UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

MSc Building Surveying

Programme Specification 2032-2024

Version: 30.00

Status: Final

Date: 24/04/2023

Summary Programme Details

Final Award

Award: MSc

Title of (final) Programme: Building Surveying

Credit points:180

Level of award (QAA FHEQ): 7

Intermediate award(s)

Intermediate award 1: Postgraduate Diploma Building Surveying

Credit points: 120

Level of award (QAA FHEQ): 7

Intermediate award 2: Postgraduate Certificate Building and Property Studies

Credit points: 60

Level of award (QAA FHEQ): 7

Validation

Validating institution: University College of Estate Management (UCEM)

Date of last validation: February 2020

Date of next periodic review: February 2025

Date of commencement of first delivery: September 2014

Duration: 2 years or 2 years plus external end point assessment, if taken as part of an apprenticeship programme

Maximum period of registration: In accordance with the Academic and Programme Regulations (opens new window).

UCAS Code/ HECoS Code: N/A/ 100216

Programming Code: PMSC

Other coding as required: BSS

Professional accreditation / recognition

Accrediting/recognising body: **Royal Institution of Chartered Surveyors (RICS)**

Details of the accreditation/recognition: MSc accredited. RICS is also the End Point Assessment Organisation for the apprenticeship programme.

Date of last programme accreditation/recognition: January 2023

Date of next periodic review: 2027

Accrediting/recognising body: **Chartered Institute of Building (CIOB)**

Details of the accreditation/recognition: MSc accredited

Date of last programme accreditation/recognition: December 2020

Date of next periodic review: 2025

Accrediting/recognising body: **Chartered Association of Building Engineers (CABE)**

Details of the accreditation/recognition: MSc accredited

Date of last programme accreditation/recognition: June 2020

Date of next periodic review: 2025

Accrediting/recognising body: **Hong Kong Institute of Construction Managers (HKICM**)

Details of the accreditation/recognition: MSc accredited. Graduates with this award are academically acceptable for Member class of membership of HKICM. Please note that applicants for Member class must have reached the age of 25 and have had 4 years working experience in the construction field gained within the HKSAR.

Date of last programme accreditation/recognition: April 2021

Date of next periodic review: April 2026

QAA benchmark statement

UK Quality Code for Higher Education (opens new window)

The Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies (opens new window)

Quality Assurance Agency (QAA) Subject Benchmark Statement: Land, Construction, Real Estate and Surveying October 2019 (opens new window)

Programme Overview

Rationale

Building surveying is a growing, international, professional discipline dealing with the inspection, maintenance and refurbishment of existing buildings. Building surveyors also advise clients about sustainable design, planning and conservation, with clients ranging from homeowners to commercial and industrial companies.

This supported online learning programme covers the core technical disciplines of the building surveying specialism and their role within the wider context of built environment professional disciplines.

The programme benefits from a range of contemporary, well-supported teaching and learning techniques, including practical project work to improve career prospects in the public and commercial sectors throughout the UK and overseas.

This is one of a suite of Master's conversion programmes designed to enable graduates from disciplines unrelated to construction and real estate to obtain a RICS, CIOB, CABE and HKICM accredited degree, giving access to professional membership.

Entry Requirements

Entrants to this programme normally are required to have attained one of the following:

- a Bachelor's Degree with honours at lower second standard (2:2), or equivalent;

  Or

- a Bachelor's Degree, or equivalent, plus experience in a relevant field;

  Or

- a Level 5 qualification as defined by Framework for Higher Education Qualifications for England, Wales and Northern Ireland (FHEQ) plus 5 years' relevant experience;

  Or

- a professional qualification plus 5 years' relevant experience;

  Or

- successfully completed the UCEM Postgraduate Access programme at the first attempt.

If an applicant does not meet the standard entry requirements UCEM will consider the application on an individual basis. In these cases, the application will be assessed by the Programme Leader, who will give careful consideration to any professional and life experiences as well as any academic or vocational qualifications the applicant may hold. For Hong Kong students, the application will be assessed by the Dean of School (International). The applicant may be asked to provide a detailed personal statement and/or a reference or letter of support from an employer or mentor to support the application.

Applications are assessed in accordance with the UCEM Code of Practice: Admissions and Recognition of Prior Learning (opens new window).

English language requirements

All UCEM programmes are taught and assessed in English. The applicant will therefore be required to demonstrate adequate proficiency in the language before being admitted to a course*:

- GCSE Grade 4 (or c) or above in English Language or English Literature, or an equivalent qualification. For further information on equivalent qualifications please contact: admissions@ucem.ac.uk
- Grade 6.0 or above, with at least 6.0 in the reading and writing modules, in the International English Language Testing System (IELTS) academic test administered by the British Council.
- 88 or above in the Internet option, 230 or above in the computer-based option or 570 or above in the paper-based option, of the Teaching of English as a Foreign Language (TOEFL) test.
- Grade 4 (or C) or above in English (Language or Literature) at A/S Level.
- HKDSE (Hong Kong Diploma of Secondary Education) Grade 3, or HKALE (Hong Kong Advanced Level Examination – Advanced Level & Advanced Supplementary Level) Grade E, or HKCEE (Hong Kong Certificate of Education Examination) Grade 3-5* or Grade A-D (Syllabus B only).

* Applicants with a Bachelor's Degree that has been taught and examined in the English medium can be considered for entry in the absence of the qualifications detailed above.

Apprenticeship programme

Applicants to the apprenticeship programme must also:

- Have the right to work in England, meet Education and Skills Funding Agency residency status requirements, spend at least 50% of their working hours in England and be directly employed in a job role that will enable the requirements of the apprenticeship to be achieved.
- Have GCSE Grade 4 (or C) or above in Mathematics, or an equivalent qualification. For further information on equivalent qualifications please contact admissions@ucem.ac.uk. Applicants for the apprenticeship programme that do not have accepted current or prior equivalent Level 2 maths and English qualifications on entry will be required to achieve these as part of the apprenticeship.

Recognition of prior learning (RPL) or recognition of prior experiential learning (RPEL) routes into the programme

UCEM policy and procedures for Recognition of Prior Experiential Learning (RPEL) and Recognition of Prior Learning (RPL) are set out in the UCEM Code of Practice: Admissions and Recognition of Prior Learning. This policy statement takes precedence in any such decision.

RPEL may be used to support an application for entry onto the programme in accordance with the entry requirements stated in the section above. UCEM also recognises credit awarded by higher education degree awarding bodies in accordance with the relevant higher education qualifications framework and allows that credit to count towards module exemption from the programme.

Normally at least one-third of any award must be accumulated as a result of learning assessed by UCEM, subject to any overriding Professional, Statutory and Regulatory Body requirements. For programmes leading to MSc or MBA awards:

- at least 100 credits (including the final project module) must be accumulated as a result of learning assessed by UCEM, and
- the final project module must be based on work completed while a student at UCEM and not before.

UCEM does not allow exemption where the module(s) concerned contribute(s) to the undergraduate or postgraduate award classification, except for programmes leading to MSc or MBA awards or in the case of an existing UCEM student transferring to an alternative UCEM programme or a previous UCEM student who achieved credit but no award.

Programme Progression

For details of progression arrangements, please view the Academic and Programme Regulations (opens new window).

Successful completion of the MSc will enable the student to apply to the relevant professional body for membership, or to apply for a PhD/MPhil, or to conduct further research.

Award Regulations

For details of award arrangements, please view the Academic and Programme Regulations (opens new window).

Career Prospects

This programme will provide a route for both non-cognate and semi-cognate graduates into careers associated with membership of the CIOB, CABE and RICS.

This programme equips students with the essential subject knowledge and postgraduate skills and expertise to enable them to enter and work within the building surveying areas of practice within the property industry.

The opportunities available are fairly extensive, and include the following career opportunities in professional practice:

- Property management;
- Building surveying;
- Design, planning and conservation;
- Building control;
- Property development.

Programme Aims

Programme aims

The programme is designed for holders of a Bachelor’s Degree or equivalent to study a Master’s award that is focused on the core disciplines associated with building surveying.

It develops students' abilities to integrate interdisciplinary theory and practice, and to research and evaluate data in order to solve complex problems.

The programme also prepares students with a foundation for further professional development and extension of their knowledge, in preparation for further academic study at PhD level.

Market and internationalisation

This programme is aimed at a UK and broad international audience. However, it has as its basis UK law and regulatory controls.

The programme aims to utilise international case studies to further understanding and, where possible, international case studies are considered along with international codes and conventions.

Learning Outcomes

Having successfully completed the programme, the student will have met the following learning outcomes.

A – Knowledge and understanding

Learning Outcome		Relevant modules
A7.1	Demonstrate a comprehensive understanding of the role of a building surveyor in an international context.	CON7SDC TEC7MAB
A7.2	Demonstrate a critical awareness of issues relevant to building surveying as informed by research and practice.	TEC7BPA BSP7BCI PRJ7PRA/ PRJPRS
A7.3	Select and evaluate the theories and techniques appropriate to the design, construction, assessment and management of the built environment.	CON7CMC CON7SDC PLN7PLD PTY7PRM
A7.4	Synthesise knowledge of construction, building pathology, maintenance, building adaptation and sustainability to meet the professional demands of a building surveyor.	CON7SDC TEC7BPA TEC7MAB

B – Intellectual skills

Learning Outcome		Relevant modules
B7.1	Critically evaluate the rigour and validity of established research, enquiry and scholarship to synthesise a range of information and solve complex problems involving creative application of building surveying knowledge together with further research and enquiry.	TEC7BPA BSP7BCI PRJ7PRA/ PRJPRS
B7.2	Evaluate the rigour and validity of published research and its relevance to building surveying issues.	CON7CMC TEC7BPA

Learning Outcome	Relevant modules
	TEC7MAB PRJ7PRA/ PRJPRS

C – Subject practical skills

Learning Outcome		Relevant modules
C7.1	Acquire, analyse, and evaluate data, judge its relevance and validity to a range of building surveying contexts and communicate and advising effectively using a range of media (for example, verbally, in writing, and through digital media).	BSP7CAC CON7CMC LAW7LFS PLN7PLD BSP7BCI PRJ7PRA/ PRJ7PRS
C7.2	Demonstrate an international perspective regarding the impact and responsibility of building surveying and building surveyors on business, societies and the environment.	CON7CMC CON7SDC TEC7MAB
C7.3	Consistently apply subject specific knowledge and integrate theory and practice making informed decisions to deal with complex building surveying situations.	All modules

D – Key / Transferable skills

Learning Outcome		Relevant modules
D7.1	Demonstrate professional communication appropriate for relevant stakeholders.	All modules
D7.2	Evaluate and apply subject-specific knowledge and integrate theory and practice to make informed decisions to deal with complex problems and take actions that reflect care, concern and responsibility for themselves, for others and for the environment, now and in the future.	All modules
D7.3	Demonstrate proactivity and originality in problem-solving, and the ability to act autonomously in planning and implementing tasks at a professional level.	All modules
D7.4	Demonstrate independent, self-directed learning, as required for continuing professional development.	All modules
D7.5	Critically evaluate data and develop solutions that reflect a holistic approach to sustainability and the opportunities and constraints this presents.	BSP7CAC CON7CMC CON7SDC PLN7PLD PTY7PRM

	TEC7BPA TEC7MAB

Programme Structure

Module List

Code	Module	Level	Credits	Core/ Elective
CON7SDC	Sustainable and Innovative Construction	7	20	Core
LAW7LFS	Law for Surveyors	7	20	Core
BSP7CAC	Costing and Contracts	7	20	Core
PLN7PLD	Planning and Development	7	20	Core
TEC7MAB	Analysis and Adaptation of Buildings	7	20	Core
TEC7BPA	Building Pathology and Maintenance	7	20	Core
PTY7PRM	Property Management	7	20	Elective
CON7CMC	Management of Construction	7	20	Elective
BSP7BCI	Building Control and Inspection	7	20	Elective
PRJ7PRA/ PRJ7PRS	Postgraduate Project	7	40	Core

Notes

Credits are part of the Credit Accumulation and Transfer System (CATS). Two UK credits are equivalent to one European Credit Transfer System (ECTS) credit.

Delivery Structure

Autumn (UK) Entry

Year 1, Semester 1

Module Code	Module Name	Credits
CON7SDC	Sustainable and Innovative Construction	20
BSP7CAC	Costing and Contracts	20

Year 1, Semester 2

Module Code	Module Name	Credits
LAW7LFS	Law for Surveyors	20
PLN7PLD	Planning and Development	20

Year 2, Semester 1

Module Code	Module Name	Credits
TEC7BPA	Building Pathology and Maintenance	20
CON7CMC PTY7PRM BSP7BCI	Management of Construction *or* Property Management *or* Building Control and Inspection	20
PRJ7PRA/PRJ7PRS	Postgraduate Project	40

Year 2, Semester 2

Module Code	Module Name	Credits
TEC7MAB	Analysis and Adaptation of Buildings	20
PRJ7PRA/PRJ7PRS	Postgraduate Project	40

Spring (UK) Entry

Year 1, Semester 1

Module Code	Module Name	Credits
CON7SDC	Sustainable and Innovative Construction	20
PLN7PLD	Planning and Development	20

Year 1, Semester 2

Module Code	Module Name	Credits
LAW7LFS	Law for Surveyors	20
BSP7CAC	Costing and Contracts	20

Year 2, Semester 1

Module Code	Module Name	Credits
TEC7MAB	Analysis and Adaptation of Buildings	20
CON7CMC PTY7PRM BSP7BCI	Management of Construction *or* Property Management *or* Building Control and Inspection	20
PRJ7PRA/PRJ7PRS	Postgraduate Project	40

Year 2, Semester 2

Module Code	Module Name	Credits
TEC7BPA	Building Pathology and Maintenance	20
PRJ7PRA/PRJ7PRS	Postgraduate Project	40

Module Summaries

Core Modules

CON7SDC Sustainable and Innovative Construction

This module develops the principles of construction technology, including modern, innovative and traditional construction. Within the framework of a sustainable built environment, assessment methods and relevant codes and regulations are explored in providing for a sustainable agenda.

LAW7LFS Law for Surveyors

This module introduces an overview of English law, the legal system and the law-making process. Students are introduced to the law of contracts, from their formation, acceptance and validity, through to termination and remedies for breach and the enforceability of exclusion clauses. Students are then introduced to the law of tort which deals with 'civil wrong' (tort being the French for 'wrong') that causes harm or loss to one or more parties. In tort we will explore the concept of duty and standard of care, vicarious liability, and remedies and specific classes of tort. An introduction to conflict avoidance, dispute resolution and, particularly, Alternative Dispute Resolution is provided, which includes considering when and how ADR is commonly used in a built environment context.

BSP7CAC Costing and Contracts

This module provides students with a comprehensive understanding of the role of a building surveyor in relation to project cost control and contract administration. This will be considered from the point of the Client. The module covers inception of a construction project, through both pre- and post-contract phases. The importance of considering life-cycle costs and the impact of design and specification are considered.

PLN7PLD Planning and Development

This module provides an introduction to planning law and the planning process relevant to property development. The property development process, site selection and financial appraisal of development sites and their funding are considered. The module blends the basic knowledge of planning law with the real estate implementation of a development project.

TEC7MAB Analysis and Adaptation of Buildings

This module investigates the wider context and technical issues regarding both the analysis and adaptation of existing buildings. The module covers the history of architecture enabling the student to identify different ages and key feature that make up existing buildings. This allows the student to make informed decisions about the alteration and adaptation of building with in-module developed skills of drawing and design theory.

TEC7BPA Building Pathology and Maintenance

The module investigates building pathology and maintenance in the context of professional practice. It develops students' ability to recognise, analyse and remedy building defects in a range of scenarios, and provides an understanding of inspection, testing and monitoring techniques to ensure that the most appropriate diagnosis and reporting of building defects and planning is appropriate maintenance planning.

PRJ7PRA/PRJ7PRS Postgraduate Project

This module requires students to develop their research skills within the context of the built environment and is a key part of their wider professional development. It provides them with

an opportunity to conduct a self-directed research project that reflects the culmination of their studies in the relevant programme. The topics selected are expected to reflect the current and critical issues that concern the built environment. For many students the development of case study research, often emanating within their own workplace or arising from their professional activity, will be an appropriate approach to demonstrate research and expertise in a specific area.

Elective Modules

PTY7PRM Property Management

The module develops the principles of law and practice appropriate to the effective and efficient management of commercial property both in the UK and globally. The focus is principally on the landlord and tenant relationship within legal and regulatory frameworks, but also encompasses property held for owner occupation. In business planning terms, this module also examines key issues, such as the strategic use of property, property performance evaluation, positive tenant management and life cycle planning, and evaluates how these issues inform the development of strategic advice. Accounting principles are addressed in the context of service charge management.

CON7CMC Management of Construction

This module develops both the personnel and organisational issues of construction management, with a focus on the managers of construction projects. Comprehensive understanding and practice of skills in managing, planning and controlling the safe production of a construction project are investigated.

BSP7BCI Building Control and Inspection

The module investigates the principles and practice of building control and inspection. It develops students' ability to analyse the purpose of building control and relevance of building regulations and apply these in a range of scenarios. It provides an understanding of the Building Act and Approved Documents, international building standards, inspections, non-compliance, fire safety and safety in buildings used for events.

Learning, Teaching and Assessment

Learning & Teaching

Knowledge and understanding

The teaching, learning and assessment strategy for the programme is guided by the UCEM-wide Learning, Teaching and Assessment Strategy (LTAS 2020-2025). This ensures all programmes promote a logical learning journey for students. The approach adopted is student centred learning design that supports the educational needs of our diverse student community. Learning has been designed with flexibility in mind to support students to adopt their own learning experience best suited to their needs.

Students are taught through online learning resources available to them, including customised text material, study papers, learning activities and interactive media. These are complemented by a variety of Tutor-facilitated sessions and interactions, using a range of media for enhancement of the learning experience.

Module delivery follows a standard format, incorporating a range of subject appropriate resources suitable for the online learner. This may include, but is not limited to, audio-visual presentations, interactive case studies and online journals.

Students are encouraged to research beyond the material provided and undertake self-directed learning throughout their programme. In the Postgraduate Project module, self-directed learning and problem solving further enhances knowledge and understanding, focusing on students' own chosen research topic.

Intellectual skills

Learning and teaching methods are applied to enable the development of cognitive skills. These skills are aligned to those used by Building Surveyors, but also meet the needs of working in other industries. These skills are developed through interaction with multi-media learning resources, self-directed learning and via participation in student-centred learning activities. The approach to assessment is tutor-guided and, formative feedback on these skills is given appropriate emphasis.

Students are encouraged to develop and apply their knowledge and understanding through a range of online activities and exercises. These require students to apply research and analysis to industry issues.

Subject practical skills

The subject themes of the programme introduce the theoretical foundations and develop them in an increasingly applied and specialised context as the programme progresses with building surveying specific modules occurring later in the programme.

All the core compliances are taught within the course. Examples of the subjects specific to building surveying include construction in the Sustainable and Innovative Construction, Planning and Development, Analysis and Adaptation of Buildings and Building Pathology and Maintenance modules.

The Law for Surveyors module provides a broad legal background to built environment law which is built on further in Costing and Contracts. Other aspects of law such as health and safety, Law of Tort, planning policy and management related law, the Law of Dilapidations and environmental law are studied in other modules during the programme.

The refurbishment, alteration, maintenance and restoration of properties are developed in modules primarily in Analysis and Adaptation of Buildings and Building Pathology and Maintenance. These modules expand on the general construction technology taught in Sustainable and Innovative Construction.

Key/Transferable skills

The Induction Module sets out the importance of transferable skills. These skills are developed through the programme, utilising study and assessment. This can be via virtual learning environment (VLE) discussion, tuition discussion, problem-solving exercises – which are conducted individually or in groups – and coursework, which provides the ideal combination to internalise these aspects though different learning methods. The Study Skills area of the VLE is a further resource for support in developing these skills.

The learning activities in this programme require students to undertake research, evaluate their findings and develop solutions. The teaching of module topics requires students' engagement with a range of online activities that develop research and evaluation skills and cultivate a systematic approach to problem solving. Engagement with the UCEM learning community develops communication and collaboration skills. Additional support for transferrable skills is delivered via the joint programme webinars delivered to the student throughout the year. Students also have the opportunity to develop transferrable skills through formative and summative opportunities within the modules.

Assessment

The assessment strategy for the programme is guided by the UCEM-wide Learning, Teaching and Assessment Strategy (LTAS 2020-2025). The aim of UCEM's assessments is to allow students an opportunity to demonstrate what they have learned using a range of formats and which encourage critical self-reflection linked to personal development. To support this, assessments are clearly related to module learning outcomes and the activities within the module support students in achieving these.

UCEM's practice is to require assessments to be vocationally and professionally relevant. Assessments are built that have direct application to industry standards, and that enable students to learn through real world scenarios and working practice. This involves the generation of tasks based on problems, scenarios or case studies from recent real-world situations that reflect and/or replicate the vocational requirements of the industry and the international nature of the subject matter. All elements of assessments are discipline-specific for each programme as well as supporting the acquisition and promotion of transferable skills, including research skills development.

Formative assessment and feedback opportunities are provided throughout the programme in a variety of formats to motivate, guide and develop students through their learning. Students are required to complete various pieces of coursework in the modules which are assessed within set time frames. Detailed feedback is provided on tutor-assessed work, which explains how the mark was derived, what was done well and what could be improved for future assessments. Objective testing is also utilised in formative (including self-assessment) and summative assessment. Individual projects in the final stage are assessed in accordance with their own guidelines and marking schemes.

All assessment contributing to award is subject to moderation policies. Moderation at UCEM is designed to reflect the quality of the student submission and the benchmark standards for the various levels of undergraduate study. Moderation of marking accords with QAA recommended best practice to ensure that marking criteria have been fairly, accurately, and consistently applied during first marking.

Assessment Diet

The types of assessments used on this programme will include coursework (such as essays, reports, portfolios, reflections, problem or short questions or video presentations), computer-based assessments, and computer marked assessments (CMAs). The exact combinations of assessment will vary from module to module.

In general, there will be 2 assessments per module. The first assessment is usually either coursework or a CMA. The second assessment is usually coursework. Some modules may have up to a maximum of 4 assessments (except for PRJ7PRA/S Postgraduate Project which has 2 assessments: a research proposal and the final project submission).

Study Support

Induction module

All students are expected to complete the non-credit bearing Induction Module before the programme commences.

The purpose of the Induction Module is to begin to prepare the student for studying with UCEM. There are a variety of resources which will help the student to get started. These include tutorials regarding how to use the VLE, the UCEM e-Library and information

regarding how to join a webinar. All of this information is key to having a successful start to supported online learning with UCEM.

Resources are available to support students with referencing and how to develop good academic practice to avoid academic misconduct. A range of study skills support materials are available to apprentices.

Student learning support

The programme is taught via UCEM's VLE and academic facilitation and support is provided online giving student's access to UCEM Tutors and other students worldwide.

The Education team will guide and support students' learning. Furthermore, all students who do not engage with initial assessment or the VLE will receive additional support from the Programme Team. Other UCEM administrative teams provide support for assessments and technical issues including ICT. UCEM's 'Student Central' portal provides the main point of contact for students for these teams throughout the duration of their programme.

Each student, wherever their location, will have access to a wealth of library and online materials to support their studies. International students are able to use their local context when writing their assessments.

The Academic Support & Enhancement (ASET) team works with departments to promote student retention, achievement and success. This work is achieved through a multi-faceted approach, which consists of:

- delivering support tutorials to students identified as academically at risk to develop the academic skills needed for success;
- developing 'self-serve' support resources to enable students to develop their academic skills;
- delivering teaching webinars and drop-in sessions on academic skills;
- working with the Education team and other support teams to identify ways in which student success can be further facilitated.

Relevant research is also carried out to inform proactive interventions, and to develop policy and practice.

Disability, neurodiversity, and wellbeing related support is provided via a dedicated Disability and Welfare team at UCEM.

English language support

For those students whose first language is not English, or those students who wish to develop their English language skills, additional support is provided through online resources on the VLE in the resource 'Developing Academic Writing'. The resource includes topics such as sentence structure, writing essays and guidance for writing at Master's level aimed at developing students study skills.

Personal and professional development

Students are undertaking vocational programmes that are intrinsically linked to the accrediting professional bodies. Students are encouraged and supported to understand the need for the recognition of these bodies and guided as to how to meet the professional membership requirements.

More generally, UCEM has a dedicated careers advisor to ensure students have appropriate access to careers education, information, advice and guidance.

Programme specific support

Each programme has a Programme Leader, as well as Module Leaders, Module Tutors and Academic Support Tutors to support the students throughout their time with the programme.

UCEM staff are accessible during normal UK working hours, during which they also monitor the 24/7 forums asynchronously and provide encouragement, assistance and necessary tutor and student feedback services.

Access to the UCEM e-Library is on a 24/7 basis and UCEM has a full-time e-Librarian during normal UK working hours.