

# academic problems

Looming  
Deadlines

.....  
struggling  
to cope

-----  
confused!



HELP!

advice centre



Most students enjoy their time at MMU and complete their studies successfully. But problems can occur and this leaflet aims to give you the information you need to resolve any difficulties quickly and effectively.

## Your Rights & Responsibilities

Details of what you can expect from the University and what it expects from you, are published in:

- The University Prospectus.
- Your Course Handbook (attendance requirements and how the course is assessed).
- Regulations for Undergraduate and Taught Postgraduate Programmes of Study (rules for assessments, reassessments, progression and consideration of exceptional factors).
- MMU Student Handbook (MMU's equal opportunities policy, finance information about payment of tuition fees and accommodation fees and other procedures).
- Correspondence between you and the University. eg. placement details or alterations to the programme.

It is important to be familiar with the contents of these documents and to check the appropriate passages before embarking on discussions, disputes or appeals with the University.

## Problems with the course or University staff

### Problems Affecting a Number of Students

e.g problems with course administration, curriculum, teaching methods

These problems are often best dealt with collectively through student representatives:

- student course and faculty representatives, who may be able to take up group grievances informally with members of staff or raise the matter at course and faculty committees,
- the Vice President Education at the Students' Union ([s.u.education@mmu.ac.uk](mailto:s.u.education@mmu.ac.uk)).

If the matter cannot be resolved informally, you can make a formal complaint under the University's Complaints Procedure.

## Individual Problems

e.g relationships with tutors, examiners, supervisors and other students

If you have a problem or grievance which is affecting your studies, think about discussing this in confidence with your personal tutor, another tutor or course leader. Most will be approachable and willing to help you find a constructive solution to the problem. The Advice Centre is an independent service and can guide you through the issues confidentially and help you decide on a course of action and represent you if you wish.

If your informal approaches fail to resolve the difficulty, you can consider taking action under the University's Complaints Procedure in consultation with the Advice Centre. Under the formal procedure you should write to your Head of Department outlining the problems you're having. You should normally receive a response within 10 working days.

Your Head of Department may also invite you to a meeting to discuss the issue in person. After you've received a written response, if you feel the complaint remains unresolved you can request a meeting to discuss the matter further. You can ask to have a representative with you (a member of staff from the student union Advice Centre or a friend). After the meeting the Head of Department will send you a written statement of the outcome.

If at this stage your complaint is still unresolved then you should write to your Dean of Faculty (or the appropriate service head). You should include a copy of your original complaint and the response from your Head of Department. You should usually receive a response within 10 days and may be invited to discuss the issue in person. If you're not satisfied with the written response you should ask for a meeting with the Dean of Faculty. You can have a representative at the meeting with you (a member of staff from the student union Advice Centre or a friend). You will be sent a written statement of the outcome of the meeting.

The Dean of Faculty's decision is final and completes the internal complaints procedure. If you feel that the university have not followed or applied its' regulations correctly then you can refer the matter to the Office of the Independent Adjudicator for Higher Education ([www.oiahe.org.uk](http://www.oiahe.org.uk)). Please seek help from the Advice Centre if you need to make a complaint to the OIA.

## Problems affecting your academic work

Students sometimes feel that their studies are being affected by problems outside the course, perhaps relating to personal, family, health or financial difficulties. It is important to tell your department about your difficulties so that your circumstances can be taken into account when your results are considered. The department may also be able to suggest a way of tackling the problems.

Some students find it difficult to approach a member of staff connected with their course. You may find it easier to put the matter in writing to your personal tutor or head of department, or to talk it through with the Advice Centre. We can help you find the option that best suits your needs and help you take action if necessary.

If the difficulties are on-going, or have affected your performance in exams or a piece of assessed work, it is essential that you tell the Faculty Exceptional Factors Panel before they meet to consider your result. Do this on a Disclosure of Exceptional Factors form, which can

be obtained from your nearest Student Information Point or Student Life Office. Alternatively, you can download a form from Appendix 2 of the Regulations for Undergraduate and Taught Postgraduate Programmes of Study which can be found on the MMU website. If possible include supporting evidence such as a letter from your counsellor or doctor. If you do not make the University aware of the problem at an early stage, you will reduce the chances of a successful appeal against a Board of Examiners decision. The Advice Centre can offer independent and impartial advice on how best to inform your department.

## Problems with Motivation and Learning

There is help available if you feel that you have a problem with motivation, organising yourself, or with a particular aspect of the course such as essay writing, giving presentations or exam stress.

The Faculty Student Support Officers offer help on an individual and group basis. Each Faculty have their own Student Support Officer, a list of officers can be found in the useful addresses page at the end of this booklet.

## Study Skills

It's always worth talking to your subject or year tutor if you feel that you have a weakness in a particular area of study. The Faculty Student Support Officers can also help in a variety of ways;

- One-to-one study support
- Study skills workshops
- Exam tips
- Managing your time
- Dealing with stress
- Exam tips

You can also use 'skills online'. Log in to WebCT and select the skills online course.

## Help with the English Language

There are a number of possible options for improving your English language skills:

- The Department for Languages at MMU has ELSIS (English Language Services for International Students). They offer a range of courses. Email them at [efl@mmu.ac.uk](mailto:efl@mmu.ac.uk)
- The International Society offers a range of language courses, including English. You can contact them at William Kay House, 327 Oxford Road, Manchester M13 9PG, or check the details of courses on their website at [www.orgs.man.ac.uk/intsoc](http://www.orgs.man.ac.uk/intsoc)
- Some colleges in Manchester run English language courses. Learndirect will be able to give you details. Phone them on 0800 101 901 or visit the website at [www.learndirect.co.uk](http://www.learndirect.co.uk)

# Disability

By law the University must publish a Disability Statement giving details of its policies and provisions for students with disabilities. A copy of the Disability Statement can be obtained from the Advice Centre or your Student Information Point/Life Office. Contact the Advice Centre if you think that you have suffered discrimination because of disability.

It is essential to discuss your needs with the University as early as possible, preferably before enrolling on the course. You should contact MMU's Learner Development Service for a needs assessment; they can be contacted on [learner.development@mmu.ac.uk](mailto:learner.development@mmu.ac.uk) or 0161 247 3491. They can also help you apply for the Disabled Student's Allowance, implement support and help you identify any disability eg. dyslexia.

Disabled students may qualify for help in the form of:

## Financial support

- Disabled Students Allowance (DSA): which is a grant from the Local Education Authority (LEA)/ Student Finance England (SFE). This is available to full-time and part-time students on undergraduate and postgraduate courses. DSA can help with equipment, personal helpers, note takers, extra travel costs, etc. Contact the Learner Development Service for more information on DSA.
- Access to Learning Fund (ALF): You can apply to the University for an award from the Access to Learning Fund if you are in danger of suffering financial hardship. The Advice Centre can assist you with your application to the fund. Awards are discretionary and depend on your personal circumstances.
- Welfare benefits – ask the Advice Centre to check your possible entitlement.

## Practical support

MMU are obliged to make modifications to their assessment procedures. For instance extra time in exams or assessment by an alternative means, such as oral examination.

MMU will be expected to make adaptations to University premises, location of lectures, etc.

## Dyslexia

Students who have a current educational psychologist's report confirming dyslexia may qualify for extra help, including:

- A Disabled Students Allowance from the LEA/SFE to pay for special equipment, enabling technology such as a computer and possibly for extra tuition.
- Extra time in exams and assessments, and possibly the opportunity of assessment by an alternative method.

Students who are dyslexic, or think they may be and wish to be assessed can obtain help from the Learner Development Service in Manchester or Cheshire.

## **Health Problems**

You must follow the University's procedures if you are prevented from attending any part of your course because you are ill.

### **Absence from Assessments or Exams:**

Speak to a tutor or other appropriate person as soon as possible, preferably before the missed assessment or exam, and obtain a note signed by a medical practitioner confirming that you were ill on the day of the exam or assessment. Submit this to the University as soon as possible, through the Exceptional Factors procedures.

If you do not follow this procedure, you risk failing the assessment.

### **Feeling Unwell During an Exam**

Tell the invigilator as soon as you feel unwell. You should then see your doctor and ask for a medical certificate. You should submit this to your Student Information Point/Life Office as soon as possible.

Also inform the Faculty Exceptional Factors Panel that you felt unwell. Do this on a Disclosure of Exceptional Factors form, available from your Student Information Point/Life Office. We strongly recommend you contact the Advice Centre before submitting your form so can advise you on what information and evidence to include.

### **Sitting an Exam or Assessment when you are Unwell**

It is risky to go ahead with sitting an assessment if you know that you are not well, either physically or mentally. If you really do want to take the assessment, talk to your tutor beforehand and get a sick note from your doctor confirming your condition on the date in question. You should then submit a Disclosure of Exceptional Factors from your Student Information Point / Student Life Office.

If you perform badly and raise the question of illness after your results, it may be very difficult to persuade the university to reconsider their award. You would need to go through the appeal procedures and provide a valid reason for not submitting Exceptional Factors on time.

### **Missing Lectures or Classes:**

Absences from 1 to 6 days duration (including non-working days):

Inform your head of department soon as possible, and submit a completed self-certification form (SSC1), available from your Student Information Point/Life Office.

### **Absences for 7 or more days (including non-working days):**

Submit a medical certificate signed by your doctor, to your Student Information Point / Student Life Office.

## **Funding While you are Absent Through Illness**

If you are absent for up to 60 days, your student loan and any grant should continue to be paid, provided that you have given sick notes to your Student Information Point / Student Life Office. If the illness lasts more than 60 days, your LEA/SFE and Student Loan Company have discretion to continue payments. Contact the Advice Centre for more information on this.

In certain circumstances you may be able to claim welfare benefits if you are sick or have deferred attendance because of illness but be warned if you claim whilst ineligible you may be investigated for fraud and have to repay the amount paid in benefits. Contact the Advice Centre for a full benefits check if you think you may be entitled or are unsure of a current claim.

Speak to the Advice Centre if you experience any difficulties with funding when you are ill.

## **Health Problems Affecting Studies**

It is important to talk to your personal tutor, Course Leader or Head of Department about any academic problems which arise because of ill health. They may be able to arrange for extensions to coursework deadlines and to suggest possible means of helping you. If you under-performed in assessments because of a medical problem, it is essential to inform the Faculty Exceptional Factors Panel of the problem before they meet. Do this on a Disclosure of Exceptional Factors form which is available from your Student Information Point/Life Office. You should include documentary evidence.

If your health problems persist, it may be advisable to defer your attendance until things improve. If you are unable to inform the Department ahead of the Board of Examiners meeting you may submit an academic appeal - consult the Advice Centre as soon as possible and see our booklet on Academic Appeals. Remember there is a limited period of time to do this so don't delay.

## **Financial Problems**

Do seek help as soon as you realise that financial difficulties are affecting your academic work. The Advice Centre can check that you are receiving the correct funding and perhaps work with you to negotiate reduced debt repayments. They can also advise you how to apply to the University's Access to Learning Fund. This is a discretionary fund which offers grants to students in financial difficulty.

Tell the Faculty Exceptional Factors Panel if an exceptional financial crisis caused you to perform badly in an assessment, for instance if your home was being repossessed at exam time. Do this on a Disclosure of Exceptional Circumstances form, which can be obtained from your Student Information Point/Life Office.

If it is clear that your financial difficulties will take some time to resolve, it may be worth deferring your attendance at university until matters improve. Please seek support from the Advice Centre if you decide to defer because there can be consequences with your student funding.

## Debts to the University

Some students find that they owe money to the University for tuition fees, hall fees, library fines, etc. You need to treat these debts with urgent priority as the University may try to impose sanctions to encourage payment such as withdrawing your access to webct, suspending your studies or refusing to enrol you. Contact the Advice Centre if you find yourself in this position.

If you are eligible, apply for an award from the University's Access to Learning Fund. The funds rules are complicated as the University cannot award you a payment to meet debts owed to them; however you may qualify based on other grounds (eg. you have children). The Advice Centre can assist you with your application. Also write to the University to give details of your income and expenditure and try to explain when you will be able to pay. If possible, try to make some payment, however small, on a regular basis. MMU will expect the debt to be paid in full before you graduate. You should make an appointment with the Advice Centre for in depth consultation on the problem.

If the University refuses to release your exam results because you have debts to the University, you can apply to see your marks under the Data Protection Act 1998. Complete an 'Access to Information' form, which is available from your nearest Student Information Point, Life Office or the Advice Centre and give it to the University together with a £10 fee. The University must then, by law, send your marks to you within 40 days.

## Repeating a Year

If you are repeating a year, you may be able to get your tuition fees and grants paid by your LEA/SFE (assuming that you are a UK student and your parents' income is not too high). Although there are complicated rules governing repeat study, you are usually entitled to student funding for the length of your course plus one additional year (e.g; if you are studying a 3 year degree, you can receive funding for 4 years in total).

If you have had more than one repeat year, please contact the Advice Centre to discuss your case in detail.

If you have been affected by personal problems and this has prevented you from completing an academic year or you have had to repeat a year because of these problems, you maybe able to receive another additional year of funding. You should write to your LEA/SFE to explain your circumstance and include evidence. The Advice Centre can assist you with presenting your case to your LEA/SFE.

Your rights to receive a maintenance loan and supplementary allowances (such as Parents Learning Allowance or Disabled Students Allowance) are not affected by repeat study, unless you already have a degree.

Please be aware that if you are transferring or starting a new course, this can affect your entitlement to funding. Contact the Advice Centre to discuss your case in detail.

## Deferring / Suspending your Studies

Taking time out from your course may be a sensible option if you have health problems, are pregnant or suffering serious personal difficulties. Always talk to your Programme Leader or Head of Department before you suspend / defer, then seek guidance from the Advice Centre on the financial implications. Some information on the financial implications of suspending is discussed later in this booklet.

When you have made a definite decision, you will need to complete a 'Request for Suspension of Studies' form, which you can get from the Student Services web site or your Student Information Point / Student Life Office and submit this to your Programmes Office. You should then receive a response to your request in writing.

Once you've received confirmation of your date of suspension/deferral, you should also write to the Student Loan Company, your bank and any other relevant organisations to advise them of your suspension and your expected date of return.

## Withdrawing

For 2010/11 MMU have introduced new regulations that cover the procedures that must be followed either when students want to withdraw from their course or where the university feels that a student should be withdrawn because of a lack of engagement with their course.

A copy of these regulations can be obtained from your Student Information Point/Life Office or at the Advice Centre. A summary of the regulations is given below:

### 'Engagement' and withdrawal from your studies by MMU

During your studies at MMU, you're expected to fully participate with all aspects of your course. If you start to experience difficulties with your 'engagement', e.g. if you fall behind with handing in your coursework or if you stop attending lectures, and your department believes that you're then at risk of failing all or part of your course, the department may take steps to formally withdraw you from your course. It's therefore important to try and discuss the problems you're having with your department before your situation becomes more serious.

Before your department starts the formal withdrawal procedure, you should either receive a letter warning you of this potential action, or your tutor/course leader should arrange to talk to you about your circumstances during a one to one discussion.

If your department decides to start the formal procedure, you will initially receive a warning letter from your Programme Leader. This letter will state the reasons for the warning and give you two weeks from the date of the letter in which to address the matter that has brought about the warning. If you don't contact your department within this two week period, a second letter will be sent to you by your Head of Department, giving you a further two weeks to make contact and sort the situation out. If you don't respond to this second letter or try to remedy the situation within the two week time limit, your Head of Department will authorise your withdrawal and write to you advising you that you've been formally withdrawn.

If, once you have been withdrawn, you feel that there were *either* exceptional factors that prevented you from sorting the situation out earlier, *or* that the university made some sort of 'material error' during the withdrawal process, *or* that you can demonstrate that you are still able to successfully pass your course, you will have the opportunity to appeal to the Dean. However, this appeal must be made within *one week* of you receiving the letter from your Head of Department notifying you of your withdrawal. If your case is heard by the Dean and it is agreed that you should be withdrawn from the course, you will receive a 'Completion of Procedures' letter.

You will have no right of appeal over this decision as the Dean's decision is final. If the Dean decides that you can remain on your course but you then don't fully engage with your studies, MMU will continue with your withdrawal and you will have no right of appeal over this decision.

These withdrawal procedures have significant implications for your academic career and future studies at MMU. You can contact the Advice Centre for advice or support if these proceedings are started against you.

## **You decide to withdraw/defer during the year**

If you're uncertain about whether you want to continue at university or not, it's a good idea to talk this through with the Advice Centre before making a final decision. Depending on the reasons why you're thinking of leaving, there may be action you can take to resolve your concerns. You may find it useful to read the leaflet 'Considering Withdrawing from your Course', which is available from the Advice Centre and your Student Information Point/Life Office.

If you decide that withdrawing from your course is the best option, you should discuss this with your programme leader or Head of Department before completing a 'Notification of Withdrawal' form, which you should then submit to your Programmes Office. You should then write to your LEA/SFE and the Student Loan Company to notify them of your decision.

If you're in MMU owned Halls of Residence, you should also contact the Accommodation Office to inform them of the date of your withdrawal. You should then be released from your housing contract with MMU on the same date. If you're in privately owned accommodation, it may be more difficult for you to end your housing contract early. You should contact the Advice Centre to discuss your case if you are in this situation.

## **Funding implications if you withdraw / suspend during the year**

If you withdraw or defer part way through the academic year, your student support will be stopped from the date you stop attending. Your entitlement will be recalculated based on the number of days you were attending. MMU will inform your Local Education Authority/Student Finance England of your deferral/withdrawal, who in turn will inform the Student Loan Company (SLC) to stop paying you from that date.

When your support is recalculated, it may result in an overpayment of the Student Loan Company so it's important you seek advice as soon as you're thinking about deferring or withdrawing. You may need to negotiate a repayment scheme with the SLC to repay the funds. If repaying these funds will cause you dire financial hardship, it is possible to write to

your LEA/SFE and request they use their discretion and not recover the overpayment and/or continue to pay your student support until the end of the term. The Advice Centre can assist you with presenting your case to them if you can provide evidence of hardship.

Your LEA/SFE can also use their discretion to continue paying your student support whilst you're deferred if you've been affected by health problems or personal issues. The Advice Centre can advise you further about this and can help you write to your LEA/SFE.

Most students aren't able to claim benefits whilst they are deferred – so please seek advice about your entitlement.

## **Tuition fees**

If you paid your own tuition fees, you maybe entitled to a partial refund when you defer.

If you applied for a tuition fee loan from the SLC and defer/withdraw before 1st December, no fees will be payable to MMU. However if you defer/withdraw after 1st December the full years fees will be payable. So it is important that you agree a withdrawal date with your programme team, put this in writing and keep a copy of the letter. More information on MMU fee regulations can be found online in the Student Handbook.

## **Withdrawing at the end of the academic year**

You will only start to repay your maintenance loan and tuition fee loan after leaving university. If you decide to withdraw from your course after the last day of term your loans will be repayable from the start of the next tax year. Tax years run from 6th April to 5th April. For example: If you withdraw in July 2010 then you would be liable for repayments from April 2011. You will have to start making repayments once you're earning above £15,000 per year. Please contact the Advice Centre or visit [www.studentloanrepayment.co.uk](http://www.studentloanrepayment.co.uk) for more information.

## **Previous study**

You are usually entitled to student support for the length of your course plus one additional year

(eg: If you are studying a 3 year degree you can receive funding for 4 years).

If you have been affected by personal problems and this has prevented you from completing an academic year then you may be able to receive an additional year of funding. You should write to Student Finance England to explain your circumstances, and include supporting evidence.

Please be aware, if you are transferring or starting a new course this will affect your entitlement to funding.

Please contact the Advice Centre for further information on all of the above.

## **Finding another Course**

You may feel that your unhappiness or dissatisfaction with your course is due to a problem which cannot be readily solved, or that the course does not meet your needs or expectations.

If this is the case, you may want to consider withdrawing from the course or transferring to another course, either within MMU or at another institution. It is vital that you seek advice quickly if you are considering one of these options.

If you feel able to do so, start by discussing the situation with a course tutor or your personal tutor, the Careers Service and/or Counselling Service. They may be able to suggest courses of action which have not yet been considered, such as changing certain options within the course, taking time out of your studies or doing the course part-time.

Decisions to transfer or withdraw from your course can have important implications for your entitlement to funding, as mentioned earlier.

If you have decided to transfer to another course, find out what courses are available, either at MMU or elsewhere. Prospectuses are available on the Internet, in most reference libraries and careers offices. You can get a copy of the MMU prospectus from a Student Information Point or Student Life Office or see it online at <http://www.mmu.ac.uk/courses/>

When you have chosen a suitable course, telephone the enquiry number in the prospectus to ask if places are available, whether you meet the entry requirements, and how to apply. Some institutions will expect you to apply through UCAS, whilst others may ask you to complete an internal application form or to attend for an informal chat or an interview.

## **Problems with Exams and Assessments**

### **Exam Stress**

The Faculty Student Support Officers produce leaflets on exam revision and study skills. They also provide one-to-one and group support (see contact details in the 'useful addresses' section at end of booklet)

It may be helpful to consult your doctor or one of the University counsellors if the problem is particularly acute. The Counselling Service run relaxation workshops to assist around exam time.

The focus is on learning to achieve relaxation through the practice of breathing exercises and other techniques widely used in stress management. They also offer a Confidence Building Skills Course covering issues such as assertiveness, handling criticism and relating to others. For further information contact the Counselling Service on 0161 247 3493.

Also inform the Faculty Exceptional Factors Panel if you under-performed in exams because of stress. Do this on a Disclosure of Exceptional Factors form from your Student Information Point/Life Office, and try to support your case with medical evidence.

### **Personal Problems affecting Exams and Assessments**

If you feel that your academic performance has suffered because of problems you have experienced, it is essential to write to the Faculty Exceptional Factors Panel before they meet to tell them about your difficulties and how they have affected your assessed work. You can

contact your nearest Student Information Point/Life Office to confirm the dates that the Panel meet. You should complete a Disclosure of Exceptional Factors form. Read the Guiding Principles for Boards of Examiners before you fill in the form and provide evidence. The form and the Guiding Principles can be obtained at the Advice Centre or your Student Information Point/Life Office. If you fail to do this, you prejudice your chances of a successful appeal against your result.

## **Extensions for Coursework**

Few students get through university without a crisis affecting getting coursework in on time. If you find yourself in this position, you must get permission if you want to hand your work in late. If you don't, you may fail the assignment altogether or have your marks reduced.

Go to see your subject or year tutor as soon as you realise that there is a problem with meeting the deadline. An extension may be given if there are other exceptional circumstances. Make sure that you are given written confirmation of the extension and the new deadline. Be aware that the procedure varies across the university, some departments may require you to provide a disclosure of exceptional circumstances form to be allowed an extension.

If you have already missed a deadline without permission you can write to the Faculty Exceptional Factors Panel to explain any special circumstances.

## **Problems with Resits**

### **Re-sits**

In 2009/10 MMU changed the re-sit regulations in order to meet government funding requirements. You are normally entitled to two re-sit opportunities which gives you three attempts every year. In your final year the second re-sit can only grant you a pass degree. If you have exceptional factors an attempt can be ignored (you must submit an exceptional factors form with evidence to the Faculty Exceptional Factors Panel before they meet – check with the Student Information Point to find out when they'll be meeting).

You will still always get the first re-sit opportunity which is usually in the summer. However to be allowed the second re-sit you are required to engage with your course.

To show that you have engaged you must either:

- submit all assignments and sit all exams required at the first re-sit; or
- be excused from the assignment or exams due to exceptional factors.

Mis-reading the exam timetable is not normally accepted as an exceptional factor so it is important to check and double check your timetable as this could potentially exclude you from the opportunity to take the second re-sit. It is also important that you properly inform the University of your exceptional factors – talking to your tutor is not enough.

### **Repeating a year with attendance**

There is a limit on how many times you may repeat whole years with attendance – only once per year and only twice throughout the course (unless there are exceptional factors).

Only those students who have engaged with the original assessments are able to repeat the full year with attendance.

## **Repeating a final year**

There is cap of third class honours where you repeat your entire final year (unless there are exceptional factors).

## **Resit Fees**

The University charges a fee for resits. This must be paid before taking the resit. Do your very best to budget for this possible payment. If you cannot raise the money, contact the Advice Centre to discuss your options.

## **Resit Date Clashing with Another Commitment**

Be aware of the dates of resits when making commitments, particularly when booking holidays in the summer vacation. Your department will not usually be able to offer an alternative date and the next resit opportunity may not be for several months.

## **Ongoing Problems Affecting Revision for Resits**

You may have failed the original assessments because of personal or health problems. If these problems have not been resolved, it may be wise to defer the resits, rather than risk a further failure. Seek guidance from your tutor or the Advice Centre about the possible options.

## **Seeing your Marked Exam Scripts**

Some departments will be willing to show you your marked exam script. But you do not have a legal right to insist on this – exam scripts are excluded from the records that people are entitled to see under the Data Protection Act. However the Data Protection Act does permit you to see a copy of the remarks made by internal examiners on your exam script.

## **Allegations of Cheating**

You may be called to an investigation by the Head of Department and possibly an Assessment Disciplinary Committee if the University suspects that you may have tried to cheat in assessments. Get advice urgently if you are accused of cheating. The Advice Centre can discuss your situation with you and may be able to represent you at the University investigation hearings.

The consequences of cheating can be very serious, so make sure that you know what is allowed, and what is not. For instance, do not take unauthorised material into the exam hall, and make sure that you know the rules on plagiarism.

Every year a number of students are found to have included in their work passages which they have copied from texts or the Internet without proper referencing (this is known as plagiarism). Make sure that this does not happen to you by paying very careful attention to guidance on referencing, which is available from your tutors and from the Faculty Student Support Officer. Also be aware that the University routinely conducts a simple search to check whether passages of an essay have been copied direct from the Internet.

# Appealing against Exam and Assessment Results

Please see the Advice Centres Appeal booklet for information on how to appeal.

## Disciplinary Procedures

Your conduct as a student is governed by a variety of regulations and there are different procedures for dealing with alleged misbehaviour, cheating in exams or assessments, poor attendance, library offences, etc. These regulations are available from the Advice Centre or your Student Information Point/Life Office.

If you face a disciplinary investigation, you should establish the procedure under which your case is being considered – then seek advice. Remember that the allegations do not assume that you are guilty, merely that there is sufficient cause for concern to merit an investigation.

You will have a chance to state your case, refute the allegations, and if necessary to present evidence of mitigating circumstances. If there is a hearing to consider the allegations, you will be permitted to take along a friend or representative.

It is essential that you get help and advice. The Advice Centre has experience of assisting students with all kinds of disciplinary matters. Contact them as soon as you become aware of the threatened proceedings. They can help you to prepare your case, give you support, and if possible, represent you.

## Seeing your University File

The Data Protection Act 1998 gives you the right to see a copy of your University file. To request a copy, complete an Access to Information form, available from your Student Information Point / Student Life Office. There is a £10 fee. The University should send you your file within 40 days.

## Contact the Advice Centre for more information or help

Manchester 3rd Floor, Students' Union, 99 Oxford Road, Manchester, M1 7EL

Tel: 0161 247 6533,

E-mail: [s.u.advice@mmu.ac.uk](mailto:s.u.advice@mmu.ac.uk)

Web: [www.mmunion.co.uk](http://www.mmunion.co.uk)

The Advice Centre runs advice sessions at Crewe, Didsbury, Hollings and Gaskell.  
Phone 0161 247 6533 to book an appointment

## Advice Centre Opening Times

<b>Opening Times</b>	
Monday	9.30am - 4pm
Tuesday	Closed
Wednesday	9.30am - 4pm
Thursday	9.30am - 4pm
Friday	9.30am - 4pm

We also operate a telephone service between 10-12 noon each weekday or e-mail your enquiry to [s.u.advice@mmu.ac.uk](mailto:s.u.advice@mmu.ac.uk)

### Reminder

If you feel that your academic performance has suffered because of problems you have experienced, it is imperative that you inform the Faculty Exceptional Factors Panel prior to its meeting of the nature of your difficulties and the way in which they have affected your assessed work. You can do this by completing of Disclosure of Exceptional Factors form. Read the Guiding Principles for Boards of Examiners before you fill in the form. The form and the Guiding Principles can be obtained at the Advice Centre or your Student Information Point/Life Office. If you fail to do this, you prejudice your chances of a successful appeal against your results.

## Other Useful Addresses

### Students' Union Crewe

Tel: 0161 247 5136

### Student Services –Student Information Point

All Saints 0161 247 6888

Cheshire 0161 247 5326

[www.mmu.ac.uk/sas/studentservices/sip.php](http://www.mmu.ac.uk/sas/studentservices/sip.php)

### Careers

Tel: 0161 247 3483

Web: [www.mmu.ac.uk/careers/](http://www.mmu.ac.uk/careers/)

### Chaplaincy

[www.mmu.ac.uk/sas/studentservices/faith.php](http://www.mmu.ac.uk/sas/studentservices/faith.php)

### Counselling

Tel: 0161 247 3493

[www.mmu.ac.uk/academic/studserv/counselling/](http://www.mmu.ac.uk/academic/studserv/counselling/)

### Learning Development Service

Tel: 0161 247 3491

Web: [www.mmu.ac.uk/academic/studserv/learningsupport](http://www.mmu.ac.uk/academic/studserv/learningsupport)

Cheshire 0161 247 5326

### International Society

327 Oxford Road, Manchester, M13 9PG

Tel: 0161 275 4959

Fax: 0161 275 7696

e-mail : [int.soc@manchester.ac.uk](mailto:int.soc@manchester.ac.uk)

Web: [www.orgs.man.ac.uk/intsoc](http://www.orgs.man.ac.uk/intsoc)

### Jobshop

MMUnion Jobs [www.mmunion.co.uk/jobsandcareers/](http://www.mmunion.co.uk/jobsandcareers/)

Noticeboards:

Crewe Campus; Students' Union, Conference Centre, Booth Hall

Alsager campus; Students' Union, Wesley Centre, Brandies.

### Faculty Student Support Officer Contacts

Faculty of Art and Design

Helen Bowman

Tel: 0161 247 1711

Email: [h.bowman@mmu.ac.uk](mailto:h.bowman@mmu.ac.uk)

[www.artdes.mmu.ac.uk/studentssupport/supportofficer.php](http://www.artdes.mmu.ac.uk/studentssupport/supportofficer.php)

Faculty of Science and Engineering

Emma Rayner

Tel: 0161 247 1513

Email: [e.rayner@mmu.ac.uk](mailto:e.rayner@mmu.ac.uk)

[www.sci-eng.mmu.ac.uk/student\\_support](http://www.sci-eng.mmu.ac.uk/student_support)

Faculty of Health, Psychology and Social Care and The Institute of Education

Hetal Patel

Tel: 0161 247 2040

Email: [h.patel@mmu.ac.uk](mailto:h.patel@mmu.ac.uk)

[www.hpsc.mmu.ac.uk/students/support\\_officer.php](http://www.hpsc.mmu.ac.uk/students/support_officer.php)

Faculty of Humanities, Law and Social Science

David Peters

Tel: 0161 247 6459

Email: [d.peters@mmu.ac.uk](mailto:d.peters@mmu.ac.uk)

[www.hlss.mmu.ac.uk/support/support\\_officer.php](http://www.hlss.mmu.ac.uk/support/support_officer.php)

Hollings Faculty

Juliette Leeks

Tel: 0161 247 2500

Email: [j.leeks@mmu.ac.uk](mailto:j.leeks@mmu.ac.uk)

MMU Business School

Emma Flynn

Tel: 0161 247 3857

Email: [e.flynn@mmu.ac.uk](mailto:e.flynn@mmu.ac.uk)

[www.business.mmu.ac.uk/studentsupport/officer.php](http://www.business.mmu.ac.uk/studentsupport/officer.php)

MMU Cheshire

Mike McGarry

Tel: 0161 247 5237

Email: [m.mcgarry@mmu.ac.uk](mailto:m.mcgarry@mmu.ac.uk)

<http://www.cheshire.mmu.ac.uk/students/ssofficer.php>



## **A Manchester Metropolitan Students' Union Publication 2010/11**

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### **Large print versions of this leaflet are available**

Disclaimer: MMUnions' Advice Centre has made every effort to ensure that the information in this leaflet is accurate. MMUnion cannot be held responsible for the consequences of any action taken as a result of reading this leaflet. Before taking any action you are advised to visit the Advice Centre, Students' Union, 99 Oxford Rd, Manchester.