1. MBA Programme
The Edinburgh Business School MBA Programme is a long-established and highly successful programme. Edinburgh Business School has been listed in the Financial Times as the most popular distance learning MBA provider in the world for the last six years.

The MBA is a demanding and broad-based management degree. It enables students to gain core knowledge of subjects fundamental to management, develop analytical skills which are indispensable in problem solving and decision making, understand the process of management and human behaviour in organisations, and gain insights into the changing business, economic, social and political environments which affect the commercial world.

The effectiveness of the Edinburgh Business School MBA Programme is demonstrated by its success. To date, some 16,000 students have graduated from the MBA from 150 countries making it the world’s largest international MBA programme. All students, no matter which mode of study they pursue, must pass the same examinations and there is no difference in standards amongst the different modes.

Self-study
The Edinburgh Business School MBA Programme is based on the principle that individuals learn in different ways. In order to make it possible for students to achieve the MBA who did not wish to, or could not, attend campus the self-study course texts were developed containing the learning resources necessary to succeed.

Today, the course texts are augmented by ‘Courses’ section of the Edinburgh Business School Student Portal. This allows you to post questions to the Faculty through the Faculty Web Board and access case studies and past papers. The interactive Profiler software also allows you to check your exam readiness by monitoring your performance in the end of module and case-study questions. In addition, you have access to both PDF and HTML versions of the course text that make it very easy to search. The texts are also available as eBooks, making it easier to study on the move.

On-campus tuition
It is possible for self-study students to attend intensive four-day seminars or two-day revision sessions. Attendance is not mandatory, and students can choose which, if any, of the course(s) they wish to attend in Edinburgh.

- Intensive 4 day tutorials are delivered at Edinburgh Business School. These seminars are based on the School’s experience of teaching to corporations, and 10 years’ experience delivering value added seminars. The seminars assume prior study of the course materials, and provide practical applications and contextualisation.

- A schedule of 2 day revision seminars in selected subjects are also delivered on campus at Edinburgh Business School. These 2 day seminars are conducted by Edinburgh Business School and give advice on examination preparation.

Further details and a timetable can be viewed here.

Approved learning partners
Edinburgh Business School has a network of Approved Learning Partners (ALPs) which provide academic and administrative support. ALPs are appointed only when they have satisfied the approval procedures of Heriot-Watt University and Edinburgh Business School,
2. Core courses

The core courses are summarised below. More detailed information about the courses can be found at http://www.ebsglobal.net/programmes/course-tasters.

**Accounting**  
*Niall Lothian and John Small*

What do profit and loss accounts and balance sheets tell you? They are valuable sources of insight into the financial strength of competitors but you have to know what you are looking for; in fact, many managers are unaware of the financial position of their own organisations. How much should you charge for your products? To decide this you have to know how much they cost and this is notoriously difficult to determine. An understanding of financial and management accounting techniques, and their strengths and weaknesses, is essential for effective decision making.

**Economics**  
*Keith Lumsden*

It is often wrongly concluded that economics is irrelevant to running a business. In fact, economic factors affect businesses and decision making at three levels. At the macro level, factors such as the business cycle, interest rates and exchange rates directly affect product demand and cost of production. At the market level, the type of competition determines profitability and business strategy. At the company level, efficiency principles have a direct bearing on business success, principles such as marginal analysis, opportunity cost and profit maximisation. If you ignore economic principles, you will be unable to figure out likely changes in market conditions, you will be unable to understand competitive forces and you will have little idea of how to allocate resources efficiently.

**Finance**  
*Kenneth Boudreaux*

Different investment projects generate different cash flows and different levels of risk. The problem is that choices have to be made among competing uses for funds because businesses typically face constraints on the availability of capital. Financial tools make it possible to reduce a bewildering array of cash flows spread over a variety of time periods to a single set of numbers: the net present values. These tools enable the efficiency principles of economics to be applied in a rigorous manner. Financial concepts also provide the link between company operations and capital markets: it is impossible to understand the behaviour of the stock market without a grasp of the principles of financial analysis, quality trade-offs to be made and project management tools and techniques are essential in keeping change processes on track. The fact is that most managers are unaware that many of the dynamic processes at work in the organisation are actually projects and are therefore subject to many nasty surprises when things do not turn out as they expected; the application of rigorous project management techniques will not solve all problems but they will clarify the process of achieving what you set out to achieve.

**Marketing**  
*John Mullins, Orville Walker and the late Harper Boyd*

Why do consumers purchase one product rather than another? You have to confront the issue of why consumers would purchase your product rather than a competitors’. Factors such as market positioning, branding, consumer loyalty and segmentation determine the success or failure of products in highly competitive markets. Furthermore, it is extremely difficult to manage products successfully in competitive markets. The marketing process involves market analysis and the development and implementation of a marketing programme. To be a successful marketer you need to understand not only the factors, which influence buying behaviour but be able to bring products to market in an effective manner.
**Project Management**  
*Alex Roberts, William Wallace*

Implementing organisational change can be visualised as a project with time, cost and quality trade-offs. Project management tools and techniques are essential in keeping change processes on track. If you don’t realise that organisational processes are actually projects, you may get nasty surprises when things turn out unexpectedly. Rigorous project management techniques will not solve all problems but they do clarify the process of achieving the project’s goals.

**Organisational Behaviour**  
*Bob Dailey*

We all work in organisations and hence probably think we know a lot about them. But in fact most of us are unaware of the factors affecting the organisation we think we are familiar with. The effectiveness of an organisation is dependent on the motivation and behaviour of the workforce. But an organisation is a continually changing entity as it reacts to ongoing changes in the competitive environment. To capitalise on the capabilities of the workforce and develop an adaptive organisation it is necessary to provide appropriate incentives, develop effective teams, design an attractive job environment and manage the dynamics of organisational change. One of the major outcomes of understanding the principles of organisational behaviour is a higher degree of self realisation of how we relate to other members of the organisation.

**Strategic Planning**  
*Alex Scott*

The major problem facing chief executives is to make sense of a spectrum of information and apply appropriate tools and techniques in driving an organisation through a complex and continually changing competitive environment. The complexity of real life can be structured as a process involving objective setting, analysing competitive positioning, choosing a strategy, implementing it and adapting to feedback over time. Clearly all of these steps are crucial and organisations succeed or fail depending on the robustness of their strategic processes. This means that there are no easy answers to strategic problems and the solutions offered by business gurus can be seen for what they are: popular appeals to intuition which are largely devoid of any conceptual or empirical basis. Strategic planning is above all about thinking effectively and using the strategic process approach requires a sound understanding of other disciplines.

**Course Order**

The most popular course to start the MBA programme with is ‘Organisational Behaviour’ as this gives an insight into people issues that affect management. It is recommended that Strategic Planning is the last course studied as it pulls together many of the elements of the other core courses. The Edinburgh Business School sequence for core courses is provided below.

**Stage 1**  
Organisational Behaviour  
Economics

**Stage 2**  
Marketing  
Accounting

**Stage 3**  
Finance  
Project Management

**Stage 4**  
Strategic Planning
3. The elective courses
You can choose from a range of electives that have been chosen to elaborate vital contemporary issues of concern to those who operate at the highest level.

You are encouraged to use your choice wisely. Following personal interest is clearly desirable. You may wish to emphasise those electives of immediate interest to your work. A long term view rather than a short-term benefit should guide the choice.

Electives can be studied at anytime but care should be taken to ensure that specialist subjects follow on from the relevant core, for example Finance should precede Financial Risk Management.

See http://www.ebsglobal.net/programmes/course-tasters for more detailed information about the electives.

The electives available are:

- Alliances and Partnerships
- Competitive Strategy
- Consumer Behaviour
- Corporate Governance
- Credit Risk Management
- Derivatives
- Developing Effective Managers & Leaders
- Employee Relations
- Employee Resourcing
- Financial Risk Management
- Human Resource Development
- Human Resource Management
- Influence
- International Marketing
- Leadership
- Making Strategies Work
- Managing People in a Changing Context
- Managing People in Global Markets
- Managing Personal Competencies
- Marketing Channels
- Marketing Communications
- Marketing Research
- Mergers and Acquisitions
- Negotiation
- Performance Management
- Practical History of Financial Markets
- Principle of Retailing
- Quantitative Methods
- Research Methods for Business & Management
- Sales Force Management
- Services Marketing
- Strategic Negotiation
- Strategic Risk Management

4. Degree Awards
MBA
After successfully completing nine courses including all core courses and two electives you are eligible for the award of Master of Business Administration. In this context ‘successfully complete’ means pass all the examinations. This award is also subject to the conditions that you be matriculated onto the programme, pay all due fees and comply with all other Edinburgh Business School and University requirements.

Specialist MBA
Edinburgh Business School offers you the opportunity to study for a specialist MBA in four subject areas: Finance; Marketing; Human Resource Management and Strategic Planning. To qualify for the award of the Specialist MBA you must successfully complete the seven core courses plus four courses, from a designated group as follows:
**Specialism in Finance**
- Corporate Governance
- Credit Risk Management
- Derivatives
- Financial Risk Management
- Mergers and Acquisitions
- Practical History of Financial Markets
- Quantitative Methods

**Specialism in Strategic Planning**
- Alliances and Partnerships
- Competitive Strategy
- Corporate Governance
- Leadership
- Making Strategies Work
- Mergers and Acquisitions
- Strategic Negotiation
- Strategic Risk Management

**Specialism in Marketing**
- Consumer Behaviour
- International Marketing
- Marketing Channels
- Marketing Communications
- Marketing Research
- Negotiation
- Quantitative Methods
- Principles of Retailing
- Sales Force Management
- Services Marketing

**Specialism in Human Resource Management**
- Developing Effective Managers & Leaders
- Employee Relations
- Employee Resourcing
- Human Resource Development
- Human Resource Management
- Influence
- Managing People in a Changing Context
- Managing People in Global Markets
- Managing Personal Competencies
- Negotiation
- Performance Management

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You are not able to hold two MBA degrees from Heriot-Watt University. Thus, if you wish to pursue a Specialist MBA you have two options:

- **Do not graduate upon completion of nine courses; complete the additional requirements for the Specialist degree before applying to graduate and receive the degree of Master of Business Administration with a specialism in ..................(group)**

- **Graduate upon completion of nine courses and subsequently complete the additional requirements for the Specialist degree. Students receive their degree certificate upon graduation and a further certificate which confirms that, having been awarded the degree of Master of Business Administration in .....(Year), ........(Name) has duly completed a further course of study and satisfied the examiners and, by resolution of the Senate, been awarded a specialism in..................(group).**

**Awards with Distinction**
A Master of Business Administration with distinction and Master of Business Administration in a Specialism with distinction are awarded to students who have passed all courses at the first attempt and achieved a minimum average mark of 70% across the programme of study as a whole.

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**5. Interim Awards**
The MBA Programme is structured to allow the greatest possible flexibility. You have the opportunity to receive interim qualifications en route to the MBA; the Postgraduate Certificate and the Postgraduate Diploma.

**Postgraduate Certificate**
To be eligible for the award of a Postgraduate Certificate in Business Administration, you must be matriculated and successfully complete three MBA courses, at least one of which must be a core course.
A maximum of one exemption will be permitted for the award of the Postgraduate Certificate. Eligibility for the award of a Postgraduate Certificate includes the ability to matriculate to the MBA.

Postgraduate Diploma
To be eligible for the award of a Postgraduate Diploma in Business Administration, you must be matriculated and successfully complete six MBA courses, at least one of which must be a core course.

A maximum of two exemptions will be permitted for the award of the Postgraduate Diploma.

Specialist Postgraduate Diplomas/Certificates
Specialist Postgraduate awards are only available as interim awards on the relevant MSc programme. They are not available to students registered on the MBA.

6. Language Options
Edinburgh Business School has made a number of the courses, all the core and three electives, available in other languages; Chinese (‘simplified Chinese’), Spanish (‘Mexican Spanish’), Russian and Arabic.

You may also take your examinations, at any examination session, in Chinese, Spanish, Russian and Arabic for those courses where a translation is available.

Students who study and take examinations in Chinese and Arabic are expected to have an appropriate level of competency in English as all administration and student support is in English.

Students who study the programme in Spanish and Russian have access to Spanish and Russian-speaking academic and administrative support.

7. Guidance Notes
The following is a brief guide to the processes and regulations of the MBA programme. The Regulations and Ordinances of the University are updated on a regular basis. The internet editions, available at http://www.hw.ac.uk/, replace all previous editions.

Registration (Matriculation)
On purchasing your first course you will receive a Programme Entry Form attached to an e-mail welcoming you to your studies. Students studying with an ALP will receive a copy from their course coordinator.

Please complete the form in full and return it with all the necessary supporting documentation. Full details are provided in the guidance notes accompanying the Programme Entry Form.

To qualify for matriculation, you must hold at least one of the following qualifications:

- first or second class honours degree of Heriot-Watt University, or other University or institute of higher education, recognized by Heriot-Watt University
- meet the requirements for the Edinburgh Business School Postgraduate Certificate in Business Administration by obtaining passes in three courses, one of which must be a core MBA course
- another qualification deemed by Senate to be acceptable
If you are not eligible for immediate matriculation, your form will be held on file and you will be matriculated when you complete three courses, at least one being a core course.

**Student ID & Registration Numbers**
Upon commencement of the programme you are allocated a Student Identification (SID) and a Registration Number (RegNo). These numbers are unique to you and will remain with you for the duration of your studies. You should use your SID in all communication with Edinburgh Business School and its partners.

The numbers are also used as access codes when logging onto the Student Portal. Your SID is used as a username and your Registration Number is your temporary password. You will be asked to change your password when you log in to the Student Portal for the first time. Your username will continue to be your SID.

It is recommended that your password be at least six characters long and contain at least one character from the following categories: uppercase letters, lowercase letters and numbers. You can change your password at any time via the ‘Manage Your Studies’ section of the Student Portal.

If you forget your username or password please follow the on screen instructions on the log in page.

**Exemptions**
Exemptions from specific courses may be granted to holders of recognised academic or professional qualifications if they are of degree level and if they have been obtained by examination. University regulations do not permit exemptions to be granted for degrees obtained at the same level. Therefore, exemptions are not awarded to holders of another Master degree even if it was obtained from Heriot-Watt University.

Professional qualifications, obtained by examination, within 2 years of application, may also lead to exemptions being awarded. For example, ACCA qualification holders may be eligible for exemptions in Accounting, Finance and up to two other courses. Exemptions will be awarded if holders of approved qualifications can provide evidence of comparability of course content. Guidelines on the award of exemptions are available online.

If you wish to apply for an exemption you should complete the relevant section of the Programme Entry Form or download and complete the Exemption Application Form and submit it with the required supporting documentation to Edinburgh Business School, who are the sole authority on this matter.

Eligibility for exemption is based on academic achievement only, not on work experience.

**Examinations**
The assessment of each course is derived entirely from your performance in a single examination lasting 3 hours. To complete a course successfully you must obtain at least 50% in the examination.

All examinations are subject to rigorous scrutiny by both Heriot-Watt University examiners and by external examiners from other leading UK universities.

To help you prepare for the examinations, ten recent past-papers, examiners solutions and a selected student answer are made available on the Student Portal.
**Examination Sessions and Locations**

There are four examination sessions each year. At the June and December sessions, the University holds examinations for all courses at 400 locations in over 140 countries. Whilst some travel may be required, we endeavour to arrange examinations as near to your location as is practical, on a worldwide basis.

At the March and August sessions only a small number of courses are examined at 42 locations worldwide.

The full examination timetable is available on the [Student Portal](#).

**Special arrangements**

You are permitted to record your answers by an appropriate alternative means approved by the School if you suffer from a disability that, in the opinion of the School, prevents you from completing an examination paper in writing. You are allowed extra time in which to complete your examination if you suffer from a disability that, in the opinion of the School justifies it. You must contact the School in advance of the exam deadline providing certified copies of medical evidence confirming your particular disability.

**Examination registration deadlines**

The deadline dates for examination applications are 1st March & 1st September for the June and December examination sessions respectively. The deadline date for the examination sessions in March and August are 7th February and 24th July respectively. **It is your responsibility to be aware of and abide by these deadlines.**

If you have purchased a course through an Approved Learning Partner you should contact them as they may have special arrangements for exam applications.

**Registering for an Examination**

You must have purchased a course before you can apply for an examination in that subject.

If you are eligible to attempt an examination you can register for it via the ‘Manage your Examinations’ or ‘Examination Timetable’ sections of the [Student Portal](#). Once you have confirmed the language, examination session and location your selection will appear as an examination you are in the process of registering in the list of ‘Upcoming examinations’ with a status of ‘Awaiting Payment’. You can add multiple examination entries in this way before making payment.

You will have 48 hours to make an online payment by credit or debit card, or indicate that you are paying offline. If this is not done within 48 hours the entry will disappear from your ‘Upcoming Examination’ list and you will have to create a new entry.

All examination entries with the status ‘Awaiting Payment’ will disappear from your list if payment is not made before the registration deadline for the relevant examination session.

**Your examination entry is only finalised on receipt of payment at which point its status will change to ‘Registered’.**

**Make Payment for an Examination**

The examination fee of £125 GBP applies to all examination entries and must be paid to finalise your registration. **Exam fees are paid for an individual subject and are not transferrable or refundable.**
Once you have added all the examinations you wish to register to ‘Upcoming examinations’ go to the ‘Make Payment’ section and select the method of payment.

Online payment can be made with any of the following credit or debit cards: Visa, MasterCard, Delta, JCB, Switch and Solo. The cardholder name, e-mail and a billing address are required before you can proceed to the payment portal.

If you do not hold one of the above cards, you can make payment by a cheque or Sterling bank draft, drawn on a UK bank and made payable to Edinburgh Business School. In the ‘Make Payment’ section, select the appropriate payment method and download the payment form. Please ensure that the form is returned to the School by the closing date and is accompanied by the required fee. A secure method of posting is recommended as the School cannot be held responsible for applications going astray in the postal services.

Once an online or offline payment has been processed, the status of the examination entry in the ‘Upcoming examination’ list will change to ‘Registered’. You will also receive confirmation by e-mail. Please check the details of each registered examination and, if necessary, correct any mistakes by following the steps detailed in the ‘Amend a Registered Examination Entry’ section below.

**Amend a Registered Examination Entry**

If you wish to change the language, location or move an examination to a future examination session, you may do so without financial penalty, provided that you advise the School before the appropriate deadline date. Simply click on ‘Amend’ beside the examination in the Upcoming Examinations list.

The deadline dates for amending examinations, without incurring any cost, are 1st May and 1st November for the June and December examination sessions and 7th February and 24th July for the March & August examination sessions respectively.

**Reschedule a Registered Examination Entry**

If you wish to move an examination to a future examination session after one of the above deadlines you may do so but you will forfeit your examination fee. Simply click on ‘Reschedule’ beside the examination in the Upcoming Examinations list and select a future exam session. This will create a provisional exam entry which will require payment of the £125 examination fee to finalise the registration as outlined in the ‘Make Payment for an Examination’ section above.

**Withdraw a Registered Examination Entry**

If the deadline for amending an examination entry has passed and you decide you no longer wish to attempt it you can withdraw your entry without rescheduling it for a future examination session. Simply click on ‘Withdraw Examination’ beside the examination in the Upcoming Examinations list. To attempt the examination at a future session you will have to register and pay the £125 examination fee as detailed in the sections above.

**Examination Details Letter**

Approximately one month before the examinations you will receive confirmation of the exact location and time of your examinations. This letter, which will include your scanned photograph, is proof of your entry and must be taken with you to the examination centre on the day of examination. Failure to produce this letter could result in the centre refusing to allow you to sit the examination. If for any reason you do not receive this letter, please ensure that you have alternative proof of identification which includes a recent photograph such as your passport.
Use of Calculators
Edinburgh Business School does not supply calculators for use in examinations. However, the use of calculators is permitted, provided they are University approved models. Students are not permitted to bring into their examinations any calculator that has storage (other than basic memory functions), programmable or graphical functions. The majority of calculators which are programmable have the suffix “p” after their name. Likewise, any calculator with the suffix “g” at the end will not be permitted. Invigilators have been instructed to confiscate any calculators that are not permitted.

Absence
Absence from an examination is not considered an attempt at the subject. However, your examination fee will be forfeited. To attempt the examination at a future session you will have to register and pay the £125 examination fee as detailed in the sections above.

Absence on medical grounds
If you are absent due to illness you must confirm this by sending a certified true copy of your medical certificate to the University, within four weeks of the end of the examination session. If the University accepts that you were unable to attempt the examination due to illness, your examination fee will be credited and you will be registered for the examination at a future examination session of your choice.

Examination Results
Examination results will be initially posted on Student Services where you will also be able to access a ‘Performance Report’ that details your performance in each section of the examination. You use your full Registration Number and SID to access this site.

Results for examinations taken in English will be released approximately eight weeks after the end of the examination session. Results for other languages may take slightly longer due to the extra quality control processes that are required. Please do not contact the University about release dates; you will be notified as soon as results are available.

Your official examination results and a Certificate of Achievement for each course you pass will be despatched directly to your correspondence address.

Edinburgh Business School will not advise examination results over the phone or by e-mail under any circumstances.

Appeals
There are specific grounds under which an academic appeal can be submitted. These are set out in the Student Academic Appeal Policy and Procedures which can be found at http://www.hw.ac.uk/registry/appeals.htm.

You are not permitted to dispute the decisions or question the academic judgment of the Board of Examiners once the results are released.

If you are considering submitting an appeal, it is important that you act promptly.

Under no circumstances will examination scripts be returned to you after the examination.

Re-sits
If you fail a course at the first attempt you will be permitted one further attempt in that subject. Edinburgh Business School may require a student who fails an examination in a core course twice to withdraw from the programme. However, a third attempt may be
granted if you have completed four other core courses. Under no circumstances will a third attempt be permitted at an elective course. An alternative elective must be chosen to obtain an award.

You can register to re-sit an examination at a future session and pay the £125 examination fee by following the process for registering for an examination as detailed in the sections above.

Your ‘Performance Report’ and the solutions to the relevant case studies/essays will provide you with an indication of the standard required to pass the course and help you to prepare for a possible re-sit.

If you would like feedback on your performance you may request an analytical report on each case study and essay question. You will be required to indicate this by correspondence and to include a fee of £125 for each course for which the report is requested.

**Special Circumstances**

You should notify the School, as soon as possible after the examination, of any illness or other exceptional circumstances which may have adversely affected your performance and which you would like the examiners to take into account in making their decision. For further guidance please go to [http://www.hw.ac.uk/registry/resources/special-circumstances-policy.pdf](http://www.hw.ac.uk/registry/resources/special-circumstances-policy.pdf).

**Compensatory Passes**

If you have successfully completed seven or eight courses and have failed narrowly in the remainder you may be awarded a pass by compensation, subject to the following conditions:

- Passes have been attained in at least seven courses
- The mark to be compensated is not less than 45%
- A pass by compensation will be awarded in a maximum of two courses
- The total shortfall of marks shall not exceed 5%
- All other requirements for Award have been satisfied

The relevant Committee awards compensatory passes when it meets to confirm the names of those eligible to graduate.

**Graduation**

When you have met the requirements for the MBA degree, your eligibility for the award must be confirmed by the relevant University Committee. Once this has happened, you will be sent a graduation pack which will contain all the information you need to apply to graduate with your degree. You are not considered to be a MBA graduate until the degree has been conferred at a graduation ceremony.

Graduation ceremonies are held in Edinburgh in June and November with additional ceremonies in various locations worldwide in November/December. It is also possible to graduate in absentia in March or September.

Eligible students have the option to graduate in person at the next available ceremony, defer their graduation until a later ceremony or graduate in absentia. Students who graduate in absentia will also have the option to attend the next available ceremony in person.
European Diploma Supplement (Academic Transcript)
A European Diploma Supplement will be included in your graduation pack. It is designed as a supplement to the degree certificate and describes the nature, level, context, content and status of your studies. The European Diploma Supplement contains a full academic transcript (including an explanation of the University’s marking scheme), information related to your programme of study, a description of the Higher Education sector in Scotland and a description of Heriot-Watt University.

Additional copies can be obtained from enquiries@ebs.hw.ac.uk for a charge of £10 GBP.

Change of contact details
You are responsible for notifying us of any changes to your contact details. You can do this directly through the Student Services site. Changes in name should be notified to us in writing together with a copy of the legal documentation that confirms this change (marriage certificate, deed poll certificate).

Changes to Fees and Programme Structures
Edinburgh Business School reserves the right to make changes to its fees and the structure of the programme at any time. Students will be given advanced notice of any changes and steps will be taken to ensure that existing students are not disadvantaged.

Data Sharing Policy
Edinburgh Business School at Heriot-Watt University and its commercial partners work in partnership to deliver the Courses and Programmes. To ensure this Programme is managed efficiently and students supported effectively, some information recorded as you progress in your studies will be shared between Edinburgh Business School and its partners. The full Data Sharing policy can be viewed here.

Complaints Policy and Procedure
Heriot-Watt University is committed to providing an excellent education and high quality services to its students, from enrolment through to graduation. The University values complaints which are raised, using the information gained to help improve services. The Complaints Policy and Procedures apply to all services provided by Heriot-Watt University, including the Edinburgh Business School, and the Dubai and Malaysia Campuses.

Comprehensive information is provided in the Policy and Procedures documents which are available at http://www.hw.ac.uk/registry/complaints.htm.
ACADEMIC REGISTRY
GUIDANCE ON CONDUCT
Regulation 9 (New) – Assessments and Examinations
Extracts taken from Paragraph 8 (Conduct)
PARAGRAPH 8 - CONDUCT

8.3 A candidate shall act in accordance with any instructions issued by an invigilator.
8.4 A candidate shall not be permitted to introduce printed or other material into the examination room except such as may be authorised by the examiners. Mobile telephones and other electronic equipment shall be switched off and shall be deposited with other personal items in an area designated by an invigilator. Random checks may be made of any material or equipment brought into the examination room. A candidate found to be in possession of a mobile telephone or other unauthorised electronic equipment may be liable to a fine.
8.5 A candidate must provide their own standard calculator if required for the completion of the examination.
8.6 A candidate shall bring his or her matriculation card and or exam detail letter to an examination and shall display it on the desk for the duration of the examination.
8.7 A candidate shall be admitted to the examination room not earlier than fifteen minutes before the start of the examination.
8.8 A candidate shall not normally bring food into the examination room but may be allowed to bring in a non alcoholic beverage.
8.9 A candidate shall not be admitted to the examination room later than half an hour after the start of the examination except with the permission of an invigilator.
8.10 A candidate shall not leave the examination room earlier than half an hour after the start of the examination except with the permission of the invigilator and shall not leave the examination room during the last fifteen minutes of an examination. A candidate shall remain in his or her seat at the end of an examination until the invigilator has collected all the examination scripts and, where appropriate, any equipment belonging to the University.
8.11 A candidate who has to leave the examination room temporarily shall be accompanied by an invigilator or an examination assistant.
8.12 A candidate shall normally remain in his or her place whilst in attendance at a written examination except in circumstances provided for in paragraphs 8.10 or 8.11.
8.13 All absences from the examination room during the examination or late arrivals at and early departures from the examination room shall be noted on a candidate’s examination script by the invigilator.
8.14 A candidate may begin writing and shall stop writing on the instructions of an invigilator.
8.15 At the start of an examination a candidate shall receive an attendance card on which he or she shall immediately write his or her name, course and matriculation number, the subject of the examinations and the date then sign.
8.16 A candidate shall write answers in the answer-books or other examination stationery provided. At the end of an examination a candidate as instructed by an invigilator shall return all answer-books together with any other material with which he or she has been supplied, or on which he or she has written or drawn during the examination.
8.17 The answer books completed by a candidate during an examination shall thereafter become the property of the University and shall not be released except in accordance with the due process of law.
8.18 A candidate ready to leave the examination room shall remain in his or her place until the invigilator has collected his or her examination scripts and where appropriate, any equipment belonging to the University and has given any other relevant instructions. When he or she receives permission to leave the examination room a candidate shall do so expeditiously and quietly.

8.19 A candidate may not communicate with, receive assistance from or copy from the paper of another candidate or use any other unfair means during an examination.

8.20 A candidate may be required by an invigilator to withdraw from an examination for good cause. The invigilator shall as soon as possible report any such withdrawal to the appropriate Dean, the Head of the candidate's Department or his or her Director of Studies and the Head of the Department offering the module.

8.21 The answer-book of a candidate who is required to withdraw shall be sent by the invigilator to the Head of Department offering the module together with a note explaining the circumstances of the withdrawal.

8.22 A candidate whose examination scripts are judged to be so illegible that assessment is impossible may be required to dictate them to a typist under supervision and at his or her own expense. A request from the examiners for such action shall require the approval of the Head of the Department offering the module.

8.24 A candidate who disregards the procedures in this regulation concerning the introduction of electronic equipment, mobile telephones and calculators (other than those authorised by a head of department) into an examination room, may be liable to disciplinary action.

NOTES/SPECIAL ARRANGEMENTS:

1. Any legitimate concerns about the conduct of examinations organised off-campus should be addressed to the Academic Registrar, Heriot-Watt University, Edinburgh EH14 4AS, Scotland, UK. Minor problems which can be easily resolved at the time of the examination should be addressed to the Invigilator.

2. Invigilators are only permitted to make general announcements to all candidates in order to explain any typographical errors in, or omissions from, the examination paper, or to convey other instructions from the examiners. Invigilators cannot discuss an examination paper with a candidate individually.

3. Penalties for cheating. Past cases of cheating in examinations have been dealt with severely. The Heriot-Watt University Senate wishes to stress that cheating in examinations, including the introduction or use of unauthorised material, is a very serious offence and that the penalties which may be imposed if an allegation of cheating is admitted or proved included
   - Exclusion, suspension or disqualification from examinations
   - Suspension from attendance at the University for a stipulated period
   - Expulsion from the University.

4. A candidate whose examination scripts are judged to be so illegible that assessment is impossible may be required to dictate the contents to a typist under supervision at the candidate's expense. Such a request would require prior approval by writing to the Academic Registrar, Heriot-Watt University, Edinburgh EH14 4AS, UK

5. A candidate in any examination who, for medical or other reasons, requires special arrangements to be made must submit the request to the Academic Registrar, Heriot-Watt University, Edinburgh, Scotland, EH14 4AS.