



Manchester
Metropolitan
University

Policies, Regulations and Procedures for Students 2020/21



WELCOME

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 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, and we have ensured that they reflect our approach to academic delivery in 2020/21 as we respond to the circumstances surrounding COVID-19. This guide provides an overview to:

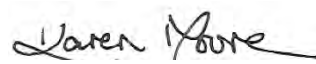
- ↳ Legal Terms and Conditions that relate to your study at Manchester Met
- > Our Commitment Statement
- > Assessment, examinations and coursework
- > The Student Code of Conduct
- > Visa responsibilities and requirements
- > Fees & financial matters
- > Using the Library
- > Using IT equipment and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



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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



Student Hub



Everything we need is on place



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](#)

Academic Community Commitment

Our Academic Community Commitment 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 Academic Community Commitment 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 webpages, and acknowledge that failure to do so may affect their stay in the UK.

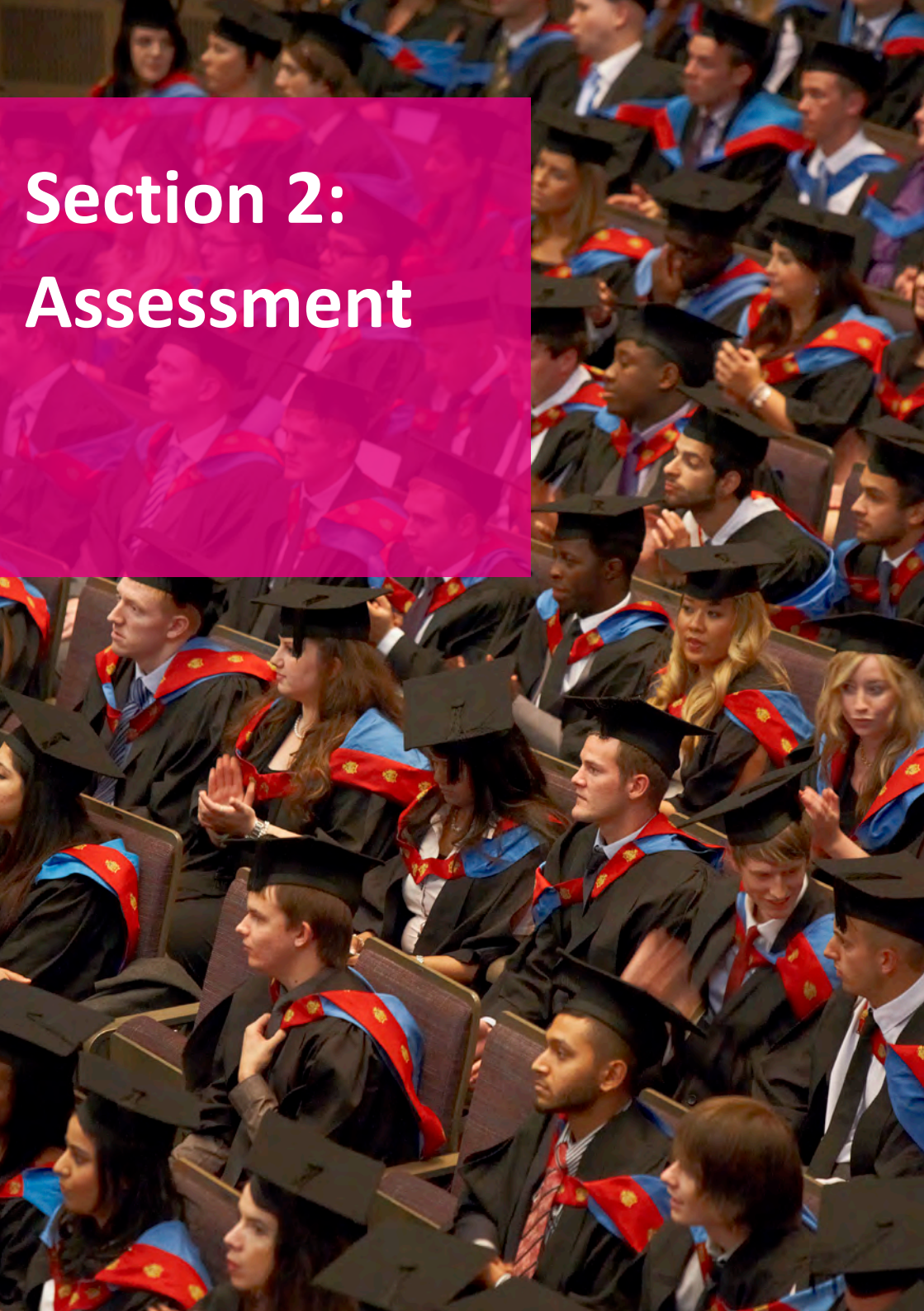
[Click here for further details](#)

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 2019/20 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 the Undergraduate Assessment Regulations](#)

[Click here for the Taught Postgraduate Assessment Regulations](#)

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 re-lating 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.

[Click here for further details](#)

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

[Click here for further details](#)

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.

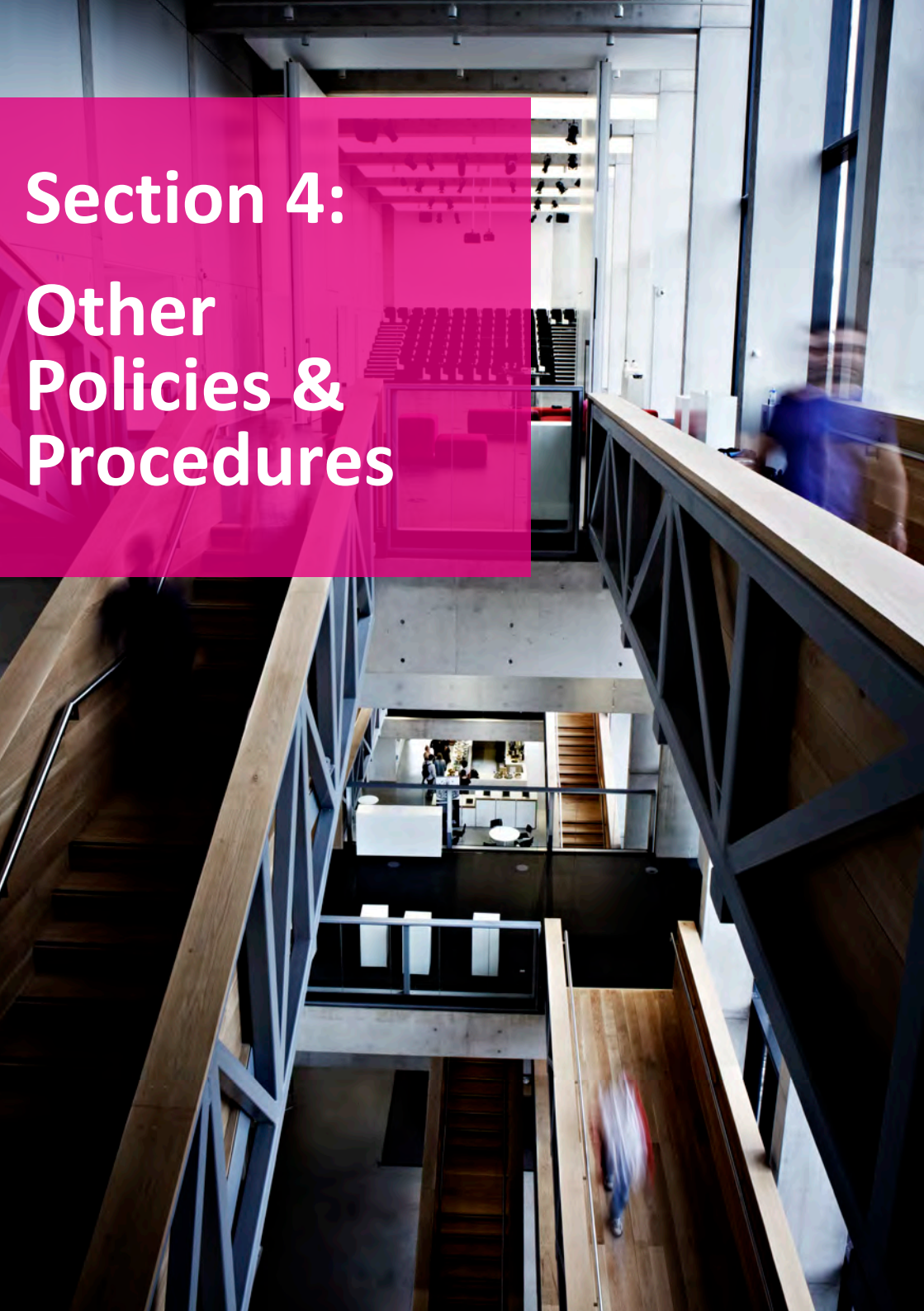
The University's Data Protection Policy also outlines your rights in relation to their personal data held by the University.

[Click here for more information](#)

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](#)

A photograph of a modern building's interior, showing multiple levels with wooden railings and a central atrium. A large pink semi-transparent rectangle is overlaid on the left side of the image, containing white text. The text reads "Section 4: Other Policies & Procedures". The background shows a staircase on the left, a walkway on the right with a person in motion, and a central area with a reception desk and seating area below.

Section 4: Other Policies & Procedures

Procedure for 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 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
- > Suspension of studies at the request of a student
- > Suspension of studies by the University

[Click here for more information](#)

Procedure for Fitness to Practise

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](#)

Assessment Arrangements for Disabled Students

Manchester Met is committed to inclusivity and equality of opportunity for all students. To support this, the University has in place a formal policy to support the development of Personal Learning Plans for disabled students and makes reasonable adjustments to assessments to ensure disabled

students are not disadvantaged.

[Click here for disability support with assessments](#)
[Click here for disability guidance and procedures](#)

Study Abroad and International Student Exchange

Manchester Met operates in a global market, and recognises the importance of an international outlook in developing academic provision for students. The University offers a wide range of international student exchange experiences as part of its programmes, ranging from 3 months to a full academic year. Eligibility criteria, information about potential destinations and an overview of financial considerations are published online.

[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](#)

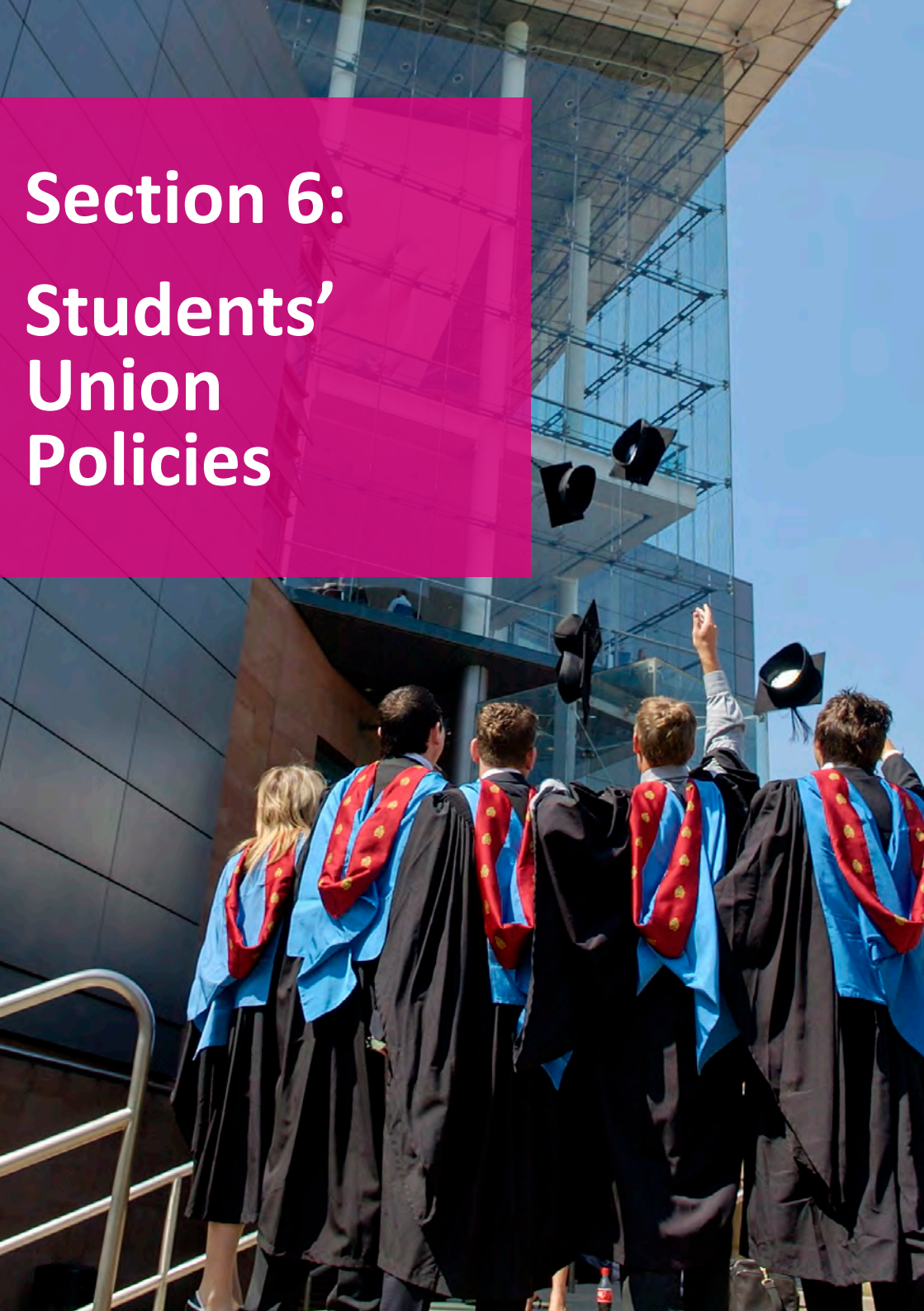
Other Services

Alongside the procedural and regulatory requirements outlined throughout this guide, detailed information about core services and resources available to you as a 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](#)

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 Bylaws

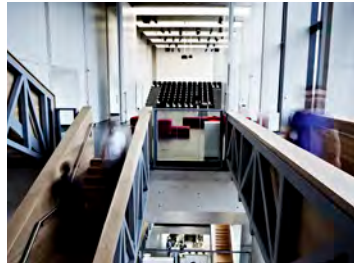
Alongside the Articles of Governance, The Students' Union has in place a number of Supporting Bylaws that relate to key aspects of its governance and operation. These bylaws outline the role and portfolio of elected Sabbatical Officers, alongside their period of office, the rules and regulations that 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

Brooks Student Hub

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

Geoffrey Manton Student Hub

Ground Floor, Geoffrey Manton Building
Tel: 0161 247 1751
Email: studenthubgm@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/student-services/>
