

HIGHER EDUCATION ACHIEVEMENT REPORT (HEAR) —

INFORMATION FOR COLLEGE STAFF

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WHAT IS THE HIGHER EDUCATION ACHIEVEMENT REPORT (HEAR)?

The Higher Education Achievement Report (HEAR) is an enhanced transcript, primarily aimed at employers, that provides information on students' academic performance, as well as additional academic achievements (prizes and commendations) and approved activities such as:

- University activities
- Students' Guild and FXU activities
- Athletic Union activities
- College/discipline achievements such as commendations, prizes and Grand Challenges

It is a digitally signed document that students can share (electronically) with employers, employment agencies or other universities by logging into the Gradintel website.

The University of Exeter is working in partnership with Gradintel (an external partner) to produce the HEAR for its students.

Providing the HEAR is not a statutory requirement, although it is currently offered by over half of Higher Education institutions in the UK.

At the moment, it is only issued to undergraduate students who have been awarded.

Validity of the HEAR

The following statement appears at the top of each HEAR:

University of Exeter usually produces HEARs in a digital format. Only HEARs accessed via www.gradintel.com can be considered valid and verified. Where the Higher Education Achievement Report is printed it is in black ink on paper embedded with the University hologram and carries the official University stamp.

Sharing the HEAR

Students have the opportunity of sharing their HEAR with potential employers/placement providers/postgraduate admissions departments, upon the latter's request.

The student can send a secure link to the HEAR which can be accessed via an access token, sent to the recipient. The student can specify the number of allowed views and a token expiry date.

When HEARs are revoked, any links to it will be broken (so that invalid HEARs can no longer be accessed, by the student or anyone that the HEAR was shared with).

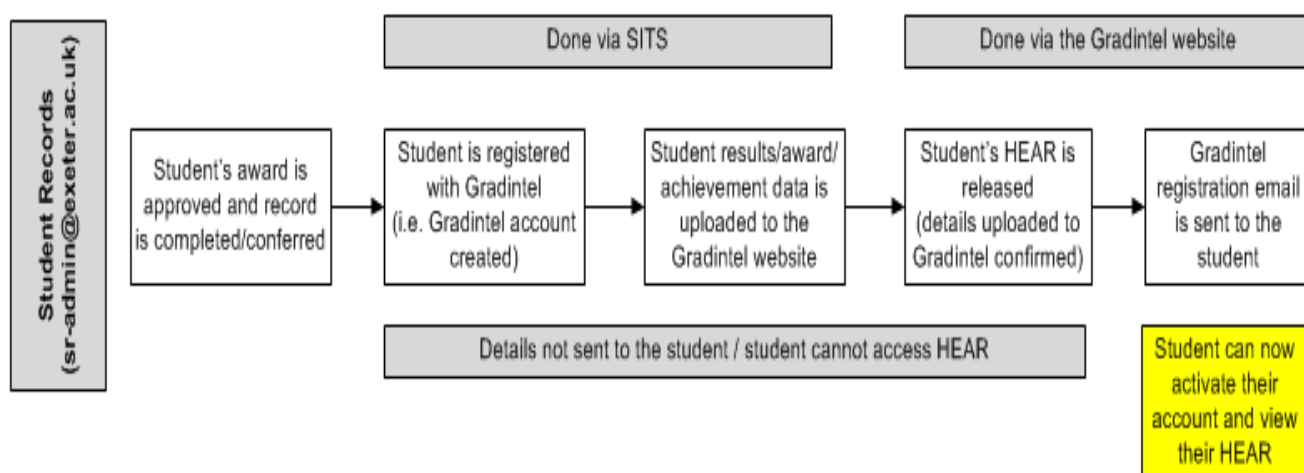
WHAT IS GRADINTEL?

Gradintel is a company that works in partnership with Tribal Education (company that owns SITS) and universities to provide students and graduates with online access to the official record of their higher education achievements.

Students and graduates can use Gradintel to share these verified documents in support of further study and job applications to evidence their credentials.

HOW IS STUDENT DATA SENT TO GRADINTEL / HOW IS THE HEAR ISSUED?

There is a 4-step process involved in issuing a HEAR to a student, which is performed by Student Records, as part of the awarding process:



How do students access their HEAR?

Once the initial registration email is sent¹, the student has 30 days to activate their account in order to view their HEAR.

Once the initial 30-day deadline has passed, students can contact Gradintel (or us) to have the registration email re-sent to them.

HEAR support

All questions surrounding the Gradintel website and its functions (e.g. password reset, sharing the HEAR, etc.) are to be handled by Gradintel.

The only queries that will be handled by the University are regarding the content of a student's HEAR as it relates to data held on SITS.

ISSUING THE HEAR

Who has been issued a HEAR and when?

Undergraduate students

HEARs were issued to undergraduate students with an enrolment status of RCO (completed) whose programme code begins by UF*:

Students with an end date of....	When was HEAR issued?	Section 6.1 included?
13/06/2014 and whose award date is July 2 nd 2014 to November 3 rd 2014 (inclusive)	November 13 th 2014	No
13/06/2014 awarded since November 10 th 2014	As and when student was awarded	No
12/06/2015 or 31/07/2015 awarded on June 29 th 2015	W/C July 13 th 2015	Yes
12/06/2015 or 31/07/2015 awarded since July 6 th 2015	As and when student is awarded	Yes

Notes:

- Students who withdraw/are withdrawn and exit with a lesser award (i.e. diploma or certificate of higher education) are not issued a HEAR.
- Students who receive Ordinary awards will receive a HEAR if their enrolment status is RCO.
- Students who received a HEAR prior to the implementation of section 6.1 in July 2015 will not be re-issued a new one containing details of their activities and achievements.

¹ Although we initiate the sending of the registration email, it comes from Gradintel, to the student's Exeter email address. Once the student activates their account, the student is required to change their email address, as their Exeter account expires 360 days after their end date.

Postgraduate Taught (PGT) students

The HEAR will be launched to PGT students whose programme of study leads to an award from January 2016 onwards who meet the following criteria:

- Programme code begins in PC*, PD* or PT* but not PCT2EDUEDU05 nor PCR9EDUEDU03
- Enrolment status = RCO
- Faculty = PGT
- Expected end date is equal to or greater than August 2015
- Intended award code is **not equal to** XXXX (no award), T012 (Advanced Course Modular), T013 (PGT credits), T015 (CPD award), T030 (Professional Development in Education Scheme), PN01 (Other Advanced Studies), PN02 (Other Advanced Studies), PN03 (Other Advanced Studies), P002 (Certificate in Advanced Studies) or PNASENC (National Award for Special Education Needs Coordination).
- SAW status = CONF

PGT students who complete in 2015/6 (August to November) will be issued a HEAR upon completion in January 2016.

Students who complete from December onwards will be issued a HEAR upon completion.

When are HEARs issued?

HEARs are issued in bulk during the awarding period and on a weekly basis to students whose:

- Programme codes start with UF* (but not UFF001 — incoming Erasmus students) and PC*, PD* or PT* (but not but not PCT2EDUEDU05 nor PCR9EDUEDU03)
- Awards are conferred (SAW status = CONF)
- Enrolment status = RCO (completed)
- Faculty = UG or PGT (see exceptions in section above)
- Intended award code = certain codes are excluded, see list above.

HEARs will not be issued to UG students who completely prior to June 13th 2014 and to PGT students whose expected completion date was prior to August 2015.

HAS A HEAR BEEN ISSUED, REVOKED AND/OR RE-ISSUED?

For **2013/4** UG finalists — this information is not recorded in SITS screens that all staff have access to. Contact Alison Macaulay (copy [SID](#)) or the Student Records team (sr-admin@exeter.ac.uk) to find this out.

For UG finalists with an award date from June 29th 2015 onwards or PGT finalists from 2015/6 onwards— there are 2 ways:

1. Go to the SPRS screen and view the **HEAR Uploaded** and **HEAR Revoked** fields in the bottom of the screen:

HEAR Revoked	Represents the date that a HEAR was last revoked, i.e. access cut off as a detail on the HEAR changed (e.g. module result, award classification, etc.)
HEAR Uploaded	This is the date that the student's details were uploaded to the Gradintel website and does not necessarily mean that the student has access to their HEAR (see step 2).

Example scenarios:

HEAR Revoked	
HEAR Uploaded	09/Jul/2015

HEAR uploaded but not revoked.

HEAR uploaded to Gradintel website on July 9th. Does not necessarily mean that the student has **access** to their HEAR (see step 2).

HEAR Revoked	170715
HEAR Uploaded	24/Jul/2015

HEAR revoked *before* it was uploaded.

In this example, although a HEAR was revoked on July 17th, a new one was uploaded on July 24th. The student should have access to their HEAR (as long as registration email sent, see step 2), but, if in doubt contact Alison Macaulay or sr-admin@exeter.ac.uk.

HEAR Revoked	110815
HEAR Uploaded	11/Aug/2015

HEAR revoked *on same day* as it was uploaded.

In this example, as the dates match, the HEAR was either:

- revoked and a new version uploaded on the same day, or
- uploaded and then revoked (and not re-uploaded).


To confirm whether the student has access to a HEAR or not, contact Alison Macaulay or sr-admin@exeter.ac.uk.

HEAR Revoked	210715
HEAR Uploaded	07/Jul/2015

HEAR revoked *after* it was uploaded.

As the date in the HEAR Revoked field is after/later than the HEAR Uploaded date, the HEAR has been revoked (student can no longer access it) and has not yet been re-uploaded.

This is likely due to an error, e.g. student's award needs to be re-approved before it can be re-uploaded, student's enrolment status was RCO but it has changed to RHL_R and award was retracted.

2. Go to SAW (direct or via SPR or SPRS > Other > Award > Awards) and click on the  button.

2 HEAR Registration E-mail Sent	17	140715
3 HEAR Registration Reminder E-ma...	17	
4 HEAR Uploaded	17	09/JUL/2015
5 HEAR Revoked	17	

HEAR Registration E-mail Sent	<p>This is the date that the initial registration email was sent (after student was awarded).</p> <p>If the HEAR Uploaded date is after this date, the student's HEAR was revoked and re-uploaded since the initial release.</p>
HEAR Registration Reminder E-mail Sent	As the access token expires after 30 days, this is the date that a registration reminder email was sent to the student.
HEAR Revoked	Represents the date that a HEAR was last revoked, i.e. access cut off as a detail on the HEAR changed (e.g. module result, award classification, etc.). See scenarios in step 1 above.
HEAR Uploaded	<p>This is the date that the student's details were uploaded to the Gradintel website and does not necessarily mean that the student has access to their HEAR. Check date HEAR Registration E-mail Sent Date:</p> <ul style="list-style-type: none"> • If the date is later than the HEAR Upload and HEAR Revoked field is blank, student has access. • If the date is before the HEAR Upload date, confirm whether the student has access to a HEAR or not by contacting Alison Macaulay or sr-admin@exeter.ac.uk. • If the latest date is the HEAR Revoked date, student will not have access to the HEAR.

CONTENT OF THE HEAR

The HEAR is made up of 8 sections. See [Sample HEARs — By Section](#) at the end of this document for screen shots of each (links in the first column of the table).

Note: The content of some sections will differ for UG vs PGT students. This table (and the screen shots at the end of this document) will be updated as needed by January 2016.

#	Sections and sub-sections	Details	Can the details be amended?
1	Information identifying the holder of the qualification: 1.1 Family name 1.2 Given name 1.3 Date of birth 1.4 Student and HESA identification number		Yes, if incorrect
2	Information identifying the qualification: 2.1 Name of qualification and (if applicable) title conferred 2.2 Main field(s) of study for the qualification 2.3 Name and status of the awarding institution 2.4 Name and status of institution (if different from 2.3) administering studies (in original language) 2.5 Language(s) of instruction/examination	If SAW status is not set to CONF, will display as Not yet awarded Represents the title of the programme, e.g. BA English	Yes, if incorrect Yes, if incorrect Sections 2.3 to 2.5 — No changes — generic/default wording applied
3	Information on the level of the qualification: 3.1 HESA level of qualification 3.2 Official length of programme 3.3 Access requirements		Yes, 3.1 and 3.2 if incorrect No — generic/default wording applied

#	Sections and sub-sections	Details	Can the details be amended?
4	Information on the contents and results gained:		
	4.1 Mode of study	For each year of study (e.g. full-time, interrupted, dormant, etc.)	Yes, if incorrect.
	4.2 Programme requirements		No — generic/default wording applied
	4.3 Programme details, and the individual grades/marks/credits obtained	Module result, attempt #, grade, credits, ECTS credits and result (i.e. passed, failed or deferred)	Yes — as students' SMR records or prog. start/end dates are amended, the HEAR will need to be revoked and re-issued (for details see HEAR details are incorrect > Sections other than 6.1)
	4.4 Grading scheme and, if available, grade distribution guidance	Details on degree classifications and module grade key (e.g. FC = condoned fail, 1 = First class)	No (generic/default wording unless new values introduced)
	4.5 Overall classification of the qualification (in original language)	Student's final award classification (e.g. Class I, Class II Division I). If award is not classified (e.g. Ordinary award) — Not applicable will be displayed.	Yes — as students' award classifications change, the current HEAR will need to be revoked and a new HEAR re-issued (for details see HEAR details are incorrect > Sections other than 6.1)
5	Information on the function of the qualification:		
	5.1 Access to further study		No, generic/default wording applied.
	5.2 Professional status (if applicable)		

#	Sections and sub-sections	Details	Can the details be amended?
6	<p>Additional information:</p> <p>6.1 Additional information</p> <p>There are 3 potential sub-headings under 6.1 (see next page for details) — each sub-heading will appear only where the student has a minimum of one entry against it, e.g.:</p> <div> <p>6. Additional information</p> <p>6.1 Additional information:</p> <p>University, professional and departmental prizes</p> <p>2014/5 Dean's Commendation</p> <p>6.2 Further information sources:</p> </div> <p>If the student doesn't have any eligible entries under any of the section 6.1 sub-headings, the heading for 6.1 will appear but no information will appear beneath it, i.e.:</p> <div> <p>6. Additional information</p> <p>6.1 Additional information:</p> <p>6.2 Further information sources:</p> </div>	<p>The content of the eligible activities is subject to approval by the HEAR Project Board and will be reviewed annually.</p>	<p>Yes, under specific circumstances, i.e. only if details are incorrect, not if any details are missing or need to be excluded.</p> <p>(for details see HEAR details are incorrect > Section 6.1)</p>

#	Sections and sub-sections	Details	Can the details be amended?
6	<u>1- Additional awards</u> <u>2- Additional recognised activities</u> <u>3- University, professional and departmental prizes</u> 6.2 Further information sources	Includes the Exeter Award and Exeter Leaders Award Where approved and verified additional achievements can be recorded such as: <ul style="list-style-type: none"> • University activities • Students' Guild and FXU activities • Athletic Union activities Where approved and verified, these represent College/discipline achievements such as commendations or prizes, as well as Grand Challenges.	Yes, under specific circumstances, i.e. only if details are incorrect, not if any details are missing or need to be excluded (for details see HEAR details are incorrect > Section 6.1) No, generic/default wording applied.
7	Certification of the HEAR: 7.1 Date 7.2 Signature 7.3 Capacity 7.4 Official stamp or seal	Represents the award date/date award conferred. Name and signature of the Director of Academic Services or of Education and Student Experience (from August 1 st) Title belonging to signature Of the University of Exeter	Only 7.1 will change if original award retracted and student re-awarded. (for details see HEAR details are incorrect > Section 6.1)
8	Information on the National Higher Education System		No, generic/default wording applied.

MODULE RESULTS — SECTION 4.3

The HEAR displays more information than the current final transcript in terms of module results so it is very important to keep this in mind when entering/calculation module marks².

What details are displayed?

Higher Education Achievement Report (HEAR)

Year	Module Code	Title	Attempt	Mark	Grade	Credits	ECTS Credits	Result
2011/2	ECM1408	Programming for Science	1	41	3	15	7.5	Passed
2011/2	ECM1701	Vectors and Matrices	2	36	F	0	0.0	Failed
2011/2	ECM1702	Calculus and Geometry	2	20	F	0	0.0	Failed
2011/2	ECM1704	Mathematical Investigations	1	47	3	15	7.5	Passed
2011/2	ECM1705	Advanced Calculus	2	32	F	0	0.0	Failed
2011/2	ECM1706	Numbers, Symmetries and Groups	2	23	F	0	0.0	Failed
2011/2	ECM1707	Probability and Discrete Maths	1	57	2:2	15	7.5	Passed
2011/2	ECM1708	Dynamics	2	30	F	0	0.0	Failed
TOTAL YEAR 2011/2 CREDITS						45	22.5	
2013/4	BEA1009	Introduction to Management Accounting	1	51	2:2	15	7.5	Passed
2013/4	CLS1001	Leadership and Teams	1	65	2:1	15	7.5	Passed
2013/4	ECM2701	Analysis	2	40	3	15	7.5	Passed
2013/4	ECM2702	Differential Equations	2	40	3	15	7.5	Passed
2013/4	ECM2704	Numerics and Optimisation	1	45	3	15	7.5	Passed
2013/4	ECM2706	Vector Calculus and Applications	1	39	FC	15	7.5	Passed
2013/4	ECM2707	Systems, Series and Transforms	1	58	2:2	15	7.5	Passed
2013/4	ECM2712	Linear Algebra	1	50	2:2	15	7.5	Passed
TOTAL YEAR 2013/4 CREDITS						120	60.0	
TOTAL CREDITS AWARDED						405	202.5	

² This is also important from an interim transcript as well as HESA perspective. We always want to ensure that module result records accurately reflect the module outcome and that they are completed each year (i.e. set to COM and not left open in a SAS or RAS state until the end of time).

Module grade key

Referring to the Grade column above

1 First Class
 2:1 Upper Second Class
 2:2 Lower Second Class
 3 Third Class
 AB Absence
 AO Alleged academic offence
 F Failure
 FC Condoned fail
 FR Referred failure
 H Result held
 INT Interruption
 MI Deferred failure
 NS Non-submission
 W Withdrawn

Refers to the Rlt (Result) field in SMR — possible values are Deferred, Passed or Failed.

Current final transcript

2013/4 BSC Mathematics
 Stage 2 Full Time

Attempt ECTS Credit Mark

Module Code	Module Name	Attempt	ECTS	Credit	Mark
BEA1009	Introduction to Management Accounting		7.5	15	51
CLS1001	Leadership and Teams		7.5	15	65
ECM2701	Analysis	2	7.5	15	40
ECM2702	Differential Equations	2	7.5	15	40
ECM2704	Numerics and Optimisation		7.5	15	45
ECM2706	Vector Calculus and Applications		7.5	15	39
ECM2707	Systems, Series and Transforms		7.5	15	58
ECM2712	Linear Algebra		7.5	15	50

C

Progress: Progress pass

*=Exempt Module, Pathway or Award. C=Condoned CP=Compensated Pass

What are the main differences — final transcript vs. HEAR?

Data item + where taken from on SITS > SMR screen	Final transcript	HEAR
Attempt (Atmpt Cu field)	Only specified if it was the 2 nd attempt	All attempts are specified: <ul style="list-style-type: none"> 1 = initial or deferred attempt 2 = referred attempt (capped result)
Module grades (Agr Gr field)	Only condoned (or exempt) modules highlighted	All module grades are shown. See Module Grade key above for possible values.
Module result (Rlt field)	Not listed	Listed for each module — possible values: <ul style="list-style-type: none"> Deferred

		<ul style="list-style-type: none"> Passed Referred <p>The above are automatically calculated by SITS on the basis of the agreed grade for the latest attempt while taking previous attempts into consideration.</p>
Total credits per year (Crdts field – yearly sum)	Not listed	Represents the total credits passed (based on Result field).
Total credits (overall) (Crdts field – overall sum)	Not listed	Represents the overall total credits passed (based on Result field).

How to ensure accuracy and consistency of SMR records

Regardless of the HEAR, Student Module Result (SMR) entries should accurately reflect the module outcome and should be completed (i.e. records should never remain at SAS or RAS state).

Before placing a grade of withdrawn (W) or interrupted (I) against a module, or before failing/referring a student for not submitting an assessment, check the student's enrolment status:

- **RCE / RCA / RHL_R** — student is currently enrolled / awaiting exam board / held ref/def. Do not apply a grade of I or W to the module, even if the student has told you that they wish to interrupt or withdraw, as it is not official yet. This can always be amended later, via the SMRU screen. Allow SITS to fail/condone/refer the student as needed for now.
- **RHL_M or RHL_I** — student is interrupted. Apply a grade of I to the modules that the student interrupted on while studying, e.g. if the student interrupted in term 2, the term 1 modules should not reflect a period of interruption.

If a student has not submitted an item of coursework or missed an exam, check the student's enrolment status before referring/condoning/failing the student.

Example: How can the below student have 3 interrupted modules in TRM1+2 and another module in TRM1+2 with a grade of FC?

CAM04 Student Module Result Status (SMR)																
1 of 4 Module results																
Student (SPR)	Year	Prd	Module	Occ	Level	Atmpt --- Act ---		--- Agr ---		Status		Cur				
						CuCo	Mark	Gr	Mark	Gr	Crdts	Rlt	SAS	PRC	Pro	
	2013/4	TRM1+2		A	3	1 1	6	FC	6	FC	30.00	P	A	A	COM	
	2013/4	TRM1+2		A	3	1 1	0	I	0	I	0.00	F	A	A	COM	
	2013/4	TRM1+2		A	3	1 1	0	I	0	I	0.00	F	A	A	COM	
	2013/4	TRM1+2		A	3	1 1	0	I	0	I	0.00	F	A	A	COM	
Year	Module Code	Title		Attempt		Mark	Grade	Credits	ECTS Credits	Result						

2013/4	PERIOD	General English Language Development	1	6	FC	30	15.0	Passed
2013/4	PERIOD	Business Marketing, 1913-1914 module	1	0	INT	0	0.0	Failed
2013/4	PERIOD	Business Marketing, 1913-1914 module	1	0	INT	0	0.0	Failed
2013/4	PERIOD	English Business Writing, 1913-1914 module	1	0	INT	0	0.0	Failed
TOTAL YEAR 2013/4 CREDITS						30	15.0	

These inconsistencies can be caught on the exam board reports and corrected then.

- **RLE or RLF** — student has withdrawn. Again, only apply a grade of W to modules that the student didn't complete. Don't apply a grade of W until the status reflects the withdrawal.

Reminders in relation to the SMR screen:

1. **NEVER manually amend SMR records** unless you've specifically been instructed to do so (in the course notes or by your SITS contact — these instances are extremely rare) as you run the risk of not updating the records properly or failing to update/remove background records.

Examples of SMR records that were (incorrectly) manually updated:

- a. If the module has been condoned how can the reassessment records still exist?

Atmpt	Act	Gr	Mark	Gr	Crdts	Rlt	Status	Cur
CuCo	Mark	Gr	Mark	Gr	Crdts	Rlt	SASPRC	Pro
1 1	36	FC	36	FC	15.00	P	A A	COM
1 1	29	FC	29	FC	15.00	P	A A	COM

CAM04										Student Re-assessment Table (SRA)									
1 of 2 SRA records																			
Student	Year	Period	Module	Occ	Seq	Mab	Due Date	Due Time	Grp	Wkr	Ass	Mks	Atmp	Act	Gr	Mark	Gr	Mark	Qual
	2014/5	TERM		A	001	300				EXE	UCO	2							
	2014/5	TERM		A	001	300				EXE	UCO	2							

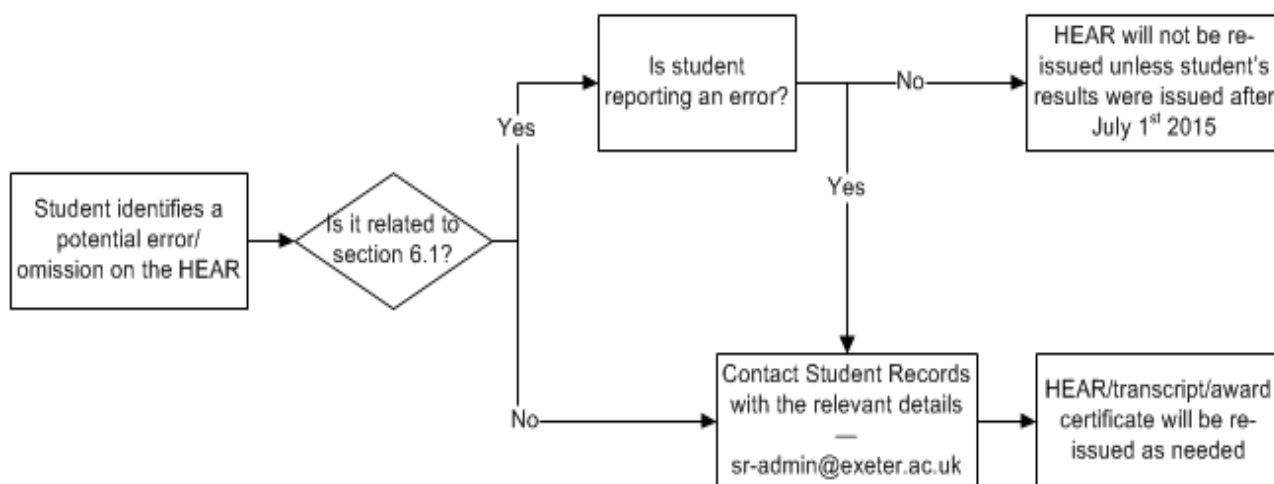
- b. How can the student have been awarded **30 credits** for 2 modules that the student failed (Rlt field = F)?

Atmpt	Act	Gr	Mark	Gr	Crdts	Rlt	Status	Cur
CuCo	Mark	Gr	Mark	Gr	Crdts	Rlt	SASPRC	Pro
1 1	21	I	21	I	15.00	F	A A	COM
1 1	0	I	0	I	15.00	F	A A	COM
1 1	0	I	0	I	0.00	F	A A	COM

2. **Always** use the **SMRU screen** to alter marks and/or grades. The circumstances under which manual updates to SMR are required are extremely rare.
- a. You will be able to cancel referred/deferred attempt for a student by modifying (via SMRU) the overall grade of FR to FC. This will delete any reassessment (RAS) records at the same time. The only instance where your SITS contact needs to do this for you is when you wish to outright fail a student after the first attempt.

HEAR DETAILS ARE INCORRECT / STUDENT REPORTING POTENTIAL ERROR

Process map (high level)



For details on the circumstances under which a HEAR would be revoked or re-issued, see sections below.

Sections other than 6.1

Students should report any inaccuracies via SID or their College. Also, any changes to a student's module result(s), grade(s), result(s), award title, classification will require that their current HEAR be revoked and a new one re-issued.

If any details are incorrect, which may or may not require a change to their award, follow the usual process by **submitting a request to the Student Records team** (sr-admin@exeter.ac.uk).

Refer to the following process maps for guidance (all located on the SITS Course Notes page > Awarding section) where awards are concerned:

- [How to amend a mark or award classification](#)

- [How to amend an award title](#)
- [How to amend award type / issue new award](#)

Student Records will ensure that a new final transcript, degree certificate and/or HEAR is issued to the student, as needed.

- Please note that transcripts and degree certificates are issued by SID whereas HEARs are currently issued by the Student Records team.

For information on which sections' details can be amended, see [Content of the HEAR](#).

Section 6.1 (awards, activities and achievements)

Given the nature of this document, students in their final year of study were given the opportunity to:

- **exclude** any achievements from section 6.1
- query any items
- report any missing items, provided they were on the [list of activities/achievements approved by the HEAR Project Board](#).

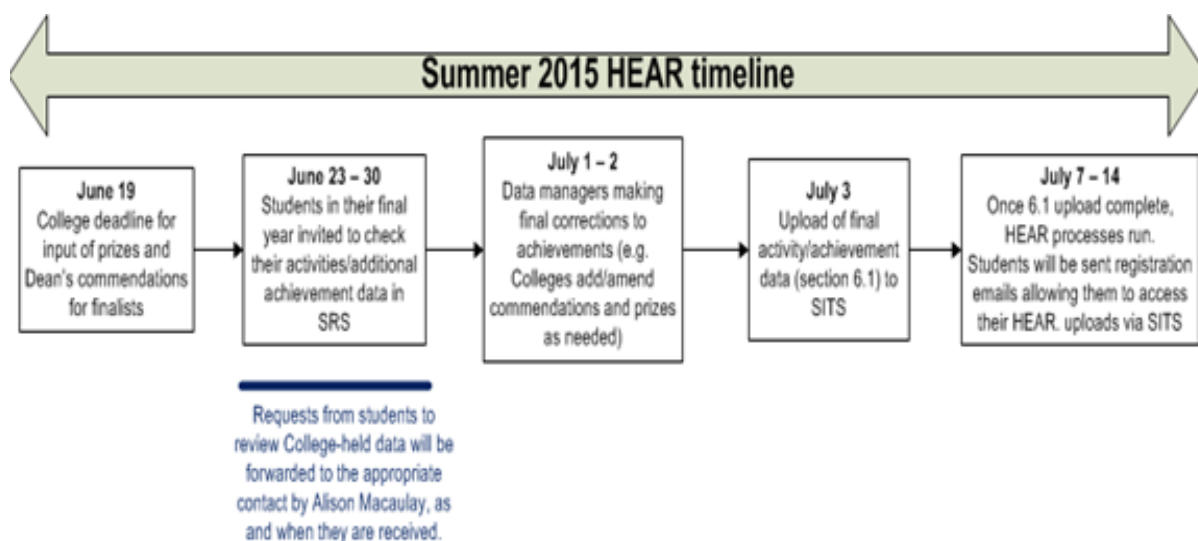
UG finalists from July 2015 were able to do so via the Graduation Options container via exehub > Student Records System page between June 23rd – 30th 2015. Students who were not completing in June due to referred/deferred assessments were also asked to review their details in June, despite not being awarded until later in the year³.

Any queries (including missing items) were routed to the appropriate data managers for investigation (all College-related queries sent to AM and re-directed to the appropriate College for investigation) and student records were updated.

- **Note:** Any amendments to prize/commendation records for prior years could not be amended by College staff and needed to be handled by the Student Records team. Only current year data can be amended by College staff, via the Prizes tool on SRS and the UDF on SPR (for Dean's commendations).

Students who did **not** review/exclude their activities/achievements automatically had all of them included on their HEAR.

³ If any students are awarded prizes/commendations at the reassessment APACs to be held in September 2015, these should be added to the students' records — details surrounding this process and the impact on the HEAR to be communicated.



Will HEARs be revoked and re-issued if the student's changes their mind?

This was the students' sole chance to exclude/query any entries in section 6.1⁴. Barring any exceptional circumstance preventing the student from reviewing their details, requests now received from students to **exclude** any activities should be declined as this data would have been available to the students between June 23rd and June 30th *.

HEARs will not be amended and re-issued unless there was a University error (e.g. prize excluded in error, typo on entry, module result/award changed upon appeal, etc.).

- College staff and SID should forward those requests to the Student Records team (sr-admin@exeter.ac.uk) for handling. The SITS team need to amend some background records before the HEAR can be revoked and re-released.

* Exception in 2014/5 for students on the following programmes:

- UFS3EMSEMS01 — BSc Medical Sciences
- UFS4EMSEMS01 — BSC Medical Sciences with Professional Training Year
- Any students whose results were received/student record completed after June 30th, resulting in the late addition of prize/commendation details

As students on the above programmes did not receive their results until July 1st (after the June 30th deadline to review their achievement data on SRS), **we will comply with any requests to exclude College achievements** (e.g. Dean's commendations and prizes) and re-issue the HEAR as needed. These students will have been able to view activity data, so we would not comply with

⁴ If any students are awarded prizes/commendations at the reassessment APACs to be held in September 2015, these should be added to the students' records — details surrounding this process and the impact on the HEAR to be communicated.

requests to amend that data.

Prize and commendation entries — guidance

Note: The below guidelines do not apply to the entry of [Dean's commendations](#) as they're added to the student's record by entering a code in UDF6 in SPR.

All types of College-issued prizes and commendations will appear on the student's printed final transcript as well as on the HEAR.

Do's and don'ts / Tips on entering prize entries in the Prizes tool:

- Adhere to the following guidelines for the format of the notes you enter in the [Prizes tool in SRS](#):
 - Put each prize/award on a new line (hit return/enter once).
 - Avoid abbreviations.
 - Keep capitalisation uniform. These errors are very common. For example:
 - **enter** 'Prize Title: For Good Work'
 - **do not enter** 'Prize title: for Good work'.
 - Always check spelling — most web browsers will spellcheck the text you enter but please double check!
- It is not necessary to include the year that the prize is being award for as it will be listed under the relevant year heading on the final transcript and the HEAR.

For example:

6. Additional information	
6.1	Additional information:
	University, professional and departmental prizes
2013/4	School's Commendation
2014/5	School Commendation 2014/15

2013/4 BA Economics

Stage 2 Full Time

2013/4 BA Economics
2013/4 BA Economics II
2013/4 BA Economics III
2013/4 Financial Economics and Decision 1
2013/4 Economic Growth

School's Commendation

2014/5 BA Economics

Stage 3 Full Time

2014/5 Economics analysis and statistics Management
2014/5 Economic Issues: Theory and Decision
2014/5 Financial Markets & Institutions I
2014/5 Macroeconomics, Microeconomics and Markets
2014/5 Development Economics
2014/5 Political Economics

School Commendation 2014/15

- If entering the academic year (e.g. 2014/5), enter it to mirror the academic year format as displayed in SITS (e.g. as 2014/5 as opposed to 2014/15, for consistency sake — see above example).
- Ensure that prize names are entered consistently from year to year:

6. Additional information

6.1 Additional information:

University, professional and departmental prizes

2013/4 School's Commendation

2014/5 School Commendation 2014/15

- Is it necessary to mention the reward (in some cases) as this will be forever recorded on the student's final transcript?

2014/5 BSc History and Social Studies

Stage 1 Full Time

Prize for the highest achiever (1st Year) - Certificate and Amazon voucher

Prize for the best project (1st Year) - Certificate and £150

USEFUL LINKS

Gradintel website — <https://gradintel.com>

Gradintel customer services — customerservices@gradintel.com.

Information on the HEAR — Exeter home page > Our departments > Education and Student Experience > Projects > [HEAR](#)

HEAR info for alumni

Exeter home page > Alumni and supporters > Contact us > [Degree transcripts and certificates](#)

Exeter home page > Our departments > Education and Student Experience > Projects > HEAR > [Information for alumni](#)

SAMPLE HEARs — BY SECTION

See section entitled [Content of the HEAR](#) for more details on each section.

Header (appears on all HEARs)



Higher Education Achievement Report (Diploma Supplement)

This Higher Education Achievement Report incorporates the model developed by the European Commission, Council of Europe and UNESCO/CEPES for the Diploma Supplement.

The purpose of the Supplement is to provide sufficient recognition of qualifications (diplomas, degrees, certificates etc). It is designed to provide a description of the nature, level, context and status of the studies that were pursued and successfully completed by the individual named on the original qualifications to which this Supplement is appended. It should be free from any value judgements, equivalence statements or suggestions about recognition. Information in all eight sections should be provided. Where information is not provided, an explanation should give the reason why.

University of Exeter usually produces HEARs in a digital format. Only HEARs accessed via www.gradintel.com can be considered valid and verified. Where the Higher Education Achievement Report is printed it is in black ink on paper embedded with the University hologram and carries the official University stamp.

Page footer (each page)

Includes the name of the student, the date that the HEAR was issued as well as the page number.

This HEAR was created for [redacted] on 19/08/2015

1

Section 1 — Information identifying the holder of the qualification

Same for all students — only personal details will change

1. Information identifying the holder of the qualification

1.1 Family name: [redacted]

1.2 Given names: [redacted]

1.3 Date of birth (day/month/year): [redacted]

1.4 Student identification number: [redacted]

HESA identification number: [redacted]

HUSID (HESA Unique Student Identifier) is the unique national identifying number for students registered at a UK university. It is defined by HESA, the UK's Higher Education Statistics Agency.

Section 2 — Information identifying the qualification

Sub-sections 2.1 and 2.2 are the only ones that will differ, by student.

2. Information identifying the qualification

2.1 Name of qualification and (if applicable) title conferred:

Bachelor of Laws with Honours in Law
The power to award degrees is regulated by law in the UK.

2.2 Main field(s) of study for the qualification:

LLB Law

2.3 Name and status of awarding institution:

The University of Exeter, a recognised body for the award of undergraduate and postgraduate degrees.

2.4 Name and status of institution (if different from 2.3) administering studies (in original language):

As awarding institution

2.5 Language(s) of instruction/examination:

Teaching and assessment at the University of Exeter is in English, except for programmes of study involving language studies, where some teaching and assessment is in the relevant language/s.

Section 3 — Information on the level of the qualification

Sub-sections 3.1 and 3.2 are the only ones that will differ, according to the student's programme.

3. Information on the level of the qualification

3.1 HESA level of qualification:

First Degree with Honours

3.2 Official length of programme:

3 Years

3.3 Access requirement(s):

Minimum entrance requirements for undergraduate programmes are as follows:

- GCE A levels with a minimum of three passes;
- We encourage students to extend their studies beyond the traditional choice of three A levels, eg, by studying four GCE AS levels in Year 12, by studying the Extended Project, or by other equivalent methods;
- Award of the International Baccalaureate Diploma, including at least two Higher-level subjects with achievement at Grade 4 or above;
- Award of the European Baccalaureate;
- Award of an acceptable Advanced Diploma;
- Award of the Cambridge Pre-U Diploma;
- Award of Cambridge International Level 3 Pre-U Certificates in Subject (Principal)
- Award of the AQA Baccalaureate;
- Three Advanced Scottish Highers. Holders of those offering less than three Advanced Highers but who have at least five Scottish Highers passed at an appropriate level will be considered;
- Award of the Welsh Baccalaureate Advanced Diploma (WBAD);
- Irish Leaving Certificate which show passes in five approved subjects at the higher level achieved at minimum grade C1;
- Award of a BTEC Higher National Certificate (HNC) or Higher National Diploma (HND);
- Completion of the first year of a UK Foundation Degree, achieving at least 50% overall. Second and third year entry will be considered on a case by case basis;
- Award of a BTEC Level 3 Extended Diploma in a relevant subject (candidates must also satisfy the normal 'required subject' where stated ie, be offering an additional A level subject in addition to a BTEC National Diploma);
- Award of an OCR National Extended Diploma in a relevant subject;
- Advanced International Certificate of Education (AICE);
- Graduates of universities and institutions of Higher Education in the United Kingdom and other recognised institutions outside the UK;
- Holders of international qualifications not listed above will be considered on an individual basis and are advised to contact the Admissions Office for further advice;
- Holders of Certificates of the University will be considered for entry to the second year of an undergraduate degree programme on an individual basis;
- Holders of a validated Access to HE Diploma course;
- Holders of Open University credits with a minimum of 60 credits;
- Other students who can demonstrate that their qualifications and experience are appropriate for entry to the programme for which they are applying.

In addition to the above, candidates need to show evidence of acceptable levels of literacy. This is normally evidenced by GCSE English with a minimum pass of Grade C. Higher grades may be specified for individual programmes of study.

Section 4 — Information on the contents and results gained

Sub-sections 4.1 and 4.2 — Mode of study and Programme requirements

Only sub-section 4.1 will differ, based on the student's mode of attendance each year. Section 4.2 will always appear and the wording will always be the same.

Examples:

a. Student on a 3-year programme who repeated year 2:

4. Information on the contents and results gained	
4.1 Mode of study:	
Year	Mode of Study
2011/2	Full Time
2012/3	Full Time
2013/4	Full Time
2014/5	Full Time
4.2 Programme requirements:	
Learners must satisfy the programme requirements as described in the relevant programme specification, available from http://www.exeter.ac.uk/hear/programmerequirements	
Where a student has achieved an overall stage average mark of at least 40% but has achieved less than the pass mark in individual modules up to a maximum of 30 credits per stage, these failed modules may be condoned and the student permitted to progress, including progression to award. No credit is awarded for condoned modules, and such marks are recorded in their original form.	

b. Student with Prior Accredited Learning (e.g. direct entry into 2nd year of the programme) and with a period of interruption:

4. Information on the contents and results gained	
4.1 Mode of study:	
Year	Mode of Study
2011/2	Prior Accredited Learning (PAL) - may not necessarily reflect the year(s) in which the PAL credits were taken
2012/3	Full Time
2013/4	Interrupted-Dormant (was full time)
2014/5	Full Time

c. Student on a 4-year programme that included a study year abroad:

4. Information on the contents and results gained	
4.1 Mode of study:	
Year	Mode of Study
2011/2	Full Time
2012/3	Full Time
2013/4	Full Time - Abroad Studying
2014/5	Full Time
4.2 Programme requirements:	

- d. **Student whose enrolment status was RHL_R (held ref/def without attendance) for the final year, pending the outcome of one outstanding referred assessment:**

4. Information on the contents and results gained		
4.1 Mode of study:		
Year	Mode of Study	
2011/2	Full Time	
2012/3	Full Time	
2013/4	Full Time	
2014/5	Assessment(s) Without Attendance	

Sub-section 4.3 — Module Results and Programme Start/End Dates

There is a module grade key in sub-section 4.4. For details on where the data comes from, see [Content of the HEAR](#).

Example 1 — Prior Accredited Learning and a period of interruption:

4.3 Programme details, and the individual grades/marks/credits obtained:								
Programme start date: 24/09/2012			Programme end date: 12/06/2015					
Year	Module Code	Title	Attempt	Mark	Grade	Credits	ECTS Credits	Result
2011/2	PAL1120	Prior Accredited Learning Level 1				120	60.0	Passed
TOTAL YEAR 2011/2 CREDITS						120	60.0	
2012/3	LAW2015	The Law of Torts	1	61	2:1	30	15.0	Passed
2012/3	LAW2017	Land Law	1	62	2:1	30	15.0	Passed
2012/3	LAW2034	European Union Law	1	50	2:2	30	15.0	Passed
2012/3	LAW2072	Aspects of Evidence	1	62	2:1	15	7.5	Passed
2012/3	LAW2133	Environment and Planning Law	1	60	2:1	15	7.5	Passed
TOTAL YEAR 2012/3 CREDITS						120	60.0	
2013/4	BIO2068	Forensic Science	1	0	INT	0	0.0	Failed
2013/4	LAW3041	Trusts	1	0	INT	0	0.0	Failed
2013/4	LAW3047	Dissertation	1	0	INT	0	0.0	Failed
2013/4	LAW3134	Forensic Speech and Language	1	0	INT	0	0.0	Failed
2013/4	LAW3137	Lethal Force, the ECHR and Democracy	1	0	INT	0	0.0	Failed
TOTAL YEAR 2013/4 CREDITS						0	0.0	
2014/5	BIO2068	Forensic Science	1	67	2:1	30	15.0	Passed
2014/5	LAW3041	Trusts	1	55	2:2	30	15.0	Passed
2014/5	LAW3047	Dissertation	1	62	2:1	30	15.0	Passed
2014/5	LAW3083	Company Law Foundation	1	60	2:1	15	7.5	Passed
2014/5	LAW3137	Lethal Force, the ECHR and Democracy	1	64	2:1	15	7.5	Passed
TOTAL YEAR 2014/5 CREDITS						120	60.0	
TOTAL CREDITS AWARDED						360	180.0	

Example 2 — Study abroad year and passed on modules on first attempt:

4.3 Programme details, and the individual grades/marks/credits obtained:								
Programme start date: 03/10/2011			Programme end date: 12/06/2015					
Year	Module Code	Title	Attempt	Mark	Grade	Credits	ECTS Credits	Result
2011/2	BEE1012	Introduction to Finance	1	43	3	15	7.5	Passed
2011/2	BEE1022	Introduction to Statistics	1	63	2:1	15	7.5	Passed
2011/2	BEE1023	Introduction to Econometrics	1	68	2:1	15	7.5	Passed
2011/2	BEE1024	Mathematics for Economists	1	64	2:1	15	7.5	Passed
2011/2	BEE1029	Economic Principles	1	63	2:1	30	15.0	Passed
2011/2	FLF3430	French Advanced One	1	65	2:1	30	15.0	Passed
TOTAL YEAR 2011/2 CREDITS						120	60.0	
2012/3	BEE2006	Statistics and Econometrics	1	68	2:1	30	15.0	Passed
2012/3	BEE2021	Policy Issues in the Global Economy	1	66	2:1	15	7.5	Passed
2012/3	BEE2022	Microeconomics	1	66	2:1	30	15.0	Passed
2012/3	BEE2023	Macroeconomic	1	73	1	30	15.0	Passed
2012/3	FLF3515	French Advanced Two	1	71	1	15	7.5	Passed
TOTAL YEAR 2012/3 CREDITS						120	60.0	
2013/4	BUS3000	Year Abroad	1	81	1	120	60.0	Passed
TOTAL YEAR 2013/4 CREDITS						120	60.0	
2014/5	BEE3028	Economic Issues: Theory and Practice	1	72	1	30	15.0	Passed
2014/5	BEE3045	International Economics	1	56	2:2	15	7.5	Passed
2014/5	BEE3049	Behaviour, Decisions and Markets	1	64	2:1	15	7.5	Passed
2014/5	BEE3052	Development Economics	1	64	2:1	15	7.5	Passed
2014/5	BEE3053	Economic Growth	1	70	1	15	7.5	Passed
2014/5	BEM3016	The Business of Climate Change	1	67	2:1	15	7.5	Passed
2014/5	FLF3615	French for Business	1	70	1	15	7.5	Passed
TOTAL YEAR 2014/5 CREDITS						120	60.0	
TOTAL CREDITS AWARDED						480	240.0	

Example 3 — Modules passed on 2nd (referred) attempt and some condoned modules

4.3 Programme details, and the individual grades/marks/credits obtained:								
Programme start date: 24/09/2012				Programme end date: 12/06/2015				
Year	Module Code	Title	Attempt	Mark	Grade	Credits	ECTS Credits	Result
2012/3	PSY1104	Introduction to the Evolution of Behaviour	1	41	3	15	7.5	Passed
2012/3	PSY1126	Classic Studies in Psychology	1	32	FC	15	7.5	Passed
2012/3	PSY1201	Introduction to Cognition and Cognitive Development	1	39	FC	15	7.5	Passed
2012/3	PSY1202	Introduction to Biological Psychology	2	40	3	15	7.5	Passed
2012/3	PSY1203	Introduction to Social Psychology	1	49	3	15	7.5	Passed
2012/3	PSY1204	Introduction to Clinical Psychology	1	54	2:2	15	7.5	Passed
2012/3	PSY1205	Introduction to Statistics	1	62	2:1	15	7.5	Passed
2012/3	PSY1206	Introduction to Research Methods	1	55	2:2	15	7.5	Passed
TOTAL YEAR 2012/3 CREDITS						120	60.0	
2013/4	PSY2203	Social Psychology II	1	38	FC	15	7.5	Passed
2013/4	PSY2205	Personality and Individual Differences	1	52	2:2	15	7.5	Passed
2013/4	PSY2206	Methods and Statistics in Psychology II	1	47	3	15	7.5	Passed
2013/4	PSY2209	Cognition Practical I	1	50	2:2	15	7.5	Passed
2013/4	PSY2213	Social Practical II	1	44	3	15	7.5	Passed
2013/4	PSY2303	Cognition and Emotion	2	40	3	15	7.5	Passed
2013/4	PSY2304	Biological Basis of Behaviour	2	40	3	15	7.5	Passed
2013/4	PSY2306	Development Psychology and Psychopathology	1	52	2:2	15	7.5	Passed
TOTAL YEAR 2013/4 CREDITS						120	60.0	
2014/5	PSY3401	Psychology Research Project	1	50	2:2	45	22.5	Passed
2014/5	PSY3402	Methods and Statistics in Psychology III	1	53	2:2	15	7.5	Passed
2014/5	PSY3403	Contemporary Issues in Psychology	1	52	2:2	15	7.5	Passed
2014/5	PSY3410	Stereotypes and Stereotyping	1	48	3	15	7.5	Passed
2014/5	PSY3418	Processes of Human Memory	1	49	3	15	7.5	Passed
2014/5	PSY3425	Cognitive Behavioural Approaches to Mood Disorders	1	41	3	15	7.5	Passed
TOTAL YEAR 2014/5 CREDITS						120	60.0	
TOTAL CREDITS AWARDED						360	180.0	

Example 4 — Student was deferred and referred in **one module** (over 3 years) and referred in **another module** (over 2 years):

4.3 Programme details, and the individual grades/marks/credits obtained:								
Programme start date: 03/10/2011				Programme end date: 12/06/2015				
Year	Module Code	Title	Attempt	Mark	Grade	Credits	ECTS Credits	Result
2011/2	LAW1003	Criminal Law	1	54	2:2	30	15.0	Passed
2011/2	LAW1004	The Law of Contract	1	58	2:2	30	15.0	Passed
2011/2	LAW1021	Advocacy	1	63	2:1	15	7.5	Passed
2011/2	LAW1022	Legal Foundations	1	60	2:1	15	7.5	Passed
2011/2	LAW1035	Constitutional and Administrative Law	1	52	2:2	30	15.0	Passed
TOTAL YEAR 2011/2 CREDITS						120	60.0	
2012/3	LAW2015	The Law of Torts	1	66	2:1	30	15.0	Passed
2012/3	LAW2017	Land Law	1	60	2:1	30	15.0	Passed
2012/3	LAW2019	Commercial Law	1	0	MI	0	0.0	Deferred
2012/3	LAW2034	European Union Law	1	70	1	30	15.0	Passed
TOTAL YEAR 2012/3 CREDITS						90	45.0	
2013/4	LAW2019	Commercial Law	1	30	FR	0	0.0	Referred
2013/4	LAW3026	Employment Law	1	60	2:1	30	15.0	Passed
2013/4	LAW3041	Trusts	1	63	2:1	30	15.0	Passed
2013/4	LAW3043	Company Law	1	16	MI	0	0.0	Deferred
2013/4	LAW3047	Dissertation	1	60	2:1	30	15.0	Passed
TOTAL YEAR 2013/4 CREDITS						90	45.0	
2014/5	LAW2019	Commercial Law	2	40	3	30	15.0	Passed
2014/5	LAW3043	Company Law	1	68	2:1	30	15.0	Passed
TOTAL YEAR 2014/5 CREDITS						60	30.0	
TOTAL CREDITS AWARDED						360	180.0	

Sub-section 4.4 — Grading scheme and grade distribution guidance

4.4 Grading scheme and, if available, grade distribution guidance:		
Degree classification		Module grade key
The following minimum percentages are guidelines for classification for an Honours Degree. Degree classifications are determined by Boards of Examiners, which may take into account factors other than the marks recorded.		1 First Class
		2:1 Upper Second Class
		2:2 Lower Second Class
		3 Third Class
		AB Absence
		AO Alleged academic offence
		F Failure
		FC Condoned fail
		FR Referred failure
		H Result held
		INT Interruption
		MI Deferred failure
		NS Non-submission
		W Withdrawn
Overall average	Classification	
At least 70%	Class I (First Class Honours)	
At least 60%	Class II Division I (Upper Second Class Honours)	
At least 50%	Class II Division II (Lower Second Class Honours)	
At least 40%	Class III (Third Class Honours)	
An Ordinary Degree may be awarded on the recommendation of the Board of Examiners.		
For the Diploma in Law, the following guidelines are used:		
70% and above	Qualifies for Distinction	
60%–69%	Qualifies for Merit	
40%–59%	Pass	

Sub-section 4.5 — Overall award classification

Represents the student's award classification (see description in sub-section 4.4).

4.5 Overall classification of the qualification (in original language):

Class II Division I

Section 5

Default wording applied to both sections.

5. Information on the function of the qualification

5.1 Access to further study:

Bachelor Degree programmes may entitle access to postgraduate studies.

5.2 Professional status (if applicable):

For the latest information on any professional status associated with this qualification, please contact the relevant discipline:
<http://www.exeter.ac.uk/departments/>

Section 6

Section 6.1 will differ per student whereas section 6.2 will contain default wording.

Example 1 — Student that graduated in 2013/4:

6. Additional information

6.1 Additional Information:

For students graduating in 2014, please note the HEAR will be limited to academic achievement.

6.2 Further information sources:

Further information about the University of Exeter can be found at: <http://www.exeter.ac.uk/>

Example 2 — Student only has Guild activities:

6. Additional information

6.1 Additional information:

Additional recognised activities

2012/3 Vice President: African and Caribbean Society

The elected Vice President supports and deputises for the President who is charged with providing leadership and direction to the Committee. Responsible for ensuring that the Committee fulfils its responsibilities for the governance and success of the group/society. They also work to optimise the relationship between the Committee, and members, and to achieve the group/society's agreed goals.

2014/5 Publicity: Exeter University Women in Business Society

The elected Publicity Officer is responsible for promoting and publicising the student group/society, its events and campaigns, creating and co-ordinating the distribution of posters and flyers and managing digital/online publicity.

6.2 Further information sources:

A glossary and further information about the range of achievements included in the University of Exeter HEAR can be found on the employers information page on our HEAR website: <http://www.exeter.ac.uk/hear>

Further information about the University of Exeter can be found at: <http://www.exeter.ac.uk/>

Example 3 — Student has no additional activities or achievements:

6. Additional information

6.1 Additional information:

6.2 Further information sources:

A glossary and further information about the range of achievements included in the University of Exeter HEAR can be found on the employers information page on our HEAR website: <http://www.exeter.ac.uk/hear>

Further information about the University of Exeter can be found at: <http://www.exeter.ac.uk/>

Example 4 — Student has awards and College commendation:

6. Additional information

6.1 Additional information:

Additional awards

2014/5 The Exeter Award

The Award provides a framework for students to undertake a range of activities to improve their employability, including work experience/volunteering, and developing their personal, professional and career management skills. The Award mirrors the graduate recruitment process and students are assessed via application form and interview.

2014/5 The Exeter Leaders Award

Students must reflect on their leadership skills and attributes from having undertaken a leadership role, as well as engaging with a range of skills training activities and delivering a presentation to a panel.

University, professional and departmental prizes

2014/5 College Commendation for making a significant contribution to the College

Example 5 — Student attended Grand Challenges, but has no other awards or activities:

6. Additional information

6.1 Additional information:

Additional awards

2012/3 Grand Challenges 2013 - Student-led Solutions to 21st Century Dilemmas.

Dilemma Title: Solving the Climate Change Problem: Mitigation, Adaptation and Geoengineering

Grand Challenges is optional and is evidence of a high level of engagement by the participant in an intensive research informed project which contributes to employability and graduate level transferable skill development.

6.2 Further information sources:

A glossary and further information about the range of achievements included in the University of Exeter HEAR can be found on the employers information page on our HEAR website: <http://www.exeter.ac.uk/hear>

Further information about the University of Exeter can be found at: <http://www.exeter.ac.uk/>

Section 7 — Certification of the HEAR

Sub-section 7.1 will change, according to the student's award date on SAW. Sub-sections 7.2 and 7.3 will be updated from August 2015, to Ian Blenkharn.

7. Certification of the HEAR

7.1 **Date:** 29/06/2015

7.2 **Signature:**



Michele Shoebridge

7.3 **Capacity:** Director of Academic Services

7.4 **Official stamp or seal:**



Section 8 — Information on the National Higher Education System

This is the default wording for all students.

8. Information on the National Higher Education System

A description and diagram of the Higher Education System for England, Wales and Northern Ireland are available at <http://www.exeter.ac.uk/hear/highereducationsystem>