

COURSE SPECIFICATION

Awarding body:	Norwich University of the Arts The University is a recognised body with taught degree awarding powers. The University is subject to regulation by the Office for Students (OfS).
Course title:	MA Service Design
Level of Study:	The level of study is aligned to Level 7 Descriptors of the Office for Students (OfS) Sector Recognised Standards (SRS) (May 2022)
Award:	Master of Arts
Mode of Study:	Full-time
Duration of Course:	1 year full-time
Language of Study:	English
Course Accreditation:	None
Relevant QAA Subject Benchmarks:	Master's Degree Characteristics Statement (2020) For further information see: Characteristics Statement: Master's Degree (qaa.ac.uk)
Tuition Fees:	For details of tuition fees see: Fees and Funding
Other Course Costs:	The cost of materials for producing course work is not included in the tuition fee. Due to the choice and diversity it is not possible to generalise about the costs that you might incur. The course may also offer an opportunity to attend one or more study visits. These visits are not compulsory and costs vary depending on the location and duration of the study visit. For details see: https://norwichuni.ac.uk/courses/course-costs/

ADMISSION REQUIREMENTS

Entry Requirements / Interview / Portfolio:

Information on how to apply and how we make our decisions on your application is available on our website at: [How to apply for postgraduate study | Norwich University of the Arts](#)

AIMS AND OUTCOMES OF POSTGRADUATE STUDY

The Aims of Taught Postgraduate Study are to:

- Provide an inclusive and stimulating learning environment for postgraduate study in the specialist subjects of art, design and media;
- Maintain and nurture a commitment to intellectual, personal and professional achievement as a basis for a lifetime of learning and career development;
- Provide students with postgraduate level opportunities for innovative, challenging and intellectually rigorous creative practice;
- Enable students to focus on a particular subject area or field of study in greater depth than they encountered during the course of previous study or experience;
- Prepare students for employment, professional practice and/or further and higher level study, including postgraduate research;
- Enable postgraduate students to make a valuable contribution to the social, economic, professional and cultural life of the city, the region and beyond;
- Provide an academic infrastructure that supports postgraduate students in the development of appropriate entrepreneurial, business and professional skills;
- Enable students to develop knowledge of a new discipline or field of study in combination with a relevant subject area in which they have prior knowledge or experience;
- Provide opportunities to develop and apply advanced technical skills suited to a chosen specialism;
- Enable students to research, plan, organise and produce a substantive body of creative work to a standard that reflects professional expectations of the subject area;
- Provide opportunities for students to develop the skills to communicate practice-related issues effectively to specialist and non-specialist audiences using appropriate media.

GENERIC SKILLS

Holders of MA Awards will:

- Have developed the knowledge and skills to embark on a professional career as an independent practitioner in a related subject discipline;
- Have developed the skills and knowledge to be able to progress to the next level of study including, where appropriate, a postgraduate research degree programme;
- Be able to locate their work within relevant professional, cultural, historical and educational frameworks;
- Demonstrate a highly self-motivated, professional approach and work towards achieving their full potential as a career creative practitioner;
- Work professionally in an area appropriate to the chosen sphere of practice;
- Have developed the capacity to critically and rigorously examine contemporary culture, ethics and creative production;
- Be able to analyse information and experience to formulate and present reasoned, accessible arguments to a range of audiences;
- Have a clear understanding of the extent of their knowledge, and how this informs analysis and interpretation based on their expertise in their chosen area of practice;
- Be able to present, locate and interpret their subject practice using visual range of communication skills;
- Possess the qualities and transferable skills necessary for employment, self-employment and portfolio assuming full responsibility for decision-making;
- Be able to work flexibly to anticipate and respond creatively to change and uncertainty;
- Be able to work independently and collaboratively while having due regard to the views and inputs of others;
- Have developed the ability to make effective and innovative use of process and materials appropriate to the subject;
- Demonstrate some originality in the application of specialist knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the subject;
- Demonstrate the capacity for independent learning required for continuing professional development;
- Be able to work with due regards to Health and Safety procedures as appropriate to the chosen area of specialism.

COURSE DIAGRAM

MA Course Diagram Full-time Mode (one year)

Teaching Block 1 Weeks 1—15		Teaching Block 2 Weeks 16—30		Teaching Block 3 Weeks 31—45	
PGT60a: Core Practice and Context 60 credits 30 weeks (600 study hours)				PGT60b: Major Project 60 credits 15 weeks (600 study hours)	
PGT20a: Advanced Technical Skills 20 credits 15 weeks (200 study hours)	PG Certificate	PGT20b Professional Technical Skills 20 credits 15 weeks (200 study hours)	PG Diploma		Masters degree
PGT10a: Dialogue, Debate and Domain Knowledge 10 credits 15 weeks (100 study hours)		PGT10b: Advanced Critical Contexts 10 credits 15 weeks (100 study hours)			

MA Service Design: Course Overview

The MA in Service Design is focussed on the key tenets of people, products, partners and processes. It will support you in undertaking a socially driven approach to the design of products and services to enhance user interactions with the world. Working with stakeholders, you will explore a range of co-design and collaborative methods to solve complex problems. Underpinned by design thinking practices and frameworks, the curriculum will challenge you to design innovative and inclusive services, both systematically and creatively.

Through projects centred around user-research, you will be challenged to develop functional and tangible outcomes for a diverse range of service environments. You will develop research methodologies that consider journey mapping, accessibility and service blueprints. An original and inventive approach will be adopted in the engagement of audiences and stakeholders, with an emphasis on testing hypotheses towards resolved outcomes. Example projects might include collaborative group projects that define how to scope public service access for a city council, design-led proposals for innovative retail experiences, designing qualitative research approaches for stakeholder engagement, and deploying design methods to drive a change process.

Aspects of the taught delivery will be shared with other postgraduate courses that are aligned to the broader disciplines of human-centred design. This enables a collaborative environment where cross-fertilisation of ideas and practical problem solving supports peer knowledge sharing and interdisciplinary interactions for user-research and product testing. You will have access to a breadth of professional-level resources and workshops including contemporary technology and industry standard tools, Media Labs, 2D & 3D studios and workshops, computer labs, high specification PCs, digital darkrooms, analogue and digital resources, licensed specialist software, media resource centre and the make space, supporting you to create practical and creative solutions to project briefs.

The course will support you in your personal and professional development as a socially engaged service designer. You will undertake an ethical and inclusive approach to systematic and rigorous user-research applied within a range of contexts, both commercial and not-for-profit. You will be challenged to research the underpinning theories that inform your practice and draw from a range of ideas and concepts to critically explore wicked problems, accessibility, equality, diversity and sustainability.

By the end of the course, you will have developed a professional body of work aligned to your interests and a systematic understanding of the world in relation to Service Design. You will be adept at visually communicating the results of your research using the full principal concepts and constructs of the subject, confidently applying current thinking and conceptual insight to enhance processes and prepare you for industry.

The course is aimed at any student with a general background in any of the following areas: creative visual communication, graphics, computer science, graphic media design, service design, web/app design, interaction/user experience design. This might be prior education or professional work in industries related to, graphic design, illustration, web design, service design, user experience, or more general creative visual arts. As a student on this course you will work on some specialist units allowing you to focus specifically on Service Design, and the technical skills required for this discipline, and you will also share some units with students from other closely related MA courses, particularly in theoretical and contextual studies. There will be opportunities to collaborate with other students in both the Core Practice and Context Unit, and also the Final Major Project unit. Collaborative opportunities might be with other students from the same course, or other students from different courses, particularly Interaction Design and User Experience Design. The

creative learning that can take place, particularly with students from other disciplines, will allow you to develop skills much sought after in industry.

The university has a long tradition in teaching visual communication subjects including graphic design, publishing design, advertising, illustration, animation, motion graphics and user experience design. These subjects are highly vocational and alongside your core curriculum and working directly with your course staff, you will also benefit from input from our specialist Business & Employability team, to ensure you are considering professional contexts, transferable skills and portfolio development. There is a wealth of knowledge talent and experience at the university, along with invaluable professional networks that ensured our graduates gain professional and managerial positions in careers directly related to the courses they studied. Our graduates work across the UK and also abroad in fields such as digital design, web/app design, service design, user experience and interaction design, graphic design, animation, advertising, illustration, packaging design, copywriting, art-direction, client services, strategy and planning.

Unit Outline

PGT60a: Core Practice and Context

FHEQ Level 7

Full Time

60 credits / 30 weeks

600 study hours

Description

This unit launches the Masters' study experience for all new students. You will be introduced to colleagues and staff within your discipline and the teaching will be centred around subject specific practices and contexts. There will also be opportunities to meet with Masters' students in other disciplines, giving you a chance to meet the wider postgraduate taught community and form bonds that could be mutually supportive and lead to potential collaborations as your studies progress.

Over the course of this unit, you will be supported to experiment and take creative risks; finding new ways of working and starting to develop your practice through iteration and exploration of the theories and contexts associated with your work. You will explore social and environmental sustainability and gain familiarity with the United Nations' 17 goals for sustainable development. We will discuss the industries, audiences and stakeholders that your discipline engages with and consider how your own practice is informed by and responds to those groups.

We will examine a variety of research-led approaches to practice and discuss how historical, political, social, cultural and technical research influences creative practice. You will gain an awareness of a range of approaches to research, and a clear understanding of how to select and apply appropriate methods for your discipline and interests. Effective research strategies are essential to the progression of all work within the broad parameters of creative practice.

As the unit progresses you will move from an experimental phase towards a more focused investigation of concepts, techniques and theoretical perspectives. Rigorous analysis of technical, creative and critical approaches will be required as you progress your individual projects. Throughout this period, you will be encouraged to reflect on the development of your practice and individual creative approach.

You will develop and submit a body of creative work together with a Reflective Research Report that documents and reflects upon your practice, research and learning in this unit. This will be supported by related documentation which demonstrates an understanding of selection and application of appropriate techniques, materials, research methods and contexts used to develop your concepts and practice throughout the unit.

Topics covered in this unit

Practice	Contexts and Concepts	Technical and Professional Skills
Techniques, materials and processes	Contemporary and historical contexts for your discipline	Research Methods
Experimentation and iteration	Cultural and social theories and contexts	Evidence, analysis and evaluation
Presenting work	Industry, innovation and futures	Communicating with a variety of stakeholders
Sustainable, ethical and safe working practices		Designing a research project

In this unit we aim to support you in:

- Familiarising yourself with the University and the expectations of taught postgraduate study
- Advancing creative skills, subject knowledge and understanding of the theories and histories of your subject
- Engaging with global contexts and challenges
- Developing and delivering a research project

Learning Outcomes

Upon successful completion of this unit, you will be able to:

Knowledge and Skills	Demonstrate that you have advanced your SPECIALIST KNOWLEDGE and SKILLS in areas relevant to your practice
Research	Understand and EVALUATE the current PROBLEMS, INSIGHTS and RESEARCH TECHNIQUES used in your field of study
Experimentation and Iteration	Use a SYSTEMATIC and CREATIVE approach to dealing with COMPLEX ISSUES in your practice
Organisation and Planning	PLAN a project, using INITIATIVE to organise resources and manage time effectively
Communication	COMMUNICATE effectively with relevant stakeholders and audiences
Social and Environmental Sustainability	Show CRITICAL AWARENESS of the challenges to your practice for SOCIAL and ENVIRONMENTAL SUSTAINABILITY

Assessment Requirements

You are required to submit all the following for assessment:

- **Body of creative work**
- **Reflective Research Report**
- **Supporting documentation**

Further details on the specific requirements of each submission element can be found in the Unit Handbook for your course.

Unit Outline

PGT20a: Advanced Technical Skills

FHEQ Level 7

Full Time

20 credits / 15 weeks

200 study hours

Description

This unit introduces you to the advanced technical skills required to support idea generation, problem solving and the practical development within your discipline. The skill sets will support experimentation and exploration, across a range of media, platforms and technologies.

Through project work, you will utilise your technical expertise to interrogate the medium and apply the knowledge to hands-on solutions. You will work closely with staff to identify specific areas of interest and develop a repertoire of skills to realise practical solutions and communicate innovative creative outcomes. Digital and Analogue techniques, hardware, software and consideration of processes will all play a part in the execution and realisation of ideas. Rigorous analysis of technical, creative and critical approaches will be required as you develop your individual projects. Throughout this period, you will be encouraged to reflect on your technical progression and individual creative approach.

Over the course of this unit, you will be supported to experiment and take creative risks; finding new ways of resolving complex problems, and developing your practice through iteration and exploration of the technical aspects underpinning your discipline. You will explore contemporary processes and techniques in relation to industry, audiences and stakeholders, and consider how your developing practice is informed by and responds to those needs.

The Unit briefs may take the form of set tasks focused around individual projects or group work. The aims of the unit are to identify the importance of practical knowledge and technical expertise in supporting the aligned theoretical and conceptual aspects of ideation, problem solving and project resolution. Work will be presented and discussed on a regular basis to peers and staff, in order to support critical reflection and iterative analysis.

You will develop a Technical Skills Portfolio and Reflective Evaluation that documents and reflects upon the experiments undertaken throughout this unit. This will include documentation that demonstrates engagement with selection and application of appropriate techniques, materials, and technologies used to develop your concepts and practice throughout the unit.

Topics covered in this unit

Practice	Contexts and Concepts	Technical and Professional Skills
Technical confidence and competence	Technical reflection and analysis	Technical Experimentation
Practice-based research	Iterative working methods	Independent and Collaborative Working
Technological Innovation	Technological Principles	Understanding and Evaluating Risk

In this unit we aim to support you in:

- Acquiring advanced technical skills
- Using experimentation and analysis to resolve complex technical solutions
- Using a practice-based approach to generating, testing and reflecting on creative solutions

Learning Outcomes

Upon successful completion of this unit, you will be able to:

Knowledge and Skills	Demonstrate ADVANCED SKILLS in areas relevant to your practice
Experimentation and Iteration	Creatively tackle COMPLEX technical issues using SOUND JUDGEMENTS in generating and testing ideas
Reflection and Resolution	REFLECT and ANALYSE upon application of TECHNOLOGICAL PRINCIPLES aligned to your practice
Professional Practice	COMMUNICATE and DOCUMENT your working methodologies

Assessment Requirements

You are required to submit all the following for assessment:

- **Technical Skills Portfolio**
- **Reflective Evaluation**

Further details on the specific requirements of each submission element can be found in the Unit Handbook for your course.

Unit Outline

PGT10a: Dialogue, Debate and Domain Knowledge

FHEQ Level 7

Full Time

10 credits / 15 weeks

100 study hours

Description

This unit will explore the dialogue, debate and domain knowledge underpinning your disciplinary practice. The content will support you to engage in theoretical discussion and interaction with staff and students from other postgraduate communities, providing the opportunity to engage in mutually supportive learning in an interdisciplinary context.

You will be supported in developing your analytical and intellectual approach to your discipline, through exploration of the theories and contexts informing contemporary working practices. You will explore the social and environmental impact of creative practice and consider how these interact with sustainability, equality, diversity and inclusion. Discussion will be centred around the industries, audiences and stakeholders that your discipline engages with, and consider how your own practice is informed by and responds to those groups.

You will gain an awareness of a range of approaches to research, and a clear understanding of how to select and apply appropriate methods and methodologies to enhance your enquiry and analysis. Effective research strategies are essential to the progression of all work within the broad parameters of creative practice.

The content of the unit will be delivered through lectures, seminars, workshops and tutorials, in a defined programme of study. Learning may be onsite, online or a combination of the two. Resources will be available to allow you to study flexibly and return to complex topics as required. You will debate and question received views in the area of study and propose new insights, original ideas and/or experimental practice that addresses current issues and challenges.

You will develop a Critically Reflective Essay that documents and reflects upon the experiments undertaken throughout this unit. This will include documentation that demonstrates engagement with selection and application of appropriate techniques, materials, and technologies used to develop your concepts and practice throughout the unit.

Topics covered in this unit

Practice	Contexts and Concepts	Technical and Professional Skills
Research-informed Debate	Contemporary and historical contexts for your discipline	Research Methods
Analysis and Critique	Cultural and social theories and contexts	Evidence, analysis and evaluation
Communicating Complexity	Industry, innovation and futures	Communicating with a variety of stakeholders

In this unit we aim to support you in:

- Using a research-based approach to developing, evaluating and critiquing creative arguments
- Synthesising conceptual and theoretical thinking to enhance domain knowledge and understanding
- Acquiring confidence and skills in dialogue, debate and critical thinking

Learning Outcomes

Upon successful completion of this unit, you will be able to:

Knowledge and Skills	Demonstrate a COMPREHENSIVE understanding of DEBATES applicable to your own domain
Research	To develop, EVALUATE and CRITIQUE methodologies
Communication	COMMUNICATE conclusions clearly to specialist and non-specialist audiences
Social and Environmental Sustainability	Critically evaluate SOCIAL, ETHICAL and SUSTAINABLE implications aligned to your practice

Assessment Requirements

You are required to submit the following for assessment:

- **Critically Reflective Essay (2,000 words)**

Further details on the specific requirements of each submission element can be found in the Unit Handbook for your course.

Unit Outline

PGT20b: Professional Technical Skills

FHEQ Level 7

Full Time

20 credits / 15 weeks

200 study hours

Description

This unit expands the areas explored in the *Advanced Technical Skills* unit enhancing critical awareness and engagement with the specific professional skills underpinning disciplinary practice. The content will further support you to engage in technical experimentation and innovation to expand your practical skill sets. There will be emphasis on the refinement and resolution of the technical aspects of your work in alignment with your identified practical aspirations.

The unit will support you to engage in interaction with staff and students providing the opportunity to engage in mutually supportive learning in a collaborative context. You will investigate the technical parameters of professional working methods within and around relevant technologies, and be encouraged to reflect on technical proficiency supporting and informing individual creative approaches, and group or collaborative enterprise.

Over the course of the unit, you will be encouraged and supported to take creative risks, and enhance practical working knowledge through iterative and experimental technical engagement. You will gain awareness of a range of approaches to problem solving utilising professional technical strategies to support personal progression and expertise within the parameters of the discipline.

You will develop a Technical Skills Portfolio and Reflective Evaluation that documents and reflects upon the experiments undertaken throughout this unit. This will include documentation that demonstrates engagement with selection and application of appropriate techniques, materials, and technologies used to develop your concepts and practice throughout the unit.

Topics covered in this unit

Practice	Contexts and Concepts	Technical and Professional Skills
Technical confidence and competence	Technical reflection, analysis and synthesis	Technical Experimentation
Practice-based research	Iterative working methods and concept resolution	Independent & Collaborative Working
Technological Innovation and Application	Technological Principles and Knowledge	Professional Working Practices

In this unit we aim to support you in:

- Acquiring and utilising professional advanced technical skills
- Synthesising experimentation and analysis to resolve complex technical solutions
- Using a practice-based approach to generating, refining and resolving creative outcomes

Learning Outcomes

Upon successful completion of this unit, you will be able to:

Knowledge and Skills	Demonstrate PROFESSIONAL SKILLS in areas relevant to your practice
Experimentation and Iteration	Creatively resolve COMPLEX technical issues using SOUND JUDGEMENTS in refining and resolving ideas
Reflection and Resolution	REFLECT and ANALYSE upon application of professional TECHNOLOGICAL KNOWLEDGE aligned to your practice
Professional Practice	COMMUNICATE and DOCUMENT your professional working methodologies

Assessment Requirements

You are required to submit all the following for assessment:

- **Technical Skills Portfolio**
- **Reflective Evaluation**

Further details on the specific requirements of each submission element can be found in the Unit Handbook for your course.

Unit Outline

PGT10b: Advanced Critical Contexts

FHEQ Level 7

Full Time

10 credits / 15 weeks

100 study hours

Description

This unit expands on *Dialogue, Debate and Domain Knowledge*, supporting you in developing critical frameworks to underpin your disciplinary practice. The content will support you to continue engaging in theoretical discussion and interaction with staff and students from other postgraduate communities, providing the opportunity to engage in mutually supportive learning in an interdisciplinary context at an advanced level.

You will be supported in enhancing your analytical and intellectual approach to your discipline, considering your critical position in relation to your practice. A continued investigation into the social and environmental impact of creative practice will enable you to further your knowledge of contemporary discourse in sustainability, equality, diversity and inclusion. You will be encouraged to consider where your research intersects with existing scholarship and expand the debates from an interdisciplinary perspective.

You will gain an awareness of a range of approaches to research, and a clear understanding of how to critically evaluate methodologies and propose new hypotheses. Interactive dialogue will support you to establish practical approaches to interpret domain knowledge, advance enquiry techniques and consolidate theoretical propositions.

The content of the unit will be delivered through lectures, seminars, workshops and tutorials, in a defined programme of study. Learning may be onsite, online or a combination of the two. Resources will be available to allow you to study flexibly and return to complex topics as required. You will debate and question received views in the area of study and propose new insights, original ideas and/or experimental practice that addresses current issues and challenges.

You will develop a Critically Reflective Essay that documents and reflects upon the working methodologies undertaken throughout this unit. This will include documentation that demonstrates engagement with selection and application of appropriate techniques, materials, and technologies used to develop your concepts and academic progression throughout the unit.

Topics covered in this unit

Practice	Contexts and Concepts	Technical and Professional Skills
Consolidation of Research-informed Debate	Critically Evaluating Theoretical and Conceptual Approaches	Critique Research Methodologies
Application of Analysis and Critique	Interrogating Contemporary Domain Knowledge	Professional Discourse across a range of contexts
Communicating Complexity with Clarity	Influencing Debate Regarding Social, Ethical and Sustainability Considerations	Critically Evaluating Complex Arguments

In this unit we aim to support you in:

- Using a research-based approach to critically evaluate and construct creative arguments and hypotheses
- Synthesising conceptual and theoretical thinking to enhance domain knowledge and inform your critical position
- Enhancing and communicating skills in dialogue, debate and critical thinking

Learning Outcomes

Upon successful completion of this unit, you will be able to:

Research	Develop, EVALUATE and CRITIQUE a range of methodologies and HYPOTHESES
Organisation and Planning	Demonstrate SELF-DIRECTION in your DECISION MAKING, PLANNING and ORGANISATION
Communication	Succinctly COMMUNICATE complex arguments to specialist and non-specialist audiences
Social and Environmental Sustainability	Critically evaluate SOCIAL, ETHICAL and SUSTAINABLE debates aligned to your practice in response to personal hypotheses

Assessment Requirements

You are required to submit all the following for assessment:

- **Critically Reflective Essay (2,000 words)**

Further details on the specific requirements of each submission element can be found in the Unit Handbook for your course.

Unit Outline

PGT60b: Major Project

FHEQ Level 7

Full Time

60 credits / 15 weeks

600 study hours

Description

This unit forms the culmination of your Masters' study in which you will design, develop and execute an individual or collaborative major project. You will have discipline specialists supervising your project and join in sessions with other students to enhance your understanding of global contexts and challenges, creative and technological futures for practice and industry; research and communication skills and career planning.

Over the course of this unit, you will identify a research question and design a viable project to test your hypotheses and work towards innovative and original solutions. You will deepen your knowledge and understanding of the historical, theoretical, cultural, technical and economic contexts that surround your chosen topic. You will examine the challenges of your project in relation to social and environmental sustainability. You will identify the industries, audiences and stakeholders that your project seeks to impact and is informed by.

We will discuss navigating a major project through appropriate planning and organisation of activities, time and resources. You will be supported to develop your concepts and experimentation in challenging ways and embrace the unfamiliar and uncertain in your decision-making. We will expect you to situate your work in regional, national and global contexts.

You may elect to collaborate on your major project with one or more final year Masters' students. In agreement with your supervisor(s) you will identify and define your roles and how each of you will be assessed.

In consultation with your supervisor, you will define the outcomes of your project and choose an appropriate format by which to submit your final work. This could be through portfolio, moving image, audio, performance, artefact, or a combination of those formats. All submissions are required to include a project reflection and evaluation, a career development plan and an appropriate bibliography, together with relevant supporting documentation.

Topics covered in this unit

Practice	Contexts and Concepts	Technical and Professional Skills
Uncertainty and unpredictability	Global contexts	Advancing technical knowledge and skills in your field
Sustainable and ethical practice	Creative and technological futures	Identifying and communicating with key stakeholders and audiences
Curating and presenting work	Contemporary and historical practice and theory	Developing and executing a major project
Professional practice and career planning		

In this unit we aim to support you in:

- Identifying a research question and designing a major project
- Gaining advanced knowledge and understanding of the current and future practices and technologies relevant to your project
- Understanding global contexts and challenges and situating your project appropriately
- Planning, organising and delivering a major project

Learning Outcomes

Upon successful completion of this unit, you will be able to:

Knowledge and Skills	Show SPECIALIST KNOWLEDGE and SYSTEMATIC UNDERSTANDING of the techniques, processes, materials and contexts of your field of study
Experimentation and Iteration	Demonstrate an ITERATIVE approach to experimentation and problem solving
Reflection and Resolution	Make COMPLEX DECISIONS and show ORIGINALITY in finding resolutions
Organisation and Planning	Demonstrate AUTONOMY and ability to deal with UNPREDICATABLE SITUATIONS in your project-planning and implementation
Communication	COMMUNICATE your findings with relevant stakeholders and audiences using appropriate media and formats
Professional Practice	LEARN INDEPENDENTLY and show commitment to CONTINUING PROFESSIONAL DEVELOPMENT

Assessment Requirements

You are required to submit all the following for assessment:

- **Major Project Outcome(s) as agreed with your supervisor**
- **Reflective Project Evaluation**
- **Supporting documentation, including bibliography**

Further details on the specific requirements of each submission element can be found in the Unit Handbook for your course.

LEARNING AND TEACHING

Learning and Teaching

Learning and teaching at Norwich is underpinned by the University's [Creative Learning Strategy](#). We use a project-centred approach in which practice and theory are integrated within increasingly open-ended briefs; allowing you to develop your individual interests and approach to independent learning within and beyond the discipline you are studying. We emphasise learning and discovery through practice, critical reflection and experimentation with ideas, processes and materials.

At Norwich, we value collaboration and working across disciplines and there are many opportunities to engage with colleagues, and with ideas and concepts from other areas. Collaborative engagement is embedded within the design of our courses and opportunities are also made available through activities such as external speakers, cross-university projects and times when you are able to join projects and workshops from beyond your course area.

Course Delivery

Except where explicitly indicated in a Course Specification, no optional units will be available within each year of delivery.

Undergraduate courses are campus-based. Delivery includes some live-streamed and pre-recorded digital sessions which you can use on-demand. Our approach enables you to benefit from the studios, labs and workshops on campus while learning how the creative industries work and helping to prepare you for your future careers.

Short courses at undergraduate level are delivered online, and are mainly asynchronous, offering flexibility and enabling you to manage competing demands on your time.

At postgraduate level, courses are campus-based, except where specified as delivered predominantly or fully online. Delivery of campus-based courses includes some live-streamed and pre-recorded digital sessions which you can use on-demand. Delivery of predominantly or fully online courses can provide flexibility for you and help you to manage competing demands on your time. All courses include regular access to tutors through live sessions and/or forums and messaging facilities.

Teaching is delivered by staff who are often experienced practitioners as well as educators. Many engage with teaching alongside their practice, offering relevant expertise and currency across associated professions and industries. Teaching on courses is led by a Course Leader (or equivalent) supported by a core group of lecturers and expert technical staff, as well as a range of guest and visiting experts.

Assessment

At the start of each unit the tutors will explain what you will learn and how we will test your learning through assessment. This information will also be provided on the Virtual Learning Environment (VLE). As the unit progresses, you will be given formal and informal opportunities to receive feedback on your progress. These opportunities may include:

- Group reviews or critiques (crits)
- Self-evaluation and peer evaluation
- Group and individual tutorials

At the end of the unit you will submit work for assessment and receive written feedback and a grade to help you understand what you've done well and what areas to work on for the next assignment. Assessment

may include portfolios, essays, reports, and evaluations. Sometimes you may be assessed on group or individual presentations, and/or performances, depending on your course.

You will be assessed against the approved unit learning outcomes and assessment requirements, as outlined in the Unit Handbooks for your course. Unit handbooks guide you through the specific areas of work in which you will be engaged in order to produce the work required for assessment and successfully achieve the unit learning outcomes.

Engagement

To fully benefit from the course, you are expected to attend all the taught sessions that are included on the timetable. Timetables are made available at the start of term. For undergraduate students, the balance between taught study and independent learning changes as you progress through the course. In the Integrated Foundation Year (Year 0) you may expect to spend around one third of your time in taught study. As you progress time undertaken in independent study will increase and by the final year of undergraduate study you can expect to spend around a quarter of your time in taught study. Postgraduate taught students studying mainly on campus can expect to attend taught sessions for approximately a fifth of their study time.

Independent learning

Each unit has an indicative number of 'study hours' which refers to both your timetabled teaching (such as lectures, seminars, tutorials, workshops etc), and your independent learning. By independent learning we mean activities that help you to learn outside of taught sessions, such as reading, research, practice and preparation of work for assessment. It also includes other activities such as collaborative work and skills development sessions that may run through the assessment period.

Support

You will have access to a wide range of staff, all of them committed to supporting learning. As well as your course tutors, these include staff in technical workshops, the Library, Business and Employability Service, and Student Support.

Work-related learning

All our courses include opportunities to develop your understanding, knowledge and experience of business, industry and professional practice. This includes guest lectures and/or workshops led by visiting professionals; live and simulated projects for external clients; mentoring by professional practitioners; and regular workshops provided by the Business and Employability team to help you get to grips with entrepreneurship, freelancing and enterprise. You will also be introduced to [Profile](#), our unique tool for recording skills and experience and tracking your progress so that when you are applying for jobs you will have a record of your development and understand your key strengths and areas for development.

Diploma Years, for students who select the Diploma in Creative Professional Development as part of their course, will include periods of work-based learning.

REQUIREMENTS FOR PROGRESSION ON THE COURSE

When you complete and hand in assessment requirements for a unit, we assess how well you have done against each of the **Learning Outcomes** for that unit. If you don't meet the standard needed for each Learning Outcome, you won't pass the unit.

Academic credit is gained when a unit is passed. If you fail a unit, you don't gain academic credit for that unit. Please see the University's [Student Regulations and Procedures](#) for further information.

REQUIREMENTS FOR THE AWARD OF A QUALIFICATION

To be awarded a Norwich University of the Arts Master's degree (an MA/MSc), you must have achieved at least 180 credits at Level 7 of the Sector Recognised Standards (which is the level of all units on a taught postgraduate course at Norwich University of the Arts).

If you do not complete your course for any reason, you may qualify for an exit award as follows:

- Norwich University of the Arts Postgraduate Certificate of Higher Education (a PGCert) (60 credits at Level 7 of the Sector Recognised Standards)
- Norwich University of the Arts Postgraduate Diploma of Higher Education (a PGDip) (120 credits at Level 7 of the Sector Recognised Standards)

CIRCUMSTANCES THAT MAY RESULT IN COURSE TERMINATION

There are a number of circumstances which may lead us to review your place at the University, including the following:

- because you haven't registered for your course when we asked you to;
- because your engagement with the University is not satisfactory;
- for academic reasons – in other words, because you haven't successfully completed and passed one or more units on your course;
- for disciplinary reasons, including where we have received information which may have led us to make a different decision about your place at the University, or because you have been convicted of a criminal offence involving a court hearing;
- because we believe your health or behaviour is presenting an exceptional level of concern to us, or is disrupting the day-to-day work of the University community;
- because you have taken a formal break from your studies, which we call intermission, but you don't meet the conditions we have set for your return or you don't reply to us when we ask you if you want to return; or
- because you haven't paid your tuition fees or rent for a place in our accommodation.

QUALITY ASSURANCE

The University was established as an independent higher education institution under Section 121 of the Education Reform Act 1988, and is a recognised body with taught degree awarding powers. The University is regulated by the Office for Students (OfS). Information about the University's status can be found on the [OfS Register](#) and on the [list of recognised bodies](#) published on the UK Government (GOV.UK) website. The OfS regulatory framework came fully into force from 1 August 2019. As part of its registration with the OfS the University is required to satisfy a number of conditions that relate to quality and standards. Prior to 2016, the University was quality assured by the QAA.

Quality in the University is assured by a number of systems and procedures. Many of these notably those which contribute to annual monitoring work to an annual cycle. Others, such as the Periodic Review of courses, operate over longer timescales. The objectives of the QME systems and procedures are:

1. To enhance the quality of courses and university professional services;
2. To attract a high-quality student application and intake;
3. To ensure that the University is a reflective community committed to continuous enhancement; and
4. To retain the confidence of key stakeholders, including external accreditors and funding bodies.

Date of Course Specification: September 2025