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Welcome/Introduction

Welcome to the MSc Quality and Safety in Healthcare. The course is based in the Department of Health Sciences, one of eight Departments within the College of Medicine, Biological Sciences and Psychology. The Department is located across various sites of the University of Leicester as well as within the University Hospitals of Leicester. The Department provides a rich and well-staffed environment for postgraduate students, with excellent teaching and energetic lecturing staff comprised of top health science researchers with established strengths across epidemiology, medical statistics, social science, public health, primary care and psychiatry.

This handbook is a compilation of information on the course structure, organisation and procedures as well as a pointer to university services and facilities and can be referred to throughout the course. Additional information will be added to the Blackboard site throughout the course.

Induction

The course administrator will meet students at 9am on the first day of teaching to give a brief induction to the course.

For International Students

Students who arrive late and miss the induction sessions should contact the course administrator.

Department Details

A brief departmental description and history can be found at [http://www2.le.ac.uk/departments/health-sciences](http://www2.le.ac.uk/departments/health-sciences). The Department of Health Sciences is located in the new Centre for Medicine as well as within the University Hospitals of Leicester. The course is taught at the main site of the department located at:

Department of Health Sciences
Centre for Medicine (CfM)
University Road
Leicester, LE1 7RH (for SatNav use LE1 7HA) (http://www2.le.ac.uk/maps)

Teaching takes place in room 0.26. Location maps will be provided where necessary. Rooms are subject to change due to attendance figures.

PC’s are available in room 0.16. At certain times this room may be booked for teaching.

You can find details of the staff and their research areas on the departmental web site [http://www2.le.ac.uk/departments/health-sciences/research](http://www2.le.ac.uk/departments/health-sciences/research)

Departmental Communications

All course communication will be via your university e-mail address. Please check this regularly.

To contact staff it is advisable to e-mail them to request an appointment. E-mail addresses are given below.

Staff List and Key Contacts

Key contact details are given below and a full departmental staff list is on the departmental website.
### 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](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

- There is a dedicated Blackboard VLE for all individual modules of the MSc
- Photocopying and Printing: See IT Services.

### 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 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. Additional computer facilities are available for disabled students in the AccessAbility Centre

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)
+44 (0)116 223 1132 | educationunit@le.ac.uk | http://leicesterunion.com/support/education

Online chat facilities are also available for appointments and drop in sessions.

Facebook – https://www.facebook.com/talktoED (Drop in on Wednesdays, 3:30pm-4:30pm)
Skype - @ed_ucation1 (Drop in on Tuesdays, 9am-10am)

**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

**Other University Facilities**

- English Language Training Unit (ELTU) http://www2.le.ac.uk/offices/eltu
- University Chaplaincy and Prayer rooms for students http://www2.le.ac.uk/institution/chaplaincy

**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:
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

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.

Neglect of Academic Obligations

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.

Course details

Programme and Module Specifications

View the programme and module specifications for your course via 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.

**Teaching Timetable**

**MSc:**

The MSc Quality and Safety in Healthcare comprises of seven taught modules and a dissertation. The modules include 1 module at 30 credits and the other 6 modules at 15 credits, with a further 60 credits awarded for the dissertation.

- Teaching normally takes place from 9.30 to 12.30 and from 1.30 to 4.30 and is organised in blocks of 2 days per week.

- The taught modules for the academic year 2016/17 only take place between January and June.

- An initial session on dissertation planning and first steps will be held in each student’s first semester; details will be posted on the programme Blackboard site.

- Full-time students complete all taught modules and the dissertation in one year.

- Part-time students complete the taught modules over two years with the dissertation in the second year.

- The normal period of registration for a campus-based Master’s degree programme is 12 months full-time or 27 months part-time.

The normal period of registration is the minimum amount of time in which you can complete your studies. The maximum period of registration is 24 months full-time and 48 months part-time. The maximum period includes any additional periods of time permitted for reassessment or delayed assessment and any periods of agreed suspension. You need to complete your studies within the programme’s maximum period of registration (see senate regulation 2.26).

**Postgraduate Certificate (PG Cert):**

For students studying for a Postgraduate Certificate (PG Cert), there are three taught modules to complete, ‘Quality and Quality Improvement in Healthcare’ (30 credits) and ‘Patient Safety’ (15 credits), plus one other module of their choice from ‘Human Factors and Ergonomics for Patient Safety’, ‘Measuring and Monitoring in Healthcare’ or ‘Leading, Managing and Organising Quality and Safety in Healthcare’ (15 credits).

- The PG Cert comprises of 60 credits.

- The normal period of registration is 6 months full-time and 12 months part-time. The maximum registration period is 12 months full-time and 18 months part-time.

**Postgraduate Diploma (PG Dip):**

- The PG Diploma comprises of 120 credits and includes the same taught content of the MSc (7 modules) without the dissertation.

- The normal registration period is 12 months full-time and 24 months part-time. The maximum registration period is 24 months full-time and 48 months part-time.
Continuing Professional Development (CPD):

- All of the taught modules of the MSc are available as individual courses taught on campus.

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 www.le.ac.uk/senate-regulation or www.le.ac.uk/sas/assessments/late-submission).

Submission dates for coursework are included in module timetables. Coursework will be marked and returned within three weeks. You will submit your work through Turnitin on Blackboard and also submit electronically to MScQSH@le.ac.uk (except coursework for the ‘Qualitative Methods of Applied Health Research’ and ‘Quantitative Methods of Applied Health Research’ modules which should be submitted to MResAHR@le.ac.uk). Full submission details can be found on Blackboard.

- If you are going to be late submitting coursework please email MScQSH@le.ac.uk or discuss with the module lead prior to the submission date. See Mitigating circumstances.

- Penalties are applied for late submission of coursework. These follow the University scheme defined in Regulations governing the assessment of taught programmes (see www.le.ac.uk/senate-regulation or www.le.ac.uk/sas/assessments/late-submission). In summary, 10% of the maximum mark available is deducted for not meeting the deadline and a further 5% for every working day. 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.

- Word limits are set for most written assessed coursework’s. 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.

- Marked assignments will be returned by email to your University email account.
Table 1 – MScQSH Course Structure

<table>
<thead>
<tr>
<th>Core Taught Modules (January 2017 to June 2018)</th>
<th>Credits</th>
<th>Content / Sessions</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualitative Methods for Applied Health Research MD7462</td>
<td>15</td>
<td>Introduction to module&lt;br&gt;Epistemology, approaches and identifying questions&lt;br&gt;Research in action&lt;br&gt;Ethics&lt;br&gt;Managing research information&lt;br&gt;Designing and planning a qualitative research project&lt;br&gt;Conducting interviews, focus groups &amp; observation&lt;br&gt;Making the familiar strange: Ethnography, images &amp; objects&lt;br&gt;Approaches to the analysis of qualitative data sources: Transcription, open coding and constant comparison&lt;br&gt;Approaches to the analysis of qualitative data sources: Discourse analysis&lt;br&gt;Critical appraisal of qualitative research papers&lt;br&gt;Communicating research outcomes&lt;br&gt;Using qualitative analysis software</td>
<td>Reflective Essay (100%)</td>
</tr>
<tr>
<td>Quality and Quality Improvement in Healthcare MD7455</td>
<td>30</td>
<td>Introduction to module&lt;br&gt;What is Quality Improvement (QI)?&lt;br&gt;Definitions and key terms and concepts&lt;br&gt;Policy Approaches to QI&lt;br&gt;The clinical context of QI / QI in practice&lt;br&gt;Approaches to QI / QI techniques&lt;br&gt;IHI Model for Improvement &amp; PDSA cycles&lt;br&gt;Learning about QI from industry&lt;br&gt;Lean&lt;br&gt;Statistical process control&lt;br&gt;Collaboratives and communities of practice&lt;br&gt;Choosing and designing a QI intervention</td>
<td>Group presentation (20%)&lt;br&gt;Written report (30%)&lt;br&gt;Written case study report (50%)</td>
</tr>
<tr>
<td>Course Title</td>
<td>Code</td>
<td>Credit</td>
<td>Summary:</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
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<td>-------------------------------------------------------------------------</td>
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<tr>
<td>Why is QI so hard?</td>
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<td></td>
<td>Why is QI so hard?</td>
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<tr>
<td>Implementing QI</td>
<td></td>
<td></td>
<td>Implementing QI</td>
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<tr>
<td>Implementation theories and theories of</td>
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<td>Implementation theories and theories of organisational change</td>
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<tr>
<td>organisational change</td>
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<td></td>
<td>Behaviour change theory applied to QI</td>
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<tr>
<td>Behaviour change theory applied to QI</td>
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<td></td>
<td>Spread and sustainability</td>
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<tr>
<td>Spread and sustainability</td>
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<td></td>
<td>Evaluating QI interventions</td>
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<tr>
<td>Evaluating QI interventions</td>
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<td></td>
<td>Using social science methods to understand the influences on the</td>
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<tr>
<td>Using social science methods to understand the</td>
<td></td>
<td></td>
<td>implementation of QI</td>
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<tr>
<td>influences on the implementation of QI</td>
<td></td>
<td></td>
<td>Disseminating QI – including inspiring others and using social media</td>
</tr>
<tr>
<td>Disseminating QI – including inspiring others</td>
<td></td>
<td></td>
<td>Reflection on, and application of module</td>
</tr>
<tr>
<td>and using social media</td>
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<td></td>
<td>Conclusion of the module</td>
</tr>
</tbody>
</table>

| Patient Safety                                   | MD7456 | 15     | Summary: This module will provide an understanding of the influences  |
|                                                  |        |        | on patient safety and how improvements can be secured in healthcare   |
|                                                  |        |        | environments, including both hospital and community-based care.       |
|                                                  |        |        | It will draw upon theory from a variety of disciplines and on the     |
|                                                  |        |        | internationally-renowned research of the University of Leicester in   |
|                                                  |        |        | this area. Using practice-based examples relating to several high-risk |
|                                                  |        |        | areas of healthcare practice, it will enable students to develop their |
|                                                  |        |        | skills in contributing to debates about patient safety, conducting    |
|                                                  |        |        | critical appraisal and research in patient safety, measuring and      |
|                                                  |        |        | monitoring patient safety, and managing patient safety in practice.   |
|                                                  |        |        | Details of session titles will be provided in the 2017-18 handbook.   |

| Human Factors and Ergonomics for Patient Safety  | MD7457 | 15     | Summary: The module will provide students with an introduction to    |
|                                                  |        |        | the discipline of ergonomics and human factors and how the          |
|                                                  |        |        | application of relevant methods and knowledge is critical to patient  |
|                                                  |        |        | safety and improvement in the healthcare field.                     |
|                                                  |        |        | It will cover a broad but detailed basis of the human factors        |
|                                                  |        |        | discipline relevant to patient safety, including: human factors     |
|                                                  |        |        | history, philosophy, definition and scope; systems ergonomics:      |
|                                                  |        |        | patient safety systems and methods; human error; medical device      |
|                                                  |        |        | design and evaluation, with reference to relevant ISO standards      |
|                                                  |        |        | required by law; workstation design and evaluation; design of        |
|                                                  |        |        | environments and                                                    |

| Individual presentation (30%)                    |        |        | Group presentation (25%)                                             |
| Essay (70%)                                      |        |        | Essay (75%)                                                          |
work: health and safety; environmental and spatial requirements for care; human-system interaction; person-centred design; safety culture and management; psychology of human performance; organisational psychology.

It will provide students with familiarity, tools and skills to evaluate patient safety through a number of key ergonomics and human factors tools and techniques, including contextual inquiry, AcciMaps, interviews and focus groups, function and task analysis, expert review, formative evaluations, accident and serious incident investigation, and patient-centred design.

Details of session titles will be provided in the 2017-18 handbook.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Credits</th>
<th>Summary:</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measuring and Monitoring in Healthcare</td>
<td>MD7458</td>
<td>15</td>
<td>This module will provide students with understanding of the methodologies used in the measurement, reporting and interpretation of clinical quality and safety indicators. The topics covered will include an introduction to statistical process control, generating operational definitions, the choice of an appropriate indicator, statistical and graphical methods for presenting and summarising data, and the interpretation of summarised data. Real data will be used to illustrate the issues and to explore the advantages and disadvantages of different methods. Students will gain an understanding of the practical issues in both cross-sectional and continuous monitoring quality and safety indicators, which will allow them to develop monitoring systems within their practice. They will also learn about the challenges involved with measuring and monitoring, and the importance of critically evaluation. Details of session titles will be provided in the 2017-18 handbook.</td>
<td>Short written report on group task (20%) Written report (80%)</td>
</tr>
<tr>
<td>Leading, Managing and Organising Quality and Safety in Healthcare</td>
<td>MD7459</td>
<td>15</td>
<td>This module will cover wider issues of professional and managerial practice in healthcare, with a particular focus on quality and safety. It will offer introductions to effective management, leadership and partnership working across professional and organisational groups, drawing on the academic literature on these activities but also providing practical learning to assist</td>
<td>Group presentation (10%) Written case study report (30%) Essay (60%)</td>
</tr>
</tbody>
</table>
students in putting principles into practice. It will give students a scientific understanding of the organisational challenges that can plague complex healthcare systems, and practical guidance on how to co-ordinate and lead improvement efforts in their own organisations.

Details of session titles will be provided in the 2017-18 handbook.

<table>
<thead>
<tr>
<th>Module</th>
<th>15</th>
<th>Introduction to statistical principles</th>
<th>Analysis assessment (100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantitative Methods for Applied Health Research MD7461</td>
<td></td>
<td>Introduction to SPSS</td>
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<tr>
<td></td>
<td></td>
<td>Analysing data using SPSS 1 – categorical data</td>
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<td>Analysing data using SPSS 2 – continuous data</td>
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<td>Analysing data using SPSS 3 - regression</td>
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<td>Survey methods and questionnaire design</td>
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<td>Mock Assignment</td>
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<td>Epidemiological Study Designs 1 – Cross-sectional and case-control</td>
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<td>Epidemiological Study 2 – Cohort and Randomised controlled trials</td>
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<td>Health Economics</td>
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<tr>
<td></td>
<td></td>
<td>Introduction to meta-analysis</td>
<td></td>
</tr>
<tr>
<td>Dissertation (Quality and Safety in Healthcare) MD7460</td>
<td>60</td>
<td>A written project report of 12,000 words on a quality and safety in healthcare related topic.</td>
<td>Oral presentation (10%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Written dissertation (90%)</td>
</tr>
</tbody>
</table>

Table 2 – Teaching Sessions and Submission dates
These dates are for the part-time January intake only (single occurrence)

<table>
<thead>
<tr>
<th>Module</th>
<th>Dates</th>
<th>Module Leads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualitative Methods for Applied Health Research</td>
<td>4 January 2017</td>
<td>Emma Angell (MRes)</td>
</tr>
<tr>
<td></td>
<td>5 January 2017</td>
<td></td>
</tr>
<tr>
<td></td>
<td>25 January 2017</td>
<td></td>
</tr>
<tr>
<td>Event/Module</td>
<td>Dates</td>
<td>Instructor(s)</td>
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<tr>
<td>26 January 2017</td>
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<td>22 February 2017</td>
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<tr>
<td>20 March 2017 – Assignment 1 submission (optional for MScQSH)</td>
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<tr>
<td>24 April 2017 – Assignment 2 submission</td>
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<tr>
<td>Quality and Quality Improvement in Healthcare</td>
<td>March - June 2017</td>
<td>Dr Brad Manktelow &amp; Dr Helen Eborall</td>
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<td>(Teaching dates will be posted on Blackboard)</td>
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<tr>
<td>Patient Safety</td>
<td>October – December 2017</td>
<td>Dr Helen Eborall</td>
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<td>(Dates will be posted on Blackboard)</td>
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<tr>
<td>Quantitative Methods for Applied Health Research</td>
<td>November 2017 – February 2018</td>
<td>Dr Nafeesa Dhalwani (MRes)</td>
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<td>(Dates will be posted on Blackboard)</td>
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<tr>
<td>Human Factors and Ergonomics for Patient Safety</td>
<td>Semester 2 2017-18</td>
<td>Dr Will Green</td>
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<td>(Dates will be posted on Blackboard)</td>
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<tr>
<td>Leading, Managing and Organising in Healthcare</td>
<td>Semester 2 2017-18</td>
<td>Dr Helen Eborall &amp; Professor Graham Martin</td>
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<tr>
<td>Measuring and Monitoring in Healthcare</td>
<td>Semester 2 2017-18</td>
<td>Dr Brad Manktelow</td>
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<td>(Dates will be posted on Blackboard)</td>
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</table>

**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](http://www.le.ac.uk/sas/courses/transfercourse) or [www.le.ac.uk/sas/courses/transfermodule](http://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

Refer to www.le.ac.uk/senate-regulation6: Regulations governing taught postgraduate programmes of study.

A coursework cover sheet must be attached to the front of electronic submissions of assignments to MScQSH@le.ac.uk. The cover sheet is available on Blackboard. Do not attach coversheet to turnitin submissions.

All coursework will be double marked.

The Board of Examiners will convene twice a year to consider progress, resubmission opportunities and award degrees. Refer to www.le.ac.uk/senate-regulation7: Regulations governing the assessment of taught programmes.

Criteria for and classification of awards is tabled in senate regulation 6.32

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.
- Written feedback will be provided to students on a feedback form any issues arising should be discussed with the Module tutor or your Personal Tutor.

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 www.le.ac.uk/sas/courses/documentation)

The following outcomes are permitted for an individual assessment component and for an overall module:
<table>
<thead>
<tr>
<th>Assessment or Module Mark</th>
<th>Grade</th>
<th>Outcome</th>
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<tr>
<td>≥ 70%</td>
<td>A</td>
<td>Pass</td>
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<tr>
<td>60-69%</td>
<td>B</td>
<td>Pass</td>
</tr>
<tr>
<td>50-59%</td>
<td>C</td>
<td>Pass</td>
</tr>
<tr>
<td>40-49%</td>
<td>D</td>
<td>Fail</td>
</tr>
<tr>
<td>&lt; 40%</td>
<td></td>
<td>Fail</td>
</tr>
</tbody>
</table>

- If you do not achieve the 50% pass mark in a module, you may be entitled to re-submit the failed component(s) of assessment. All resubmission opportunities need to be approved at Panel of Examiners meetings. You may only resubmit an assignment once and are not allowed to resubmit more than one module. The University sets a limit on the number of re-submission attempts allowed and the number of credits to which re-assessment may apply. See Senate Regulation 6 and the programme specification for details. The mark you achieve for an assignment attempt designated as re-submission will be capped at 50%.
- The Panel of Examiners for the course will convene in May and October to consider individual module marks and approve the award of re-assessment opportunities and report to the Departmental Board of Examiners, see Senate Regulation 7.
- The Departmental Board of Examiners will meet in June and November to agree progression and award degrees. In June the board will decide if students have met the requirements to be permitted to continue with the dissertation.
- Mitigating Circumstances Panels will meet to consider mitigating circumstances claims as they are submitted. They will consider cases on the basis of documentary evidence and will be responsible for determining whether sufficient grounds have been established and for making recommendations to Panels of Examiners on whether mitigation should be applied to the outcomes of specific pieces of students’ assessment. See Mitigating Circumstances.
- A Master’s degree may be awarded with pass, merit, or distinction, using the descriptors given in Senate Regulation 6.41.
- For details of early exit award of Postgraduate certificate (see senate regulation 6.32).

**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.

Ethical Approval of Student Projects (if applicable)

Your dissertation supervisor will advise you if ethical approval is required for your dissertation and the process by which you apply for and receive such approval.

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. 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.
- You will be allocated a supervisor for your dissertation. You are required to meet with your dissertation supervisor at least every month (full time) or every two months (part time).
- If your tutor is not available then you can get advice or assistance from the course director or any of the teaching staff.

Equal Opportunities

For details of the Department Equal Opportunities Officer please go to Staff List and Key Contacts.

You can raise any concerns related to equal opportunities (ethnicity, gender, disability, etc.) with your personal tutor, the course director or the Equal Opportunities Officer.
University Student Support Arrangements

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
Vacation 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

For details of the Departmental AccessAbility Tutor please go to Staff List and Key Contacts.

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, Percy Gee Building (First Floor).
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)
+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
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

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 Skills Development

### 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 Students’ Union, 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 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

At the end of each teaching session and each module students will be asked to complete an anonymous evaluation form and hand it to the session tutor to be returned to the course administrator for processing.
Any issues raised on the feedback forms will be addressed by the tutor and may be raised at the Student Staff Committee or Board of Studies.

A course evaluation form will be completed when submitting the dissertation. Any issues will be raised at subsequent Boards of Studies.

**Student Staff Committees**

- Student Staff Committees are run in accordance with university 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](http://www2.le.ac.uk/offices/sas2/quality/codes/documents/sscommittees.pdf)
- Nominations for the course representative will be submitted in the first teaching week and elections will be held if necessary. [http://leicesterunion.com/represent/course-reps](http://leicesterunion.com/represent/course-reps)
- Committees will be organised before the Boards of Studies.
- The course representative will chair the Student Staff Committee, ask for agenda items and approve the minutes.
- Minutes will be presented and discussed at the MRes Board of Studies in the presence of the course representative.
- Students Reps are invited to the departmental Learning & Teaching committee meetings held three times a year.

**Safety and Security**

- The Centre for Medicine is open 24/7 to postgraduate students. Any student staying in the building after 18.00 hours must sign in the ‘Out of hour’s book’ at main reception by the buildings entrance and be signed out of the register before leaving.
- Your swipe cards will enable you to gain access to the Centre of Medicine. Please note the barriers only permit one person to pass at a time, everyone must swipe.
- If you do not have your card with you then you will need to sign in and out of the building each time you enter and leave. Please ask at main reception if you need to sign in.
- Please play your part in the security of the building by wearing your identity badges at all times.
- 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. Please assemble at the front of the building, Lancaster Road.
- There are trained first aiders on most floors in the building, please ask the course administrator for details or look on noticeboards.

**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](http://www.le.ac.uk/estates/facilities & _services/security/CodedCycleScheme.html)

Cycle racks are available outside the main entrance of the Centre for Medicine.
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).