

IMPORTANT INFORMATION FOR APPRENTICESHIP PROGRAMME OFFER HOLDERS

2022/23



CONTENTS

05 SECTION A: KEY INFORMATION

- 05 Introduction
- 06 Key Apprenticeship Student Documents
- 06 What Does The University Expect Of You?
- 08 The University's Regulations
- 08 Criminal Convictions
- 09 Professional Suitability and Fitness to Practise
- 09 Changes to Apprenticeship Programme (and Other Changes)
- 11 Intellectual Property
- 11 Complaints
- 11 Data Protection
- 12 How We May End Your Registration at the University
- 12 How You May End Your Registration at the University
- 12 Law

14 SECTION B: KEY POLICIES AND PROCEDURES

- 14 Student Code of Conduct
- 14 Student Complaints Procedure
- 14 Appeals and Complaints Policy and Procedure for Applicants
- 14 Academic Misconduct
- 15 Student Transfer, Suspension and Withdrawal
- 17 Fitness to Practise
- 17 Assessment Regulations
- 17 Academic Appeals
- 17 Exceptional Factors
- 17 Your Funding
- 17 Support and Guidance

18 SECTION C: OTHER POLICIES AND PROCEDURES

- 19 Student Pregnancy and Maternity Guidelines
- 19 Arrangements for Students with a Disability
- 19 Environmental Sustainability Policy
- 19 Other Policies

20 SECTION D: USING OUR SERVICES

- 21 IT Services
- 21 Library Services
- 21 Accommodation
- 21 Inclusion and Disability Service
- 21 Careers and Employability Service
- 21 Counselling, Mental Health and Wellbeing Service
- 21 Other Services

22 SECTION E: STUDENTS' UNION POLICIES

- 23 Students' Union Articles of Governance
- 23 Students' Union Supporting Byelaws
- 23 Students' Union Code of Conduct

24 USEFUL CONTACTS

- 24 Our contact details

INTRODUCTION

At Manchester Metropolitan University, we take great pride in putting the quality of the student experience at the heart of everything we do. One of the ways by which we do this is by implementing regulations, policies and procedures that seek to ensure transparency and equality of treatment for all of our students.

This Important Information for Offer Holders document provides an overview of the key terms, conditions, regulations, policies and procedures relevant to life at Manchester Met. They cover a variety of different aspects of student life, including:

- Terms and Conditions that relate to study at the University
- Your Obligations as a Student
- Assessment, examinations and coursework
- The Student Code of Conduct
- Using certain University services including the Library, IT equipment and Wi-Fi
- The Students' Union

This document, including the documents referred to within (unless otherwise expressly recorded) form the basis of the contractual relationship between you, as a student, and the University. Please read through this document and the regulations, policies and procedures referred to within it before you accept your offer and keep it safe so that you can look at it later. This document includes an explanation of how we will manage changes to the information that we have given to you.

We know that you are given a lot of information when you are applying to university. We also know that some of these things may not seem very important at the moment, but hope that by making this information available to you now it will be easier to find in the future.



Karen Moore

Professor Karen Moore
Chief Operating Officer

SECTION A: KEY INFORMATION

Key Information Applicable to the Provision of the University's Educational Services for Apprenticeship Programmes

Introduction

Your employer will be responsible for ensuring that your role within your workplace provides the opportunity for you to gain the knowledge, skills and behaviours required to achieve the relevant Apprenticeship Standard that applies to your apprenticeship. The University will provide the academic training of your Apprenticeship Programme to you with reasonable care and skill and make arrangements for your end-point assessment, alongside your employer.

Successful provision of your academic training relies upon a strong partnership between you, your employer and the University. Underpinning the partnership are a number of regulations, policies and procedures and you will find the current versions and more detailed guidance on these **here**. These policies and procedures are relevant to your studies so please familiarise yourself with them so you know what to expect. It's worth adding that your particular faculty may have additional policies or procedures which will be brought to your attention.

Please do read this Important Information for Students on Apprenticeship Programmes document and all other information provided to you with your Offer Letter carefully to make sure you understand what the University agrees to provide and what you will need to comply with and do. It is your responsibility to make sure that all the information you provide to the University is accurate and true. It is not possible to provide the full detail of every policy or procedure that may apply to your studies within the text of this document. You will find a number of links included within this document or the documents referred to within them that will allow you to access more detailed information on particular areas. From here on in, we will refer to Manchester Metropolitan University as "the University", to you as "you" or a "student" or an "apprentice", and an educational programme of study as an "Apprenticeship Programme".

Please note that during your time as a student with us, it is the University's policy to use your University email address to communicate with you. Please check your emails regularly to make sure you stay up-to-date.

1. KEY APPRENTICESHIP STUDENT DOCUMENTS

There will need to be a written agreement in place between your employer and the University concerning your apprenticeship. A number of key documents set out important information applicable to your studies on your degree apprenticeship at the University (we call them the “Key Apprenticeship Student Documents”). These are:

- This Important Information for Students on Apprenticeship Programmes document and any other document referred to herein.
- The University’s Policies, Regulations and Procedures for students are available [here](#).
- Your Offer Letter and any other document referred to within that letter including the commitment statement. The Education and Skills Funding Agency (“ESFA”) requires you, your employer and the University to enter into a commitment statement. The commitment statement will be signed by you, your employer, and the University, setting out how we will all work together to support the successful achievement of your apprenticeship; the signature forms a condition of your offer. This is different to the University’s **Academic Community Commitment**. Your offer may contain further academic or non-academic conditions. You will only be able to register with us if you meet both the academic and non-academic admission requirements. If you need to satisfy any conditions, you may need to fulfil these before a set date, otherwise we may withdraw your offer or be unable to allow you to register. The University’s **Recruitment and Admissions Policy** provides further information on the student recruitment process. If you have a complaint about our recruitment or admission process, please see our **Student Appeals and Complaints Policy for Applicants** and **Student Appeals and Complaints Procedure for Applicants** for further information. The University may withdraw or amend an offer at any time up until you accept it, or after acceptance, if it comes to the University’s attention that your application contained incorrect or missing information or you do not meet any conditions of offer.
- You will also need to abide by a number of terms and conditions relating to access to and use of particular University services, for example, those relating to the use of the University’s computing and information technology services. You will have the opportunity to read and consider these before you access or use those services.
- By accepting your offer of a place on your Apprenticeship Programme and registering with

the University you accept the information and terms set out here and agree to abide by the University’s **Policies, Procedures and Regulations**.

2. WHAT DOES THE UNIVERSITY EXPECT OF YOU?

Alongside the obligations in this document, the University has developed the **Academic Community Commitment**. The Academic Community Commitment sets out the intention of the University and the Students’ Union to work in partnership with you as a University student in supporting your learning and helping you succeed, and sets out your role in ensuring that success, and the standards of behaviour and personal responsibility expected of our students.

Although the University would like to draw your attention to the **Academic Community Commitment**, it is not intended to be legally binding or to form part of the Key Apprenticeship Student Documents. The Academic Community Commitment is different to the written commitment statement (provided separately) that you, the University and your employer are required to sign to meet the requirements of the ESFA.

Specific obligations

In addition to all obligations set out within the Key Apprenticeship Student Documents that apply to you, you are required to:

- Play a full and active role in progressing your studies at the University and fully engage with any attendance registration or monitoring methods that are in place in line with the **Student Engagement Policy**. You should let the University and your employer know if you cannot attend classes or cannot continue to engage with your Apprenticeship Programme for any reason;
- Comply with the terms of your written commitment statement and all other terms, policies, procedures or regulations described in the Key Apprenticeship Student Documents. You should also familiarise yourself with any specific information provided to you in connection with your Apprenticeship Programme;
- Keep all information provided to us up-to-date and notify us promptly of any changes in your information. You should provide us with up-to-date contact information;
- Meet any conditions set out in your Offer Letter and continue to satisfy these conditions (where relevant);
- Comply with all codes, regulations, policies and procedures as amended from time to time and

adhere to all terms and conditions applicable to use of particular University services such as those relating to use of the Library or IT services;

- Register/enrol with us before the start of your Apprenticeship Programme and re-enrol/re-register with us each academic year unless you have a valid interruption of study authorised by us. Please note that students on Apprenticeship Programmes may not follow the standard academic year calendar of other University students;
- When you enrol you will receive a student card which you must collect and should then carry with you when you are on campus. You may need to show this to authorised representatives of the University and will need this to access a range of University services;
- Take responsibility for your learning by engaging with your Apprenticeship Programme in a timely manner, spending appropriate time on private study and complete all required assessments by the dates set, unless, exceptionally, a variation is approved through the appropriate University procedure. You agree to participate in any attendance monitoring procedures of the University and will meet any minimum attendance requirements for your Apprenticeship Programme;
- Act in a courteous and responsible manner during your time as a student and within the community including taking reasonable care for your own safety and the safety of others. You must comply with any reasonable instructions we provide to you about health, safety and security including within our **Health and Safety Policy**. In particular, we may put in place specific health and safety policies which will apply to you when you are on any of the University’s campuses or using any of the University’s facilities. Sometimes, we may need to add new policies and procedures or change existing ones quickly in order to respond to an immediate health or safety threat (such as an epidemic or pandemic) or where particular requirements are imposed on us by (for example) the government or other local authorities or public health authorities. We will tell you about any such policies and procedures and we will let you know as quickly as possible about any changes to such policies and procedures. We ask you to comply with these policies and procedures in order to ensure your safety and those of others around you.
- Behave in a manner consistent with the **Student Code of Conduct** on campus and within the community;

- Complete the end-point assessment process associated with your Apprenticeship Programme. End-point assessment is an independent assessment of the knowledge, skills and behaviours which have been learnt through an Apprenticeship Standard. The requirements for end-point assessment are set out in the assessment plan for your specific Apprenticeship Standard.
- When you enrol, you will receive a photographic student identification card. Collection of your student ID card is the last step of the enrolment process, once you have completed online enrolment, photo upload and identity verification. Information will be provided on the dates and times student ID cards are available to collect on campus. The University may post student ID cards out to selected groups of students. Students on Distance Learning programmes must request a student ID card, if desired, by emailing student_idcard@mmu.ac.uk with their full name, student ID and mailing address.
- You must carry your student identification card with you at all times when you are on campus. You may need to show this to authorised representatives of the University and will need this to access a range of University services. You agree to provide us with all information and assistance reasonably required to provide you with your student identification card (including providing us with a passport-style photo which we will put on your student identification card).



3. THE UNIVERSITY'S REGULATIONS

Are there any particularly important or surprising terms?

There are some policies and procedures which we need to draw your particular attention to as they can result in a disciplinary process and ultimately mean you may not be able to continue at the University. These include:

- **Procedure for Handling Academic Misconduct**
- **Student Transfer, Suspension and Withdrawal Policy**
- **Student Code of Conduct**

Please see **Section B** for more information on these policies and procedures.

Please note that some Apprenticeship Programmes may have specific requirements for an occupational health check and/or a relevant criminal record check with the Disclosure and Barring Service. For such Apprenticeship Programmes, checks may be carried out either by the employer or by the University depending on the arrangements that are in place for the specific Apprenticeship Programme.

4. CRIMINAL CONVICTIONS

As part of the University's duty of care to students, staff and those people a student may come in to contact with directly in relation to his or her studies, we require all applicants who accept an offer of a place to let us know of any relevant, unspent criminal convictions.

Why do we ask for this information?

This is to enable us to identify, assess and manage the potential risks to the University community, and/or to offer support where appropriate.

For further information on what is 'relevant' and 'unspent' please visit our **Disclosure of Criminal Convictions webpage**.

Applicants to regulated profession apprenticeship programmes

Certain Apprenticeship Programmes that involve interacting with children or vulnerable adults in regulated activities and/or require a criminal records check via the Disclosure and Barring Service ("DBS"), or local equivalent, are exempt from the Rehabilitation of Offenders Act (1974). For these Apprenticeship Programmes, the University requires disclosure of all convictions, including spent convictions, cautions and bind-over orders.

For such Apprenticeship Programmes, we ask about criminal convictions for the following reasons:

- To determine your suitability including to work in the professional environment associated with your Apprenticeship Programme. We also need to assess whether you would be able to undertake the mandatory work placements required as part of your Apprenticeship Programme.
- To carry out appropriate risk assessments to identify, assess and manage any potential risks to the University community.

For such Apprenticeship Programmes, you may also need to complete an enhanced criminal convictions check with the Disclosure and Barring Service, or equivalent process for overseas applicants, before you start. Depending on the arrangements that are in place for the Apprenticeship Programme, either the employer or the University may carry out this check. However, we ask you to self-declare at an earlier stage so that we have time to collect further information and assess the information provided as early as possible.

If you will undertake an Apprenticeship Programme that requires a DBS to be undertaken by the University, the information you provide at this stage will be used to assess your suitability to undertake your chosen Apprenticeship Programme, including placements involving regulated activity and, where relevant, to enable discussion in terms of meeting 'Fitness to Practise' criteria, ahead of applying for a DBS Enhanced Disclosure Certificate.

If the DBS check reveals that you have had a conviction, caution, reprimand, final warning or bind over, the University will need to assess your fitness to practise in the profession to which you have applied.

What happens if I declare a conviction?

If you declare a criminal conviction, we will ask you to provide further information and you have an obligation to do so.

Disclosure of relevant, unspent convictions will be considered by the University's Risk Panel. For further

information, refer to the University's **Risk Policy and Procedure for Applicants with Criminal Convictions**.

Any disclosure is considered separately from the academic assessment of your application. You will have the opportunity to comment on our risk assessment.

Disclosure of convictions by applicants to Apprenticeship Programmes that require a DBS check will, where relevant, be considered by the University's Risk Panel in the first instance.

A Faculty Panel may also be used for assessing the suitability of applicants whose Self-Declaration Form contains information about offences, cautions, convictions or other matters or concerns. For further information on the current University DBS policy and procedure, please visit our **Disclosure of Criminal Convictions webpage**.

Possible outcomes

The University has the right to:

- Refuse enrolment at the University and/or to terminate a student's contract where, following a risk assessment or professional suitability/DBS (or equivalent overseas) assessment the University's decision is to refuse admission and study at the University.
- Impose conditions and/or restrictions on a student's offer, admission, enrolment or study at the University to help manage any risks identified.

We may withhold enrolment and/or commencement at the University where a prospective student fails to provide appropriate information or pending a Risk Panel or professional suitability/DBS (or equivalent overseas) assessment.

What if I am convicted of a relevant criminal conviction at a later date?

As from acceptance of an offer to study with us, all prospective students (and students on an ongoing basis throughout their studies) must declare promptly any relevant criminal convictions. Students will be asked to provide information on any relevant convictions that have not already been disclosed to the University, at enrolment and re-enrolment each academic year. Please see our **Disclosure of Criminal Convictions webpage** for further guidance on relevant convictions.

Data protection for criminal conviction data

The University has conducted a specific Data Protection Impact Assessment which guides our processing of criminal conviction data. For information about how we use your personal data, our lawful bases for processing, our relevant retention and disposal periods, your applicable data subject rights and our contact information please see our **Privacy Notices**, including the **Use of Conviction Data Privacy Notice** and the main **Privacy Notice for Students**.

5. PROFESSIONAL SUITABILITY AND FITNESS TO PRACTISE

Some Apprenticeship Programmes will require you to register with a professional, statutory or

regulatory body and/or to practice under licence. It is your responsibility to ensure that all necessary declarations (including but not limited to criminal records, medical conditions, disabilities) are made to the University during the admissions process and during the period of study, and that you comply with all relevant rules and regulations during study including maintaining any licences, registrations or consents. The University will use reasonable endeavours to support students in attaining fitness to practise but accepts no responsibility in the event that a student is declared not fit for practise.

6. CHANGES TO APPRENTICESHIP PROGRAMME (AND OTHER CHANGES)

The University will use all reasonable endeavours to deliver your Apprenticeship Programme in accordance with the content and learning plan agreed with your employer. However, the University is entitled to make reasonable changes to ensure the University delivers the best quality of educational experience to you.

Some examples of these changes include:

1. Keeping our Apprenticeship Programme content and delivery up-to-date and relevant. We may need to implement technical adjustments and/or improvements, for example: to reflect developments in academic teaching, research and/or professional standards/requirements; to address any external examiner feedback received as part of their annual reports and/or results from our regular student feedback sessions. We may make adjustments to: aspects of the curriculum – to ensure that this is current and reflects developments in the subject area; the methods of assessment, assessment weightings, and the word length of individual assignments; to reflect changes in the relevant Apprenticeship Standard and adjustments to the learning outcomes and how these are assessed;
2. Changes as a result of a programme review. It is standard practice for the University to undertake an annual performance review (Education Annual Review) of all of its taught provision in line with national, professional body and regulatory requirements. The aim of Education Annual Review is to ensure, that the performance, academic standards and learning opportunities of existing Apprenticeship Programmes remain appropriate to the awards to which they lead. Programme review may also be triggered by changes to the Standard underpinning each Apprenticeship Programme. Programme review may result in certain changes to an Apprenticeship Programme. These changes



- will be made to enhance the quality of provision we provide to students;
3. To reflect changes in relevant laws, statutory, regulatory and/or professional body requirements and/or sector regulation;
 4. Reviewing and refreshing optional modules. As indicated within our **online prospectus** the optional modules listed are indicative and may be subject to change. We do not guarantee that an optional module will always run in any given academic year, as options may be dependent on student choice, numbers and staff expertise;
 5. Altering the location of the Apprenticeship Programme. For example, following campus consolidation to allow the University to provide the best facilities and academic provision for its students.
 6. Changes to your mode and frequency of study, including but not limited to, moving between face to face and virtual provision where reasonably required.

In making any such changes, the University will aim to keep the changes to the minimum necessary to achieve the required quality of experience.

Sometimes circumstances may arise which are beyond the control of the University. Examples (without limitation) of such circumstances include:

- Industrial action by University staff or third parties;
- The unanticipated departure of key members of University staff or unavoidable specialist staff absence;
- Acts of terrorism or a security threat;
- Damage or interruption to buildings, facilities or equipment;
- Severe weather conditions; or
- The acts of any governmental or local authority (including but not limited to government or local authority imposed lockdowns or forced closures of the University campus or its facilities).

7. INTELLECTUAL PROPERTY

The University's standard **Intellectual Property Policy** relating to the intellectual property rights of students will not apply to apprenticeship students and the position on ownership of intellectual property developed during your Apprenticeship Programme will be detailed within your written commitment statement.

8. COMPLAINTS

The University recognises there may be occasions where you wish to raise legitimate complaints relating to your Apprenticeship Programme, or the facilities and services provided by the

University. The University has in place a **Student Complaints Procedure**, which details procedures and parameters for making a complaint, alongside what action may be taken in response to complaints, which we refer to in further detail in **Section B**.

If, having exhausted all stages of the University's internal complaints procedure, a student considers that the University has failed to consider and respond to their complaint appropriately, the student can refer their complaint to the **Office of the Independent Adjudicator for Higher Education**, which provides an independent scheme for the review of student complaints.

The employer and the apprentice may at any time contact the **National Apprenticeship Helpdesk** (further detail is provided within the commitment statement) regarding apprenticeship concerns, complaints and enquiries although the University consider that this should be a last resort and encourages apprentices and employers to discuss any issues with their key contact (as set out in the commitment statement) directly.

9. DATA PROTECTION

Whilst you are studying with us, the University will hold and process your personal data including some data defined as special category. For example, we will process the personal data you provide in your application form to register you for study, retain your contact details, record information about your eligibility to undertake the Apprenticeship Programme, administer the financial aspects of the Apprenticeship Programme and maintain information about your progress on the Apprenticeship Programme such as attendance data and academic results. This information is processed in order to enable the University to comply with its contractual obligation to deliver, manage and administer your Apprenticeship Programme. More detailed information about how we will use the personal information you provide to us can be found in our **Privacy Notice for Students**.

The University will be the Controller in respect of the personal data we hold and use about you whilst you are studying with us. We process all personal data in accordance with the UK General Data Protection Regulation ("UK GDPR"), the Data Protection Act 2018 and our **Data Protection Policy**. The University is registered as a Controller with the **Office of the Information Commissioner**.

You acknowledge that the University and the employer will each process your Personal Data, including special category Personal Data, as defined in the Data Protection Act 2018 (as may be amended), relating to you for our respective

legal, personnel, administrative and management purposes, and transferring such Personal Data to the other for the purposes of management and administration of the Apprenticeship. For example, you acknowledge that the University will share details on attendance, progress, or any issues arising during the Apprenticeship Programme, with your employer.

In addition, the University is required to share your information with the ESFA (who may transfer your information to other government agencies or to bodies or agencies of the European Commission). You acknowledge that the ESFA or their delegate may contact you directly in relation to the Apprenticeship. Further detail about how the ESFA processes apprenticeship data is available in their **privacy policy**. For the avoidance of doubt, the University may also share your personal data with government agencies in order to allow the University to comply with any funding requirements relating to its provision of the Apprenticeship.

You have certain rights in relation to your personal data including the right to request access and in certain cases the right to request that your data is erased or rectified or that processing of your data is restricted. Your rights as a data subject are explained within our **Privacy Notice for Students and Data Subjects' Rights**. For further information about the retention and secure destruction of your personal data please refer to the University's **Retention and Disposal Schedule**.

Examination pass lists and/or degree classifications may be published. If you do not wish your results to be published in this way, you must notify the **Director of Student Management** stating your reasons in writing by no later than seven days before you complete your examination or assessment. Your reasons will be considered and, where it is felt that publication of your results is likely to cause substantial damage or substantial distress and that this would be unwarranted, publication will be withheld.

You are obliged to provide the University with up-to-date contact details and you will be responsible for maintaining the accuracy of this information whilst studying with the University.

10. HOW WE MAY END YOUR REGISTRATION AT THE UNIVERSITY

We may end your registration at the University on notice to you (such notice as may be appropriate having followed any relevant University policies or

procedures but where the circumstances dictate, immediate notice) or may withdraw your offer, or decline to register you as a student as a result of:

- Us becoming aware that information you have provided to us is untrue, inaccurate, incomplete and/or misleading and/or at any point becomes untrue, inaccurate, incomplete and/or misleading;
- You failing to comply with your obligations as a student as set out above and below or within our regulations, policies and procedures;
- You failing to comply with requests for information, to make declarations and/or to meet specific requirements of your Apprenticeship Programme as specified in the Offer Letter or this document;
- Your circumstances changing so that we are no longer required to deliver the training. Examples include (but are not limited to) where you are no longer employed by your employer or where our contract with your employer ceases to apply. Your relationship with us will end if you cancel or withdraw. The ESFA confirms how a change in circumstances should be managed. A change in circumstance generally means a situation that affects the ability of an apprentice to complete their apprenticeship;
- You failing to meet the requirements to register for your Apprenticeship Programme or failing to re-register in subsequent years within the required timescale;
- Following disciplinary action under our **Student Code of Conduct**;
- You failing to meet the minimum academic and/or professional performance requirements that are set out in the University's **Assessment Regulations** and other applicable regulatory documents.

11. HOW YOU MAY END YOUR REGISTRATION AT THE UNIVERSITY

Your registration with us will end if you formally withdraw. Find further information on withdrawing from your studies in the **Student Transfer, Suspension and Withdrawal Policy**. Please ensure that you discuss any plan to withdraw with your employer directly and notify the **Apprenticeships Unit**.

12. LAW

You and we both agree that the English courts will have non-exclusive jurisdiction over any claims



SECTION B: KEY POLICIES AND PROCEDURES

1. STUDENT CODE OF CONDUCT

The University is committed to providing a supportive environment in order to safeguard the quality of student experience and to give all of our students the best chance of success. To help us ensure the safety of our campus and students, the University has in place a Student Code of Conduct.

The **Student Code of Conduct** sets out the standards of conduct the University expects of its students so that everyone can undertake their studies in a supportive and non-threatening environment. Breaches of certain regulations and policies of the University will, where appropriate, be dealt with as breaches of the **Student Code of Conduct**. Examples include but are not limited to:

- **Library Rules and Regulations;** and
- **Student Rules and Regulations for Use of Computing Resources.**

Further information on these rules and regulations can be found in **Section D**.

The **Student Code of Conduct** does not deal with academic misconduct which is addressed in the **Procedure for Handling Academic Misconduct**.

2. STUDENT COMPLAINTS PROCEDURE

The University recognises there may be occasions where students wish to raise legitimate complaints relating to their Apprenticeship Programme, or the facilities and services provided by the University. To ensure that complaints are dealt with transparently, and without fear of reprimand, the University has in place a **Student Complaints Procedure** which details procedures and parameters for making a complaint, alongside what action may be taken in response.

The employer and the apprentice may at any time contact the **National Apprenticeship Helpdesk** regarding apprenticeship concerns, complaints and enquiries although the University considers that this should be a last resort and encourages apprentices and employers to discuss any issues with their key contact (as set out in the written commitment statement) directly.

3. APPEALS AND COMPLAINTS POLICY AND PROCEDURE FOR APPLICANTS

The University is committed to providing a high-quality service to applicants. However, the University recognises that from time to time there may be instances where applicants have legitimate complaints or the need to appeal. The University takes all such matters seriously and deals with them in confidence and without fear of reprimand or disadvantage.

If you have a complaint about our admission process, please see our **Student Appeals and Complaints Policy for Applicants** and **Student Appeals and Complaints Procedure for Applicants** for further information.

4. ACADEMIC MISCONDUCT

In order to safeguard our academic standards and the integrity of our awards, the University has in place a policy and procedures for dealing with suspected misconduct. The **Procedure for Handling Academic Misconduct** details types of misconduct – such as plagiarism or the purchase of work from ‘essay mills’ – how suspected offences are investigated, and the penalties that can be imposed. The policy also details students’ rights of appeal in cases relating to academic misconduct.

5. STUDENT TRANSFER, SUSPENSION AND WITHDRAWAL

The University has in place a range of guidance and support available to students who are uncertain about continuing with their studies, or who are failing to meet the professional or academic requirements of their Apprenticeship Programme. However, there may be occasions where – for a variety of reasons – a student decides that they wish to withdraw, or that the University concludes a student must be withdrawn or expelled.

The University **Student Transfer, Suspension and Withdrawal Policy** outlines the processes, grounds, implications and the specialist sources of advice available in relation to:

- Withdrawal at the request of a student;
- Withdrawal of a student by the University;
- Expulsion for intentionally overstaying immigration permission to be in the UK;
- Suspension of studies at the request of a student;
- Suspension of studies by the University.

If you are considering withdrawing from your Apprenticeship Programme, always make sure you discuss this with your Programme Leader before you make a formal decision as they may be able to refer you to sources of guidance and support who may be able to explain the potential implications for that decision. Please note that we are required to report any suspension of your studies at your request to the ESFA.





6. FITNESS TO PRACTISE

Where students are studying on an Apprenticeship Programme accredited or overseen by Professional, Statutory or Regulatory Bodies, the University has a responsibility to safeguard and uphold the professional standards of the professions it serves. The **Fitness to Practise Procedure** enables the University to maintain these standards, whilst supporting students undertaking professionally accredited qualifications.

7. ASSESSMENT REGULATIONS

One of the guiding principles of assessment at the University is that the work of all students can be fairly and objectively evaluated. In order to ensure this, we publish and maintain a set of **Assessment Regulations**. These Regulations are developed with the involvement of the Students' Union, and undergo formal review regularly to ensure that they are always up-to-date.

The **Assessment Regulations** set out the rules and procedures that determine your final classification, including:

- How grades for each unit and final degree classification are calculated;
- Pass marks for Undergraduate and Taught Postgraduate Programmes;
- The number of credits required to progress to each level of study;
- Requirements and practicalities in relation to re-assessment.

8. ACADEMIC APPEALS

The University has in place a range of policies and procedures to ensure that the final marks awarded to students are fair, equitable and accurately reflect the quality of work submitted. In very rare circumstances – where student performance has been adversely affected by a material irregularity that has occurred during the conduct of assessment – there may be a basis for submitting an **Academic Appeal**.

Academic Appeals can only be submitted in the circumstances outlined above, and cannot be used for challenging the academic judgement of Assessment Boards.

9. EXCEPTIONAL FACTORS

The University recognises that there may be occasions where illness or difficult life events occur outside of a student's control, and that these can have a detrimental impact on performance in assessed work. The University has a **Procedure for Consideration of Exceptional Factors** to handle such cases, which outlines the type of exceptional, short-term events that are considered as Exceptional Factors, and what students need to do to make an Exceptional Factors claim.

10. YOUR FUNDING

Your apprenticeship will be funded by the government and your employer. You will not be required to pay anything towards the direct cost of your training.

Although the University offers a range of support packages, discounts and bursaries for students, students on Apprenticeship Programmes will generally not be eligible.

11. SUPPORT AND GUIDANCE

We recognise that you may sometimes need advice, help, support or guidance on a whole range of financial matters. If you find yourself in general financial difficulty during your studies, you should speak to someone at the earliest opportunity and we will do our best to help you. We suggest you contact the **Students' Union Advice Centre**.

SECTION C: OTHER POLICIES AND PROCEDURES

1. STUDENT PREGNANCY AND MATERNITY GUIDELINES

The University believes that becoming pregnant or caring for a child should not prevent any student from succeeding, and is committed to showing flexibility to facilitate a student's success. The **Student Pregnancy and Maternity Guidelines** cover any student who becomes pregnant during their studies or gives birth during their studies. It also covers any student who is the partner of someone who is pregnant and expects to be responsible for the child, and any student becoming a parent.

Please note that we are required to report any suspension of your studies at your request to the ESFA.

2. ARRANGEMENTS FOR STUDENTS WITH A DISABILITY

Manchester Met is committed to inclusivity and equality of opportunity for all students. To support this, the University has in place a formal **Assessment Arrangements for Disabled Students Policy** to support the development of Personal Learning Plans for students with a disability and to make reasonable adjustments to assessments to ensure they are not disadvantaged. More information is available on our **Disability Support website**.

3. ENVIRONMENTAL SUSTAINABILITY POLICY

Environmental Sustainability is at the core of much of the University's estate, and the University aims to create an environment where students and staff work together to create a sustainable university with a positive environmental impact. To help achieve this, the University has in place an **Environmental Sustainability Policy** which provides an overview of responsibilities and objectives to support this goal.

4. OTHER POLICIES

In addition to the main student-facing Policies and Procedures outlined within this document, the University also operates a number of service specific Policies and Procedures that students may encounter from time-to-time. These Policies and Procedures can be accessed via the University's **Policy Documents website**.

SECTION D: USING OUR SERVICES



1. IT SERVICES

The University's virtual learning environment is integral to most of the University's Apprenticeship Programmes and provides programme related materials and learning activities. It is also used to deliver and manage assessment. You are expected to actively engage with the virtual learning environment; the University monitors engagement. Use of the University's IT facilities (including email) is subject to a suite of **Information Security Policies and Procedures**. These include the Policy on **Acceptable Use of University IT Systems**, **Student Regulations for Use of University Computing Resources** and the **Information Security Policy**.

Any login details are personal to you and should not be shared with or transferred to others. You must notify us immediately upon becoming aware of any breach of security or unauthorised use of your account. It is your responsibility to ensure that you regularly save and back up all data.

You must not misuse or abuse any services or technology applications made available to you as part of your Apprenticeship Programme.

There may be links from the virtual learning environment to sites on the internet which are operated by third parties. The University is not responsible for the availability of, or the content located through such external sites.

2. LIBRARY SERVICES

All students have access to the vast collection of learning resources, both digital and print, provided by the **Library**. We offer specialist help and support for your subject, as well as an information skills training programme to help you develop the skills you need to learn and study most effectively. We also provide access to a range of study spaces and equipment, including PCs and printing, photocopying and scanning services.

You must comply with the **Library Rules and Regulations** when using the Library or Library resources, and failure to do so may result in action being taken under the **Student Code of Conduct**.

3. ACCOMMODATION

Apprenticeship students are not eligible for **University accommodation**.

4. INCLUSION AND DISABILITY SERVICE

The University is committed to providing equal opportunities in education for all students. The **Disability Service** provides information, advice and support to current and prospective students with a disability about the support and resources which are available to them, both within the University and from other external agencies. The service also provides **Inclusion Support** for students who are carers, studying whilst pregnant, care leavers and estranged from their family.

5. CAREERS AND EMPLOYABILITY SERVICE

The **Careers Service** plays a key role in supporting students to achieve their career goals through a combination of learning resources, advice, events and work experience. We offer impartial, high quality information and advice to students, graduates, university staff and employers relating to employability and the graduate labour market. Our students can access high quality skills and careers resources 24/7, view and book employer events, workshops and one-to-one advice appointments, search for work experience and placements and much more.

Careers staff are employees of the University but our advice and guidance is always impartial and in the best interests of each student.

6. COUNSELLING, MENTAL HEALTH AND WELLBEING SERVICE

The **Counselling, Mental Health and Wellbeing Service** provides professional support for students who are experiencing difficulties with their mental health or wellbeing. The team offer one-to-one counselling and mental health appointments, access to online resources, and a programme of **workshops and courses** including managing anxiety, overcoming low mood and building resilience.

7. OTHER SERVICES

Detailed information about core services and resources available to University students is available from the **Student Hub**. These include:

- Environment
- Food and Drink on Campus
- Sport at Manchester Met
- Transport and Travel
- Volunteering

SECTION E: STUDENTS' UNION POLICIES

1. STUDENTS' UNION ARTICLES OF GOVERNANCE

As an autonomous organisation, The Union publishes and makes available its **Articles of Governance** to all students. This document sets out how the Union operates, how decisions are made and how transparency and accountability is ensured. The document also sets out your rights and responsibilities as a member of the Students' Union.

2. STUDENTS' UNION SUPPORTING BYELAWS

Alongside the **Articles of Governance**, The Union has in place a number of **Supporting Byelaws** that relate to key aspects of its governance and operation. These byelaws outline the role and portfolio of elected Sabbatical Officers, alongside their period of office, the rules and regulations that govern elections held by the Students' Union, student societies and financial regulations.

3. STUDENTS' UNION CODE OF CONDUCT

The Union has in place a **Code of Conduct** that sets out the minimum standards of behaviour expected by all members. All members are required to adhere to the standards outlined in the **Code of Conduct** throughout the full duration of their studies at the University, and failure to do so may result in membership of the Students' Union being terminated.

USEFUL CONTACTS

Our contact details

The University is a higher education corporation established under the provisions of the Education Reform Act 1988.

The address of the University is
All Saints Building,
All Saints,
Manchester,
M15 6BH.

Our telephone number is
0161 247 2000

Recruitment and Admissions

6 Great Marlborough Street
Manchester
M1 5AL

0161 247 6969

mmu.ac.uk/contact/course-enquiry

Apprenticeships Unit

0161 247 3720

apprenticeships@mmu.ac.uk

Student Services

0161 247 1000

mmu.ac.uk/student-life

Disability Service

T0161 247 3491

disability.service@mmu.ac.uk

mmu.ac.uk/student-life/wellbeing/disability

Inclusion Service

0161 247 3491

inclusion.service@mmu.ac.uk

mmu.ac.uk/student-life/wellbeing/inclusion

Counselling, Mental Health and Wellbeing Service

0161 247 3493

counselling@mmu.ac.uk

mmu.ac.uk/student-life/wellbeing

International Office

international@mmu.ac.uk

mmu.ac.uk/international

Student Financial Support

0161 247 1045

mmu.ac.uk/student-life/finance/support

Students' Union Advice Centre

Second Floor
Students' Union Building

0161 247 6533

s.u.advice@mmu.ac.uk

theunionmmu.org/advice-centre