.ac.uk/sas/quality/student-feedback/return-of-marked-work for details of the full policy:

General principles:

• Following the approval of the provisional results by examination boards, departments will make the results available to students within 14 days. Where appropriate this will include a breakdown at the level of the examination and coursework.
• Departments will arrange for feedback on examination performance to be provided.

Progression and Classification of Awards

The University’s system for the classification of awards and the rules of progression are defined in the Regulations governing taught postgraduate programmes of study (www.le.ac.uk/senate-regulation6). Alternatively, refer to the Student and Academic Services website for information about degree classification and progression: www.le.ac.uk/sas/assessments/pgt-progressionaward

Any specific progression requirements for your course are stated in its programme specification (see http://www.le.ac.uk/sas/courses/documentation)
Referencing and Academic Integrity

Principles of academic integrity apply to the work of everyone at the University, staff and students alike, and reflect the University’s commitment to maintaining the highest ethical and academic standards. A key part of this is acknowledging where and when, in the process of producing your own work, you have drawn on the work of others. In practice, this means that the ideas, data, information, quotations and illustrations you use in assignments, presentations, reports, research projects etc. must be credited to their original author(s). This process of crediting the work of others is achieved through referencing (see the section below on ‘Referencing styles’). Failure to do this properly is to risk committing plagiarism: the repetition or paraphrasing of someone else’s work without proper acknowledgement.

What we mean by ‘plagiarism’, ‘self-plagiarism’ and ‘collusion’

Plagiarism is used as a general term to describe taking and using another’s thoughts and writings and presenting them as if they are our own. Examples of forms of plagiarism include:

- the verbatim (word for word) copying of another’s work without appropriate and correctly presented acknowledgement;
- the close paraphrasing of another’s work by simply changing a few words or altering the order of presentation, with or without appropriate and correctly presented acknowledgement;
- unacknowledged quotation of phrases from another’s work;
- the presentation of another’s concept as one’s own;
- the reproduction of a student’s own work when it has been previously submitted and marked but is presented as original material (self-plagiarism).

Collusion is where work is prepared or produced with others but then submitted for assessment as if it were the product of individual effort. Unless specifically instructed otherwise, all work you submit for assessment should be your own and must not be work previously submitted for assessment either at Leicester or elsewhere. For more detailed information on how the university defines these practices, see also: www.le.ac.uk/sas/assessments/plagiarism

The University regards plagiarism and collusion as very serious offences and so they are subject to strict penalties. The penalties that departments are authorised to apply are defined in the Regulations governing student discipline (see www.le.ac.uk/senate-regulation11 ‘Plagiarism and collusion: Departmental penalties for plagiarism and/or collusion).

Resources and advice to help you study with integrity and avoid committing plagiarism

Negotiating these various rules, regulations and conventions can sometimes be a challenge, especially if they are new or different from previous experiences of studying. Check the Student Learning Development website for guidance on how to manage your studies so that you meet the required standards of critical scholarship and academic integrity: www2.le.ac.uk/offices/ld/resources/study/plagiarism-tutorial

If you are in any doubt about what constitutes good practice, ask your personal/academic tutors for advice or make an appointment with Student Learning Development for individual advice. You can book an appointment online by visiting: www.le.ac.uk/succeedinyourstudies.

One of the most important practices in ensuring the academic integrity of your work is proper referencing. The following section contains details of how to ensure your work meets the specific referencing requirements for the discipline(s) you are studying.
Referencing style

You must use a consistent referencing style when referring to books and other publications that you have read for your coursework. Most subject areas have a specific referencing style which you are required to use. If you are on a Joint or Major/Minor programme you may find that your subjects use different referencing styles and it is important that you use the correct ones. To find out which referencing style each department uses, and for information and help on each referencing style, please visit http://www.le.ac.uk/library/help/referencing.

Requirements differ on how to arrange bibliographies (complete list of all reference and other sources at the end of your coursework) and whether references are included within the word count for your coursework – please refer to any separate guidance provided on these points.

Mitigating Circumstances

The University recognises that students may suffer from a sudden illness or other serious event or set of circumstances which adversely affects their ability to complete an assessment or the results they obtain for an assessment. In such cases the mitigating circumstances regulations and procedures may be applied. These regulations are designed to ensure the fair and consistent treatment of all students.

You must keep your department(s) informed at all times of any personal circumstances that may impact upon your ability to study or undertake assessments. Tell your department(s) or Distance Learning Hub about any such circumstances at the time they occur. You need to supply supporting documentation (e.g. a medical certificate) as soon as possible and no later than the deadline relevant to the assessment(s) affected. Normally, the deadline for submission of a mitigating circumstances claim will be no later than five working days after the assessment deadline to which it relates.

See www.le.ac.uk/sas/regulations/mitigation for full details of the mitigating circumstances regulations and procedures, including the University’s definition of a mitigating circumstance.

If you believe your ability to attend teaching sessions, take an assessment or perform in an exam has been affected by illness or other serious circumstance, that could be classified as a mitigating circumstance, then please complete the electronic mitigating circumstance form with a clear explanation of the problem, how it has affected you, and over what period of time (i.e. between what dates). Please also give clear details of the teaching sessions, piece(s) of work affected, when it was assigned, and when it was/is due. Please ensure that you have completed all sections of the form. Module codes and names can be found on the assignment cover sheet or on Blackboard. Incomplete forms, illegible forms and missing supporting evidences will result in the form being returned unprocessed.

All supporting documents must be submitted within 14 days of the deadline date. Supporting documents must be in English and produced by an appropriate third party, i.e. Medical note. You should continue to submit your coursework as soon as possible after the deadline date.

Submit your completed form with supporting documents to mscdiabetes@le.ac.uk for consideration within 5 working days of the assessment deadline date.

Ethical Approval of Student Projects

Your project supervisor will advise you if ethical approval is be required for your project work and the process by which you apply for and receive such approval. The handbook you will be provided with at dissertation workshops will give more information about this.
Personal Support for Students

Departmental Student Support Arrangements

From discussion of academic progress, to friendly advice on personal matters; personal tutors are there to provide support, advice and guidance on an individual level. Common topics for discussion may include course changes, study progress, module choices, exam results, career opportunities or more personal problems such as accommodation or financial difficulties. The Department’s personal tutor system operates in accordance with the Code of Practice on Personal Support for Students: www.le.ac.uk/sas/quality/personaltutor

- During induction you will be assigned a personal tutor and where possible there will be an opportunity to meet your tutor. You are advised to make an appointment to meet with your personal tutor during the first few weeks of term 1 and again in term 2 to discuss academic progress, career opportunities and any personal issues.

- If your tutor is not available then you can get advice or assistance from any of the course team or any of the teaching staff. Please contact the MSc Administrator of you cannot contact your module leader and you need urgent advice: mscdiabetes@le.ac.uk

Equal Opportunities

- The Department Equal Opportunities Officer is Dr Kate Williams.

- You can raise any concerns related to equal opportunities (ethnicity, gender, disability, etc.) with your personal tutor, the course directors or the Equal Opportunities Officer.

University Student Support Arrangements

The University offers a holistic service to meet student needs in the major areas of student life, health and well-being, practical matters and learning and career development. A summary of the development and support services that the University provides can be found in the Making Connections leaflet: http://go.le.ac.uk/makingconnections

Student Services Centre

The Student Services Centre in the Charles Wilson Building provides you with convenient and easy access to many support services all in one place. The recent move involves six services including: Student Welfare, Student Counselling and Mental Wellbeing, Career Development Service, Unitemps and Fees and Payments.

The opening hours are:

- **Term time**
  - Monday to Thursday  9.00 a.m. to 7.00 p.m
  - Friday  9.00 a.m. to 5.00 p.m

**Contact**: Student Service Centre, Charles Wilson Building

http://www2.le.ac.uk/offices/ssc

AccessAbility Centre

The Centre offers a range of services to all students who have specific learning difficulties, such as dyslexia, disabilities or long-term conditions including mental health which have a substantial day to day impact on their studies. Staff offer one to one support, the co-ordination of alternative examination arrangements and assistance with applications for the Disabled Students’ Allowance. It is possible to be screened for specific learning difficulties and access to formal assessment is available. Students are means tested to see if they are eligible for assistance with the cost of formal assessments. The open access Centre acts as a resource base for students and staff and is a relaxed place for students to work. Its computers are equipped with specialised
software for screen enlargement. Essay planning and speech output software is on the University network. The Centre has some specialised equipment (CCTV, enlarged keyboard, and chairs) and some for loan (chairs, writing slopes and digital recorders). Photocopying and printing facilities are also available. The Centre welcomes self-referrals as well as referrals from academic staff.

Contact: AccessAbility Centre, David Wilson Library
Tel/minicom: +44 (0)116 252 5002 | Fax: +44 (0)116 252 5513 | accessable@le.ac.uk | www.le.ac.uk/accessability

**Student Welfare Centre**

The Student Welfare Service offers wide ranging practical support, advice, and information for students.

Financial advice is offered, with information on budgeting and funding. Specialised staff can advocate over late loans and other financial issues. Students can apply for hardship grants and loans through the Service.

Information, advice and guidance is available on finance issues and budgeting. In addition, students can apply for hardship awards and loans through the welfare service.

For international students, the Student Welfare Service coordinates The International Welcome Week in September and January. Expert immigration advice is available and students are strongly advised to renew their visas through the scheme provided by Student Welfare. Specialised Officers also support students who experience financial or personal problems.

**Contact:** Student Welfare Service, Student Services Centre, Charles Wilson Building.
Tel: +44 (0)116 223 1185 | Fax: 0116 223 1196 | welfare@le.ac.uk | www.le.ac.uk/welfare

**Counselling and Wellbeing Service**

This Service offers a range of expertise and support for the psychological aspects of health and wellbeing.

Services on offer include:

**Student Counselling Support**

Time-limited, free and confidential one-to-one counselling to help students find ways of dealing with academic-related or personal issues that may be affecting ability to study or engage with student life. Helping students to build on their skills to cope with the challenges of study, work and relationships through workshops.

For information see our website: www.le.ac.uk/counselling

**Contact:** Student Counselling Service
+44 (0)116 2231780 | counselling@le.ac.uk

**Student Mental Wellbeing Support**

Practical, emotional and skills based one-to-one support to students managing mental health issues whilst at the University. Helping students to build on their skills to cope with the challenges of study, work and relationships through workshops.

**Contact:** Student Support (mental wellbeing), Student Services Centre, Charles Wilson Building
+44 (0)116 252 2283 | mentalwellbeing@le.ac.uk
www2.le.ac.uk/offices/ssds/student-support-mental-wellbeing
**Student Healthy Living Service**

The Student Healthy Living Service provides direction to health care and health related activity which will contribute to wellbeing and help students to enjoy a balanced life. Students should register for health care local to the University; The University works closely with the Victoria Park Health Centre where staff have expertise in student health. More information can be found on the Healthy Living Service website.

**Contact:** Student Healthy Living Service  
+(0)116 223 1268 | healthyliving@le.ac.uk | go.le.ac.uk/healthyliving

**Health Care and Registering with a Doctor**

Illness can affect any one of us at any time and for this reason the University strongly advises you to register with a doctor in Leicester. The Victoria Park Health Centre (www.victoriaparkhealthcentre.co.uk) has expertise in student health and has provided medical care to the University’s students for many years. The Health Centre is located conveniently close to the main-campus and registration is free.

If when you come to University you are already under the care of a ‘specialised team’, have a known medical condition including mental health or waiting for an appointment it is still advisable to register at the Victoria Park Health Centre. Soon after arrival, make an appointment to discuss with one of the doctors who will then be in a better position to communicate with the relevant doctors and help you to manage your condition to avoid any unnecessary disruption to your studies. Please take with you information from your current doctor or consultant which includes diagnosis, current management, including medication (provide a certified English translation if the original is not in English). This is essential for international students as some conditions may be managed differently in this country, particularly in relation to medication which may be licensed differently and may need changing to something which is available to prescribe in this country. If you take medication for your condition you must bring 12 weeks supply with you to ensure continuity until the registration process is complete.

More information about registering with a doctor and other health and well-being services can be found at: http://www2.le.ac.uk/offices/healthy-living-for-students/new-students/uk-students

**Careers and Employability**

**Career Development Service**

With your drive and determination, the Career Development Service can help you develop the skills and abilities that will not only help get you to where you want to be after university, but will stay with you for life.

Career development at Leicester isn’t just about getting some work experience and writing a CV; we make sure that you get personal support to achieve your aspirations. We’re here for you from the moment you arrive, through to your graduation and beyond. We’ll give you the opportunity to try new things and to figure out what you want from your career—what it is that really drives, motivates and inspires you.

We’ll also help you identify your personal strengths and what you need to develop to be ahead of the crowd. Even if you’re not sure what it is you want to do yet, we can help you develop the skills and experience that you need to get that first job out of university, but also the ability to manage your own career development and succeed on whichever path you choose.

It’s your career development journey and you decide where it is that you want to go. By working with us you make sure that you’re giving yourself the best possible chance to get there. We’ve got the knowledge and resources to spur you on to success so, by working with us, you really will make the most of you!

When you arrive at Leicester you’ll have access to MyCareers: https://mycareers.le.ac.uk, our career management system, by simply using your university username to login. This is the gateway to:
• Booking one-to-one appointments with our career consultants for support with career planning, job hunting, CVs and applications, and mock interviews
• Booking workshops, such as mock assessment centres and psychometric testing
• Meeting employers who are coming on campus
• Finding all the opportunities available exclusively for Leicester students such as paid internships, volunteering, and extra-curricular activities

If you are looking for part time work whilst studying, make sure you sign up to Unitemps, based in the Student Services Centre, for opportunities on campus and in the city.

We’re here to support you throughout your time at university so make sure that you come and visit us in the Student Services Centre in the Charles Wilson Building and log-in to your MyCareers account to get started!

Contact the Career Development Service:
0116 252 2004 | careershelp@le.ac.uk | www.le.ac.uk/careers
@uolcds | fb.com/uolcds

Feedback from Students
Student Feedback Questionnaires

• The diabetes team values feedback from students, please be honest with your comments to help us improve our course for future students.
• At the end of each teaching day students will be asked to complete an anonymous evaluation form and hand it to the module leaders. This will ask for evaluation about the content and delivery of each speaker for the day. This feedback is given to speakers at the end of the module.
• Some staff also use a discussion board on Blackboard for further feedback
• Any issues raised on the feedback forms will be addressed by the tutor and may be raised at the student staff consultative committee or Board of studies.
• During the final taught day of each module some time is set aside for students to feedback to staff about the overall module. This feedback is taken by a member of staff who does not have any involvement in that particular module. This feedback is then given to module leaders who use it to review the module as a whole.

Student Staff Committees

The Department operates Student Staff Committees in accordance with procedures set out in the Code of Practice on the Work of Student Staff Committees.
http://www2.le.ac.uk/offices/sas2/quality/codes/documents/sscommittees.pdf

• Three student staff committees each year for the diabetes course.
• Each year a student representative will be asked to represent their year group at the Board of studies.
• Elections for the student representative will take place during the first core module of the academic year.
• Student representatives will be required to attend (or join by telephone or video conferencing) two Board of Study meetings per year.
Departmental Prizes

- There are currently no academic prizes available for this course, however this may be reviewed for future academic years.

Societies

- In March every year the Annual Professional Conference for Diabetes UK is held at a venue in the UK. This conference is a great Professional Development opportunity for students and can be a great place for professional networking. Diabetes UK offer free places for student members. Please see your personal tutor for information on this if you are thinking about attending. You can visit the Diabetes UK website for more information: [http://www.diabetes.org.uk/](http://www.diabetes.org.uk/)

- In November the Primary Care Diabetes Society (PCDS UK) also holds a conference particularly aimed at a primary care audience. Students who are interested in attending this conference can visit the conference website for more details: [http://www.pcdsociety.org/](http://www.pcdsociety.org/)

Submission of publications

Following successful completion of the dissertation students are encouraged to submit abstracts to DUK/PCDS and/or submit their work for publication in peer reviewed journals; however this must be done in collaboration with the dissertation supervisor and MSc Operational Lead. All submissions must be pre-approved and adhere to the LDC formatting guidelines. **Students must NOT submit anything without the agreement of the LDC.**

Safety and Security

- The Leicester Diabetes Centre is open from 8.00am until 5pm Monday to Friday.
- All students are required to sign in at reception as they arrive, and sign out as they leave.
- All students must wear their Student ID badges at all times whilst in the department.
- In the event of the fire alarm sounding please leave the building by the nearest exit using the stairs and not the lifts and by following the emergency exit signs.
- There are trained first aiders at the Leicester Diabetes Centre, please ask the course administrator for details or look on notice boards.
- The Hospital and University sites operate a strict ‘No Smoking’ policy.
- **Student access is restricted to Air and Bloom zones; please do not go into Broadleaf and Origin unless specifically invited to meet with a member of staff. These are busy clinical areas and students should not enter them.**

Personal Belongings

Your personal belongings are not covered by the University’s insurance. You are therefore advised to check whether your parents’ or family policies provide adequate protection. If not, private insurance arrangements should be made.

A lost property service operates from the Security Lodge, which is situated at the far end of the Fielding Johnson Building on Wyggeston Drive, University entrance No. 1.
Bicycles may be brought onto the main campus but must be placed in the cycle racks provided, and appropriate security measures taken to help to prevent theft and damage. For advice on preventing cycle theft and details of the University’s Coded Cycle Scheme visit: www.le.ac.uk/estates/facilities_&_services/security/CodedCycleScheme.html

Visit the UHL website for information about cycling to the LDC site: http://insite.xuhl-tr.nhs.uk/homepage/working-life/travel/cycling

**Complaints and Academic Appeals Procedures**

The University has robust systems in place governing the quality and standards of its degree programmes and your experience as a student here. We are confident that, like the vast majority of students here, you will enjoy and be satisfied with your course. In most instances your department will be able to resolve any issues that do occur but we recognise that this will not always be possible. For this reason, the University has official procedures that allow eligible cases to be formally reviewed.

Information about these procedures, including the relevant forms, can be found on the Student and Academic Services website: see www.le.ac.uk/sas/regulations/appeals-complaints. These pages should be read in conjunction with the University’s Regulations governing student appeals (www.le.ac.uk/senate-regulation10) and Regulations governing student complaints (www.le.ac.uk/senate-regulation12).
APPENDIX 1: The Leicester Diabetes Centre

Most teaching for the Diabetes programme is conducted in the Cumulus (BLOOM Zone), Nimbus (AIR Zone) and Cirrus (AIR Zone) teaching rooms at the Leicester Diabetes Centre (LDC) http://leicesterdiabetescentre.org.uk/

Please see the last page, Appendix 2, for a site map to help you find the LDC within the Leicester General Hospital site.

- The LDC is situated in Zone 4 (Green). The easiest way to enter the building is through the entrance marked with a red semi-circle on the map, opposite Hadley House (this entrance is signed as Medical Wards, Diabetes Outpatients Department and Leicester Diabetes Centre). Walk-up the corridor a short way and you will see signs to the LDC on your left. The LDC is on the first floor and can be accessed via the lifts or stairs on your left (see site map). On exiting the stairs or lift you will enter the LDC reception area. BLOOM and ORIGIN zones are on your left and AIR and BROADLEAF zones are on your right. Please ask a member of staff if you are unsure where you need to be.

On arrival at the centre you will need to ensure that you sign in at reception and wear your student ID badge at all times.

Travelling to the Centre

The postal address is: Leicester General Hospital, Gwendolen Road, Leicester, LE5 4PW.

The Leicester General Hospital is situated in Evington, about three miles east of Leicester city centre. Please follow the link for more information on how to find the Leicester General Hospital: Travelling to the Leicester General Hospital (http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/leicester-general-hospital/)

Traffic congestion in Leicester is increasing. If you are travelling by car you may need to allow extra time for your journey as queuing can occur at peak times.

Car Parking

The Leicester General Hospital car parks are accessible from Coleman Road and Wakerley Road.

- The best place to park while you are accessing the LDC is in the visitor car park next to Hadley House (see Appendix 2 for a site map).

Please be aware there is a charge for parking in Leicester General Hospital car parks: http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/leicester-general-hospital/car-travel-and-parking/

- Please note that the Leicester Diabetes Centre can provide parking tickets for £2.50 per day. These tickets need to be purchased in advance from the MSc Diabetes Administrator.
- Disabled parking - disabled badge holders can park for free in the assigned disabled bays or any pay-and-display car park, providing their badge is clearly visible during their stay.
- Cycle and Motorbike Parking - parking exists for cycles and motorbikes at the main entrance to the hospital (please see site map).

Bus Travel

- Hospital Hopper Bus: The hospital shuttle bus service, the ‘Hospital Hopper’ runs between the three Leicester hospitals every 30 minutes from Monday to Friday. The service links the three hospitals, Beaumont Leys Centre, Hamilton Centre, the Railway station and Leicester’s Park and Ride hub at St Nicholas Place. Catch it at UHL bus stops to travel to and between any of these stops. For full details of
times and stops please follow the link: Hospital hopper bus (http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/bus-travel/hospital-hopper-bus/)
The Hospital Hopper is free to University of Leicester staff and students on production of their ID badge; there is a charge for other students and visitors. The nearest stop for the University of Leicester Main Campus is on London Road (400m from Main Campus)

- Other Leicester buses arrive and depart from the Haymarket Bus Station at the Haymarket Shopping Centre and St. Margaret's Bus Station in Gravel Street, or from the many city centre stops. For bus travel we would recommend that you check the local bus company own sites for up to date information (Arriva, Centrebus, First, Kinchbus, Stagecoach). If your journey involves more than one bus operator then you should consider a flexi day-ticket that allows you unlimited bus travel for a full day within the central Leicestershire area on most bus companies (except the Park & Ride).

Refreshments

Tea and coffee will be provided for the morning and afternoon breaks. Lunch is not provided, however, there are a range of on-site facilities at the Leicester General Hospital for students to purchase lunch or you may wish to bring a packed lunch. Please note students are not allowed into staff kitchen areas, nor to help themselves to coffee from the staff coffee machines.

The Leicester General Hospital has the following on-site facilities for patients, visitors and staff. Please refer to the site map (see Appendix 2):

LEAT Street Restaurant (Open Monday to Friday 7am until 2:30pm)
LEAT Street Restaurant is near to the hospital main reception. It has a large eating area inside and a seating area outside for use in nice weather. The servery has a variety of cuisines including a salad bar, Starbucks coffee and hot and cold food choices.

SOHO Coffee Shop (Open every day 8am until 6pm)
SOHO Coffee is located within the main restaurant area. As well as beverages it offers a range of fresh sandwiches, cakes and snacks.

WRVS Shop
The WRVS shop can be found along the main corridor of the hospital not far from the main entrance and sells cards, gifts, refreshments, confectionary and some basic grocery items.

WRVS Tea Bar
The WRVS tea bar is situated in the outpatients department (adjacent to Outpatients 1 and 2) and serves refreshments and snacks.

WRVS Cafe
The WRVS cafe is located just inside the doors of the maternity entrance.

24 hour Vending Machines
There are several places throughout the hospital that 24 hour vending machines can be found.

Cash Machine
There is a Royal Bank of Scotland cash machine at the main reception area.
Choosing Accommodation

For those full time students who are moving to Leicester, choosing accommodation is a big decision. As the LDC is a bus ride away from the Main University campus some students prefer to be physically closer to the teaching location to cut down on travelling time, choosing their accommodation nearer to the LDC. Some however prefer to choose accommodation nearer to the main campus and travel in to the LDC when required. This enables them to embrace the student life more and participate in social activities offered by the University. For more information on choosing accommodation please visit the University Accommodation Services at the following link: http://www2.le.ac.uk/offices/accommodation

University Hospitals of Leicester Library

University Hospitals of Leicester NHS Trust (UHL) Libraries provide access to print collections and a quiet place to study whilst on hospital premises. Each UHL site has a library you can study in:

- Leicester General Hospital: Monday to Friday 9am -4.30pm. 0116 258 8124/ ggh.library@uhl-tr.nhs.uk
- Leicester Royal Infirmary: Monday to Friday 9am-4.30pm. 0116 258 7515/ lri.library@uhl-tr.nhs.uk
- Leicester Glenfield Hospital: Monday to Friday. 0116 256 3672/ ggh.library@uhl-tr.nhs.uk

Please visit the UHL website for more information: http://www.uhl-library.nhs.uk/students.html
APPENDIX 2: Map of Leicester General Hospital

Leicester Diabetes Centre
(Upstairs—previously wards 5 to 8)
Education Sessions on Air & Bloom

Hopper Stops
Visitor Parking
Entrance