**Software Support/ Originality Software Procedure**

**UNIVERSITY SOFTWARE SUPPORT**

Following best practice, the University’s level of software support is divided into three categories: standard, specialised and unsupported. These categories are described below:

1. Standard support

This category covers most software that you find installed as standard on our computer network. We will provide a high level of support for software in this support category. This support will be provided by the IT Help Desk and IT Services. Examples of software in this category: Microsoft Office Suite, Internet Browsers, Read and Write.

1. Specialised support

This category covers software which, though important, is not installed as standard across the university. Examples of software in this category include SPSS and NVIVO. We are able to provide limited support for software in this support category. In most cases, support for this software will be passed to specialist users within the academic department.

1. Unsupported

This category covers software which has not been installed by IT on the University systems. We are unable to provide support for software in this category. Various web based applications would fall into this category.

If you have been recommended to use specialised software to complete your assignment, please liaise with your tutor in the first instance.

**EQUIPMENT LOANS**

A limited amount of equipment to support assignments may be available through the IT Help Desk situated in the library - e.g. video equipment. This may be borrowed through a booking out system for up to 10 working days at a time. Loans may subsequently be renewed if no other students are waiting on the equipment concerned. Please note that the university does not guarantee availability per student. If you experience issues with equipment availability, you should contact your tutor in the first instance.

**ORIGINALITY SOFTWARE PROCEDURE**

The University uses originality software to check student work. Occasionally, requests will be received from other institutions to see student work. This may happen, for instance, if the software has shown potential high levels of duplication with another students work at that university. In these instances, the University reserves the right to share the work anonymously with the institution concerned.