Welcome to Manchester Metropolitan University

At Manchester Metropolitan University, we take great pride in putting the quality of your 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 ensure transparency and equality of treatment for all of our students. These regulations, policies and procedures also provide assurance that Manchester Met is operating within the appropriate legal and national regulatory frameworks.

This guide provides an overview of the key policies relevant to your studies and day-to-day life at Manchester Met. These cover a variety of different aspects of your student life, including:

> Legal Terms and Conditions that relate to your study at Manchester Met
> Our Commitment Statement
> Assessment, examinations and coursework
> The Student Code of Conduct
> Visa responsibilities and requirements
> Fees & financial matters
> Using the Library
> Using IT equipment and wi-fi
> The Students’ Union

Each section within this guide provides a link to the full version of the relevant document. By enrolling at Manchester Met, you undertake to abide by all of our regulations, policies and procedures in relation to both academic and other provision, so it is important that you familiarise yourself with them.

If you have any problems understanding any of these regulations, policies and procedures, or if you have any questions, it is important that you discuss them with your Programme Leader, Student Support Officer, one of our Student Hub Advisors, or the Students’ Union Advice Centre.

Enjoy your time at Manchester Met, and make the most of everything the University has to offer.

Professor Karen Moore
Chief Operating Officer

The policies outlined in this guide apply to all Manchester Met enrolled students who are undertaking a Manchester Met programme on-campus in Manchester, or off-campus as a distance learning student. Contact details provided within the document assume that you are based on-campus. If you are based off-campus you should refer to your Programme Handbook for key contact details.
Section 1:
Key Policies & Procedures

Conditions Applicable to the Provision of the University’s Education Services

When you accept the University’s offer of a place, you form a contract with the University. This contract is based upon the University’s terms and conditions of contract. These set out the responsibilities of the University as an education provider, and the expectations of the University’s students.

Click here for further details

Our Commitment Statement

Our Commitment Statement provides an overview of what services, support and information the University and the Students’ Union provide, and what we expect of you in return. The Commitment Statement underpins a wide range of activities that inform the student experience, and focuses on working in partnership to help students succeed.

Click here for further details

Student Code of Conduct

Manchester Met 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 Code outlines the behaviour that is expected of all students on campus, in halls of residence that are managed by the University, and within the local community. The Code also outlines procedures for dealing with behaviour classed as misconduct.

Click here for further details

Student Complaints Procedure

Manchester Met recognises there may be occasions where students wish to raise legitimate complaints relating to their course, or the facilities and services provided by the University. It is important to both students and staff to know that such complaints will be dealt with seriously and transparently, and without fear of recrimination. To ensure this, 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.

Click here for further details

Code of Practice on Freedom of Speech

The University supports the principle of freedom of speech within the law as one of the fundamental principles upon which any university is founded. Every person employed by the University and the Students’ Union and every student enrolling at the University should be aware that joining the University community involves obligations and responsibilities which are consistent with the above principle and the law. These are outlined within the University’s Code of Practice on Freedom of Speech.

Click here for further details

Responsibilities of International Students

It is essential for all international students at Manchester Met to be aware of their responsibilities to the University as their immigration sponsor. By enrolling at the University, international students agree to meet the responsibilities outlined in the University’s Visas and Immigration web-pages, and acknowledge that failure to do so may affect their stay in the UK.

Click here for further details

Student Engagement Policy

The University monitors student engagement through a number of mechanisms in order to identify any issues or difficulties at an early stage. The Student Engagement Policy sets out how the University supports students to engage fully with their studies, what the University expects of students, how it monitors engagement, and what it will do where students are not engaging.

Click here for further details
Section 2: Assessment

Assessment Regulations

One of the guiding principles of assessment at Manchester Met 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 every year to ensure that they are always up to date. Changes implemented for 2018/19 are listed on the inside cover of the Assessment Regulations.

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

> How your grades for each unit & final degree classification are calculated
> Pass marks for UG and Taught PG programmes
> The number of credits required to progress to each level of study
> Requirements and practicalities in relation to re-assessment

Click here for further details

Coursework Submission

Most programmes at Manchester Met require written coursework to be submitted for assessment. This is managed through Coursework Submission Boxes throughout the University, and individual cover sheets accessible via Moodle. An overview of the process, along with guidance, is available online.

Click here for further details

Cheating and Academic Misconduct

Cheating and academic misconduct is fortunately very rare at Manchester Met, however 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. This policy 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.

The policy also sets out rules for the conduct of examinations, including what you can and can’t take into exams, the role of invigilators and how absence is managed.

Click here for further details

Academic Appeals

Manchester Met 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.

Click here for the Academic Appeals Policy
Click for further guidance on Academic Appeals
Section 3: Financial & Legal

University Regulations for Payment of Fees

Attending University is a significant financial commitment, and a key part of this is the payment of course fees. Manchester Met publishes extensive guidance for students on a wide range of issues relating to the payment of fees, including:

- How to pay your fees
- Course fee loans
- Fee deposits
- Awards and scholarships
- Financial implications if you transfer course, suspend or withdraw from your studies.
- Early payment discounts

The guidance also contains a list of contacts to talk through any questions or concerns you may have.

Refund Policy

In certain exceptional circumstances, it may be possible to claim a refund from the University. Full details on how to apply for a refund and methods of repayment are available.

Data Protection

Manchester Met is governed by the Data Protection Act 1998, and compliance is assured through our Data Protection Policy. The Policy applies to all use of personal data in the University. This includes students who collect and/or process personal data as part of their studies.

The University’s Data Protection Policy also outlines your rights in relation to their personal data held by the University.

Student Pregnancy & Maternity Guidelines

Manchester Met 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. This policy covers any student who becomes pregnant during their studies, gives birth during their studies and students whose partners are pregnant. 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.

Click here for more information
Section 4: Other Policies & Procedures

Supporting Students at Risk of Academic Failure

Manchester Met 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 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’s Procedure for Students at Risk of Academic Failure 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

Click here for more information

Procedure for the Suspension & Expulsion of Students on the Grounds of Professional Unsuitability

Where students are studying on courses accredited or overseen by Professional, Statutory or Regulatory Bodies, Manchester Met has a responsibility to safeguard and uphold the professional standards of the professions it serves. This procedure enables the University to maintain these standards, whilst supporting students undertaking professionally-accredited qualifications.

Click here for more information

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 an Exceptional Factors Procedure 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.

Click here for more information
Click for further guidance on Exceptional Factors

Fitness to Study

The Fitness to Study Policy informs and guides the University’s response to situations where there are concerns that a student is not well enough to study. It provides a mechanism by which the University can support students and provide a safe environment that enables all students to engage with their studies and achieve to the best of their abilities.

Click here for more information
Section 5: Using Our Services

IT Services

Use of the University’s IT facilities (including email) is subject to a suite of IT-related policies. These include the Policy on Acceptable Use of University IT Services, and the University’s Information Security Policy.

Click here for Manchester Met’s IT Policies

Library Rules & Regulations

All students who use the Library or library facilities must do so in accordance with the Library Rules and Regulations, and failure to do so may result in temporary exclusion from the Library and/or a fine. The rules and regulations cover areas such as access, use of facilities, loans, charges and payment of fees.

Click here for further details

Accommodation Policies

The university provides accommodation for students across a number of sites. Each site operates distinct terms of occupancy and fees schedule, which are supported by a suite of related policies and procedures in operation across all Manchester Met student accommodation. The Policy and Hall Documents website brings all of these together in one location.

Click here for further details

Environmental Sustainability Policy

Environmental Sustainability is at the core of much of Manchester Met’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.

Click here for further details

Other Services

Alongside the procedural and regulatory requirements outlined throughout this guide, detailed information about core services and resources available to you as an Manchester Met student is available from the online Student Hub. Resources available via the online Student Hub include:

> Careers
> Counselling
> Environment
> Food & drink on campus
> Health & wellbeing
> Met Card
> Part-time work
> Sport at Manchester Met
> Transport & travel
> Volunteering

Click here to access the Student Hub

Your Programme of Study

Information about your programme of study, including staff contacts and detail relating to your assessment, is made available via a Programme Handbook issued by your Department during the induction process.

Information about the academic content and structure of all programmes is available via Programme Specifications, which are published online.

Click here for further details
Section 6: Students’ Union Policies

Students’ Union Articles of Governance

As an autonomous organisation, The Students’ 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.

[Click here for more information]

Supporting Byelaws

Alongside the Articles of Governance, The Students’ 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.

[Click here for more information]

Students’ Union Code of Conduct

The Students’ 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 throughout the full duration of their studies at Manchester Met, and failure to do so may result in membership of the Union being terminated.

[Click here for more information]
Useful Contacts

Business School Student Hub
Ground Floor, Business School
Tel: 0161 247 2747
Email: studenthub@mmu.ac.uk

Birley Student Hub
Ground Floor, Birley Building
Tel: 0161 247 2020
Email: studenthubbirley@mmu.ac.uk

Geoffrey Manton Student Hub
Ground Floor, Geoffrey Manton Building
Tel: 0161 247 1751
Email: studenthugm@mmu.ac.uk

John Dalton Student Hub
Ground Floor, John Dalton Building
Tel: 0161 247 1779
Email: studenthubjohndalton@mmu.ac.uk

Righton Student Hub
Ground Floor, Righton Building
Tel: 0161 247 2603
Email: studenthubrighton@mmu.ac.uk

Crewe Student Hub
Student Zone Building, Cheshire Campus
Tel: 0161 247 5783
Email: studenthubcheshire@mmu.ac.uk

Students’ Union Advice Centre
Second Floor, Students’ Union Building
Tel: 0161 247 6533
Email: s.u.advice@mmu.ac.uk
Web: www.theunionmmu.org/your-advice-centre/

Financial & Legal Services
https://www2.finance.mmu.ac.uk/students/

Student Services
http://www.mmu.ac.uk/sas/studentservices/