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# Service Delivery Document

Faculty Student and Academic Services  
Learning & Teaching Group



Manchester  
Metropolitan  
University



# Learning & Teaching Group **Service Delivery Document**

## Introduction

This document provides a summary of the service provision delivered by the Learning and Teaching Groups across Faculty Student and Academic Services.

## Learning & Teaching Group incorporates:

Programmes Office

Student Life Office, comprising:

- Student Services Team
- Placements Team

Student HUB – The HUB has a separate service delivery document.

Details can be found at

[http://www.mmu.ac.uk/students/hubs/student\\_hub\\_service\\_delivery.pdf](http://www.mmu.ac.uk/students/hubs/student_hub_service_delivery.pdf)

Links to staff directories for each FSAS area are provided at the end of each section to assist in identifying key staff and teams within the Learning and Teaching Group

# Programmes Office **Delivery Model**

<b>Service</b>	<b>Activity</b>
A Academic Appeals	<ul style="list-style-type: none"><li>• Provide supplementary documentation for student academic appeals and update OLS as appropriate</li></ul>
Assessment & Re-assessment Processes	<ul style="list-style-type: none"><li>• Pre-board/Post-Board marks liaison, update and maintenance of assessment decisions in OLS, including outcomes of the In Year Assignment Recovery Scheme (IYARS)</li><li>• Enter Exceptional Factors/capping/resit indicators into OLS</li><li>• Produce Board reports, results letters/online outcomes and re-assessment information, including where appropriate results to Professional Bodies</li><li>• Upload board decisions from OLS to web for Conferments/Student Records</li><li>• Co-ordinate Chair's Actions resulting from Assessment Boards</li><li>• Provide Student Life Office/Placements with information regarding resubmissions/repeating students</li><li>• Liaise with Unit Leaders to ensure that re-assessment information is provided to students on Moodle</li><li>• Update student assessment record in OLS</li><li>• Processing electronic submissions via Moodle [MMUBS]</li><li>• Monitoring the inputting of assessment marks</li><li>• Exchange data with partner institutions, in accordance with the procedures for the transfer of student related data</li><li>• Conduct regular audit of assessment marks in OLS throughout the academic year</li></ul>
Assessment Boards [Tiered Boards]	<ul style="list-style-type: none"><li>• Arrange and confirm dates, book rooms and arrange hospitality</li><li>• Produce, prepare and circulate Agenda, Record of Meeting, Board Reports and Performance Reports</li><li>• Produce and prepare Chair's Action Report</li><li>• Liaison with External Examiners</li></ul>

# Programmes Office **Delivery Model**

	<b>Service</b>	<b>Activity</b>
<b>D</b>	Data Returns	<ul style="list-style-type: none"> <li>• Completion of data requests for internal [Finance/MMUI/SPMI] and external [HEFCE/HESES/NSS] purposes</li> </ul>
	Enrolment	<ul style="list-style-type: none"> <li>• Collate Welcome Page information [Manchester School of Art and Faculty of HLSS]</li> <li>• Update and maintain Unconfirmed Fee file</li> <li>• Liaise with Student Records to maintain Eligibility Check list</li> <li>• Provide assistance at Enrolment sessions</li> <li>• Update student record in QLS</li> </ul>
<b>E</b>	External Examiners [General]	<ul style="list-style-type: none"> <li>• Provide support and documentation for External Examiners relating to assessment including samples of student work for moderation</li> <li>• Moderation/formatting of examination papers [MMUBS]</li> </ul>
	Professional, Statutory & Regulatory Bodies	<ul style="list-style-type: none"> <li>• Process student-related requirements – including student engagement in relation to bursaries/funding support</li> <li>• Completion of PSRB documentation relating to annual monitoring submission/ programme validation processes</li> <li>• Confirmation of student achievement/degree awards to PSRB</li> </ul>
<b>P</b>	Programme Committees	<ul style="list-style-type: none"> <li>• Arrange and confirm dates, book rooms and hospitality</li> <li>• Produce, prepare and circulate Minutes</li> <li>• Provide secretarial support to the Meeting</li> <li>• Liaison with academic staff to chase up Action following meetings</li> </ul>
	Programme Logs	<ul style="list-style-type: none"> <li>• Work collaboratively with Quality Enhancement Team in the maintenance of Programme Logs</li> </ul>

# Programmes Office **Delivery Model**

**S**

## **Service**

## **Activity**

Student Attendance

- Liaison with academic programme teams in-line with the University Procedures for students who are at risk of academic failure (incorporating procedures for withdrawal and suspension of studies)
- Work collaboratively with Student Engagement Monitoring Officers to manage procedures relating to student non-engagement
- Arrangements for meetings between students and appropriate member of the academic programme team
- Production of letters in-line with the University Procedures for students who are at risk of academic failure(incorporating procedures for withdrawal and suspension of studies)
- Notification of student non-engagement to Professional Bodies and Sponsors, where appropriate

Student General

- Advise/answer queries from students where appropriate
- Inform students of rescheduled lectures/seminars via text messaging/Moodle announcements
- Co-ordinating and preparing a generic handbook for postgraduate students [MMUBS]
- Provide students with Professional Body documentation, as appropriate
- Arrange visits for Masters Network/MBA students [MMUBS]
- Administer the transfer of course documentation
- Contact REPWOA students at appropriate points throughout the year to remind them of key activities.

Student Options / Electives

- Co-ordinate, update and maintain Options/Elective records and events

Student Record  
Maintenance

- Maintain electronic [OLS] and manual student records, including assessment, withdrawals, suspensions, transfers, unit/option changes, PLPs etc.
- Conduct regular audits of data in OLS throughout the academic year to ensure ongoing completeness and accuracy of data
- Ensure the accuracy of data relating to external students, in accordance with procedures for the transfer of student related data with partner institutions



# Programmes Office **Delivery Model**

	<b>Service</b>	<b>Activity</b>
<b>S</b>	Student Reference Requests	<ul style="list-style-type: none"><li>• Co-ordinate, maintain and circulate reference requests to academics</li><li>• Sending out completed references</li></ul>
	Student Representatives	<ul style="list-style-type: none"><li>• Collect and circulate information on behalf of the SU relating to Student Representatives</li><li>• Administer Staff/Student Liaison meetings [MMUBS]</li></ul>
<b>T</b>	Timetables	<ul style="list-style-type: none"><li>• Collate programme details for timetables and all amendments throughout academic year and publish on Moodle [MMUBS]</li></ul>
	Transcripts/Syllabus Requests	<ul style="list-style-type: none"><li>• Produce transcripts/syllabus requests as required</li></ul>

## **Contact information for programme office teams**

Faculty of Business and Law

<http://www.business.mmu.ac.uk/admindirectory/>

Faculty of Science and Engineering

[http://www.sci-eng.mmu.ac.uk/staff\\_directory/services/services.asp?grpame=3#programmes](http://www.sci-eng.mmu.ac.uk/staff_directory/services/services.asp?grpame=3#programmes)

Hollings Faculty

[http://www.hollings.mmu.ac.uk/index.php?option=com\\_content&task=view&id=159&Itemid=278](http://www.hollings.mmu.ac.uk/index.php?option=com_content&task=view&id=159&Itemid=278)

Manchester School of Art / Faculty of Humanities, Languages & Social Science

<http://www.assc.mmu.ac.uk/info.php?group=LT#7>

Faculty of Education / Faculty of Health, Psychology & Social Care

[http://www.ioe.mmu.ac.uk/staff/staff\\_directory/student\\_services.php](http://www.ioe.mmu.ac.uk/staff/staff_directory/student_services.php)

MMU Cheshire Campus

<http://www.cheshire.mmu.ac.uk/directory/index.php>

# Student Life Office **Delivery Model**

<b>Service</b>	<b>Activity</b>
<b>A</b> Academic Misconduct	<ul style="list-style-type: none"><li>• Administer and Service Academic Misconduct hearings relating to assessments and examinations</li><li>• Produce end of year reports</li><li>• Advise on University Regulations</li></ul>
Appeals	<ul style="list-style-type: none"><li>• Administer Procedure for Academic Appeals and Review of Assessment Related Matters</li><li>• Maintenance of Records</li><li>• Provide Guidance on University regulations</li><li>• Pre and Post Enquiries</li><li>• Refer to the formal stage of the academic appeals procedure</li><li>• Refer to Student Support Officer/SU Advice Office for guidance</li><li>• Exchange data relating to Appeals with partner institutions</li></ul>
Awards Ceremonies	<ul style="list-style-type: none"><li>• Co-ordinate Graduation ceremony staffing</li><li>• Confirm Prizewinners list</li></ul>
<b>C</b> Coursework Receipting	<ul style="list-style-type: none"><li>• Provision of information on unit codes and deadline dates via Faculty databases and website.</li><li>• Administer Coursework Receipting procedure</li><li>• Monitor collection of coursework</li><li>• Co-ordinate re-assessment submissions</li><li>• Co-ordinate arrangements for REPWOA and IYARS submissions</li></ul>

# Student Life Office **Delivery Model**

<b>Service</b>	<b>Activity</b>
<b>E</b> Enrolment	<ul style="list-style-type: none"><li>• Assistance with online enrolment.</li><li>• Provision of face-to-face support with online enrolment and payment systems during the enrolment period.</li><li>• Referral to online Faculty Student Handbook(s) for date-related enquiries.</li><li>• Produce and distribute student ID cards for enrolments.</li><li>• Co-ordinate and administer enrolment process with all relevant services eg Enrolment team, Finance, Combined Honours, PO, Academics</li><li>• Administer the enrolment process for external students, in accordance with the procedures for the transfer of student related data with partner institutions</li></ul>
Examinations advice	<ul style="list-style-type: none"><li>• Administer Examination process including the formatting of exam scripts and liaison with EEs.</li><li>• Provide information on exam timetables via Faculty website.</li><li>• Co-ordinate External and Internal Invigilators and Scribes</li><li>• Organize special arrangements for students with PLPs</li><li>• Monitor student attendance at examinations</li><li>• Co-ordinate collection and distribution of examination scripts for marking</li></ul>
Exceptional Factors procedures	<ul style="list-style-type: none"><li>• Administer Exceptional Factors Panel and process</li><li>• Provide documentation and forms</li><li>• Provide information on completing form via the MMU website, including relevant SU literature.</li><li>• Assistance with processing of forms.</li><li>• Produce monthly and end of year reports</li><li>• Panel results to PO,CWR,PL's and Placements</li><li>• Exchange data relating to Exceptional Factors with partner institutions</li></ul>



# Student Life Office **Delivery Model**

<b>Service</b>	<b>Activity</b>
<b>I</b> Induction	<ul style="list-style-type: none"><li>• Provide face-to-face advice for new students during the induction period.</li><li>• Act as a first point of contact for information, documentation and general support, as required.</li><li>• Promote central services through showcases / workshops.</li><li>• Produce and co-ordinate the Welcome Page</li></ul>
<b>P</b> Personal Learning Plans (PLPs)	<ul style="list-style-type: none"><li>• Uploading of PLPs to Moodle and dissemination of information to appropriate teams/staff for action, including examinations support</li></ul>
Placements	<ul style="list-style-type: none"><li>• Allocation of Placements</li><li>• Process Disclosure and Barring Service application forms</li><li>• Administer provision of Uniforms and Badges</li><li>• Administer CV checks</li><li>• Administer Health Checks,</li><li>• Co-ordination of Risk Assessment process</li><li>• Allocation of Placements for Exchange students</li><li>• Source and Advertise for placement providers</li><li>• Arrange training and conference events</li></ul>
Student Personal Emergency Evacuation Plans (PEEPs)	<ul style="list-style-type: none"><li>• Arranging briefing with students</li><li>• Taking necessary follow up action if students do not attend</li><li>• Maintenance of records</li><li>• Maintenance of Evacuation Routes document re buildings (with Health &amp; Safety Unit)</li><li>• Provide completed PEEPs to facilities</li></ul>

# Student Life Office **Delivery Model**

## **Contact information for student life offices**

Faculty of Business and Law

<http://www.business.mmu.ac.uk/admindirectory/>

Faculty of Science and Engineering

[http://www.sci-eng.mmu.ac.uk/staff\\_directory/services/services.asp?grpame=3](http://www.sci-eng.mmu.ac.uk/staff_directory/services/services.asp?grpame=3)

Hollings Faculty

<http://www2.mmu.ac.uk/hollings/department-of-apparel/student-academic-services>

Faculty of Art & Design / Faculty of Humanities, Languages & Social Science

<http://www.assc.mmu.ac.uk/info.php?group=LT#7>

Faculty of Education / Faculty of Health, Psychology & Social Care

[http://www.ioe.mmu.ac.uk/staff/staff\\_directory/student\\_services.php](http://www.ioe.mmu.ac.uk/staff/staff_directory/student_services.php)

MMU Cheshire Campus

<http://www.cheshire.mmu.ac.uk/directory/index.php>