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**St Mary’s University**

**Operations Manual**

**for**

**Franchise Partnerships**

**Year 2023-24**

# 

# Introduction

This Operations Manual has been designed to provide information and guidance to St Mary’s University (SMU)’s Franchise Partners. This Manual should be read in conjunction with the Partnership Contract and the [University’s Policies and Procedures](https://www.stmarys.ac.uk/search-results.aspx?q=policies), including the [Academic Regulations.](https://www.stmarys.ac.uk/policies/academic-regulations.aspx)

# SMU Roles and Responsibilities

Partners will have direct contact with various colleagues at SMU. The key roles and their responsibilities are as follows:

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# Subject Lead Partnerships – each School at SMU has a Partnership Subject Lead, who oversees all partnerships within the School.

# Partnership Link Tutor – Partners will be assigned a Partnership Link Tutor, who will be the first point of call for academic matters in the course delivery. The Partnership Link Tutor will provide the Partner staff with details of the SMU Module Convenors, and vice versa, and will approve the Partner academic staff teaching on the course. They will also check a sample of applications for the Partner admissions process.

* Module Convenors – will provide Partners with the module outline, assessment briefs, and marking criteria. They will check and agree any modifications to assessment briefs where required by the local context. They (or their delegate) will moderate a sample of Partner assessments before these are moderated by the External Examiner. They will also be able to brief Partner module teams on the module delivery, assessment, and feedback. Please note that teaching delivery materials are not provided to Partners.

# Partnerships Administrator – an administrator within the Faculty will support the Partnership Link Tutor and address queries around issues such as student registration and enrolment, assessments, and results. They will communicate deadlines for marking and moderation to the Partner and SMU staff and liaise with External Examiners to complete external moderation. They will support the Exam Boards within the Faculty and approve marks in advance of the University Exam Boards, and also support the Joint Management Boards (JMBs).

Other teams that are involved in supporting Partnership activity are as follows:

# Employability Service – will review the Partner’s employability provision, to ensure that students are provided with (as required by the particular programme); the arrangement of sandwich years, work placement modules, internships, mentoring and a general careers service (including Careers Consultants or similar).

# Marketing – will review all promotional materials from the Partner, and provide comment/approval before these are published or circulated.

# HR – will hold copies of Partner Staff Forms to record Partner staff access to SMU systems, and conduct bi-annual checks with Partners to confirm that access is still required.

# IT – will provide Partner staff access to necessary SMU systems, e.g. SITS for mark entry, and restricted access to Moodle.

# Admissions – will received lists of accepted applicants and their documents from the Partner, liaise with the Partnership Link Tutor to review samples of applicants, create applicant records on SITs (our student information system), email applicants with their SMU ID number and offer, and create enrolment records for applicants.

# Registry – will email applicants with information on completing online enrolment, and check the Student Finance details. Partners must adhere to the SMU Student Finance England (SFE) confirmation points for Registration and Attendance. Registry will offer a training session for Partner staff in using SITS for mark entry. They will also oversee the University Exam Boards, including inviting Partner representatives.

# Quality and Standards (QS) Office – will maintain the Academic Partnership Log and have institutional oversight of the academic monitoring and quality assurance activity of partnerships, in conjunction with Subject Partnership Leads and Partnership Link Tutors, including External Examiner Reports and Programme Reviews. Partners are required to co-operate with the University’s requirements in respect of the QS procedures outlined in the [Quality Assurance and Enhancement Handbook](https://www.stmarys.ac.uk/ctess/qs/quality-assurance-and-enhancement-handbook/about.aspx).

# Curriculum Data Officers set up students’ programme of study, diet (modules available for study) and award and progression rules on SITs.

# Finance – will invoice students for tuition fees and send notifications to students regarding non-payment of fees. They will provide weekly enrolment reports to the Partner to monitor SLC status and provide a basis for reconciliation, and provide monthly reports to SMU and the Partner with detail on receipt of tuition fees. Finance will also arrange payments to Partners upon receipt of invoices.

* Legal – will advise on any contractual queries/issues.
* Centre for Teaching Excellence & Student Success (CTESS) – will provide training and guidance on academic staff development opportunities available to academic staff in Partner organisations (e.g. Epigeum, Academic Integrity), and on key university strategies (e.g. the undergraduate Curriculum Framework, Learning and Teaching Strategy, and Student Retention Strategy). They will also input into the Access and Widening Participation requirements for Partners, including reporting on relevant metrics and developing action plans where needed.

1. **Partnership implementation**

**Partnership Implementation Meetings (PIMs)**

PIMs will take place from the approval of the partnership through the set-up and launch of the courses at the partner, and during the initial 12 months of delivery (although they may continue for longer if required). Meetings may be held fortnightly during the set-up, and may reduce to monthly once delivery is underway. PIMs will focus on student recruitment, course delivery, and quality assurance, to ensure that admissions requirements are met, and that the expected teaching and student support resources and facilities are in place. A checklist is attached as Appendix A which details tasks required in the initial set-up of the partnership, to support the implementation.

# Marketing of Partnership Programmes

Promotional materials include newspapers, journals, prospectuses, handbooks, websites, and e-documents. All promotional materials, whether external or internal to the Partner institution, must be approved by the University, prior to their publication or general circulation. Use of the logo or University name must only be used in relation to the franchised programme/s.

# Recruitment and Admissions

### Delivery Schedule

Partner deliveries should align with the SMU academic calendar wherever possible, to better synthesise the core and Partner processes. Deviations from this should be agreed at the point of approval. The Partner should complete the Course Delivery Schedule (Appendix B) for each academic year, which provides key information and dates as follow:

* Course intake points (as agreed at the point of approval)
* SFE confirmation points for each course intake
* Recruitment targets (as agreed at the point of approval)
* Induction dates (set by the Partner to align with the course intake points)
* Teaching start and finish dates (set by the Partner to align with the course intake points)
* Assessment periods (set by the Partner in line with the teaching dates)
* Results due date to students (results are provided to students by the Partner)
* Re-sit assessment periods (set by the Partner in line with the teaching dates)
* Re-sit results due date to students (re-sit results are provided to students by the Partner)

### Entry Requirements

The admissions process will be carried out in line with the SMU [Admissions Policy.](https://www.stmarys.ac.uk/policies/admissions-policy.aspx) The standard entry requirements are given in the Programme Specification and on the course web page on the University website. The latter also lists the marks and range of Secure English Language Tests accepted by the University for applicants who have studied outside of the UK.

Students may be admitted for entry with advanced standing, or request exemption from a module, under the University’s regulations. The Partnership Link Tutor will provide guidance to the Partner on the process to be followed.

If applicants do not have a traditional educational background or do not meet the required standard academic qualifications for entry via academic achievement, the Partner is able to consider their application on the grounds of their professional work experience. Applicants will usually be required to show that they have more than two years’ professional experience / continuous employment which is current and relevant to the course they wish to study when applying via the work experience route. When applying via this route, it is essential that applicants can demonstrate to both the Admissions and Academic teams how their experience is relevant to the course they wish to study and how the course will in turn support their careers goals and aspirations. The Partner will evaluate whether their experience gives them the same level of knowledge and skills as those apply via the standard route.

**Admissions Process**

The Partner must provide a spreadsheet of accepted applicants regularly throughout each intake and before enrolment cut off dates (maximum 50 per batch), along with selected documents (highest qualification on entry, where applicable, passport, and evidence of immigration status if not UK/Irish national).

SMU admissions will decide on the number of applicants that SMU would like to review (likely around 10% of each batch) and will send a list with the chosen students to the Partner, for them to provide all documents e.g. interviews, English/Maths assessments when applicable etc. The Partnership Link Tutor from SMU will review the documents and let SMU admissions know whether the offers can be confirmed or not. Partners should advise applicants who are unsuccessful that they should wait to re-attempt on a subsequent intake, and that there is a maximum three re-attempts for a student at any one partner.

SMU admissions will create an applicant record on our student record system (SITS) and send an email to the applicant (copying in the Partner) confirming their SMU ID number and offer (which will be set as Unconditional Firm).

SMU admissions will then create an enrolment record for each applicant and SMU Registry will email the applicant with information on how to complete online enrolment. Once the student is enrolled this will trigger their student finance accounts and funds will be released.

**Student ID Cards**

SMU have a template for Partner student ID cards which includes both the SMU and Partner logo. SMU will provide this to the Partner for the Partner to produce and distribute student ID cards at induction. Please note this card does not provide access to SMU facilities and resources.

### Induction

The Partner will be responsible for student inductions, including scheduling and communicating these to students. Inductions should take place the week prior to the start of the course and all new students should be invited to attend. The Partnership Link Tutor should be advised when inductions are taking place so they, or another member of SMU staff, can attend (where possible) to provide a formal welcome and to cover other important information.

**Timetables**

### The Partner is responsible for providing students with scheduling teaching and issuing students’ timetables.

**Attendance**

The Partner is responsible for implementing robust procedures to monitor students’ attendance and reporting on attendance to the Partnership Link Tutor at regular intervals.

# Resources

**Library Resources**

The Partner is expected to provide students with access to and support with the physical/online library resources required for modules delivered as part of the course. If the Partner would like students to be able to access SMU’s online library resources, this must be agreed at the contract stage, as there will be a cost per student payable by the Partner to enable this access, and access is also subject to agreement from third party providers. There is no automatic right of access to SMU physical and online library resources systems for Partner students.

**Virtual Learning Environment**

The Partner is expected to have their own VLE to deliver the courses, and must provide key SMU staff (e.g. the Subject Lead Partnerships, Partnership Link Tutor, Module Convenor, Partnership Administrator) and the External Examiner access to the relevant parts of the VLE as required by quality assurance and monitoring processes. SMU will provide Partner academic staff with an overview of the SMU VLE module sites, including module specifications, marking rubrics, assignment briefs, and reading lists. This does not include access to teaching materials such as PowerPoint slides and video recordings, which are specific to SMU cohorts of students. Access to SMU’s Digital Learning Pedagogy Framework will be provided to all collaborative partner organisations to ensure minimum standards are adopted in the use of the VLE.

**Physical Facilities**

The Partner will be responsible for providing library and teaching facilities, including classrooms, lecture theatres, study spaces, laboratories, workshops, gymnasia, sports pitches and any other as required. Facilities will be reviewed by SMU as part of the initial approval, and it is the responsibility of the Partner to inform the Partnership Link Tutor of any major changes to the facilities after this. Partner students will not be able to access SMU facilities.

### Staff

The Partner will be responsible for providing teaching staff of an appropriate standard for the course(s). All staff members’ CVs must be provided to the Partnership Link Tutor for approval before they teach on the course. The partner is responsible for providing professional services staff who are appropriately qualified to provide key central services and support to students, including for pastoral and employability support. The Partner is also responsible for providing appropriate staff development opportunities, and this should be reported on as part of the Annual Monitoring Report. Partner staff requiring access to SMU systems (e.g. for marks entry) must complete the Partnership Staff Form (Appendix C) and provide this to the SMU HR department. The Partner must advise the HR department when a staff member leaves, so their access can be disabled, and HR will also conduct bi-annual audits with the partner to check access requirements.

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# Student Matters

### Withdrawals

Student withdrawals will be processed in line with the SMU [Student Withdrawals Policy](https://www.stmarys.ac.uk/policies/withdrawal.aspx). Partners must inform SMU Registry of withdrawals within 10 working days of the withdrawal date, and/or prior to fee liability and maintenance confirmation points (whichever is the sooner) so withdrawals can be processed by the Student Records Team. These key dates should be specified for each course intake as part of the Course Delivery Schedule (Appendix B). Withdrawals will be monitored by SMU as these are a key metric for the OfS.

Partners should contact SMU Registry regarding any students who wish to request a [Leave of Absence](https://www.stmarys.ac.uk/policies/leave-of-absence.aspx) in order to ensure this meets the University regulations.

### Academic Advice

Partners are expected to provide academic advice and guidance to students, for example via their website, VLE or programme handbook. This should include information for students on:

* Enrolment and re-enrolment
* Term dates
* Course structure
* Resolving problems/complaints
* Student Conduct
* Academic integrity and avoiding plagiarism
* Assessment submission and support
* Results

### Student Support

Partners are expected to provide academic, administrative, library, IT, and pastoral support to students, so that students studying on the franchised programme/s have a comparable experience to SMU students (for example, in line with the SMU Personal Tutoring Policy), although the scale of provision of services may differ.

# Employability Support

# Partners are expected to provide employability services as appropriate to the particular programme/s being delivered, which may include; the arrangement of sandwich years, work placement modules, internships, mentoring and a general careers service (including Careers Consultants or similar).

# Assessment Processes

### Marking and Moderation

Partner staff should mark assessments, including examinations, in accordance with the marking scheme provided by the SMU Module Convenor, and provide feedback to students in a form appropriate for the assessment. Internal moderation will be carried out by the Partner (either by the Module Convenor, or another member of Partner academic staff) and recorded via the VLE or on a moderation form. We would usually expect 10% of the total number of assessments to be moderation, and for the sample to include all grade bands. Agreed marks will be entered by the Partner onto e:vision, by the deadlines communicated by SMU to the Partner at the start of the academic year. Partners should ensure that where students have withdrawn or interrupted their studies but have completed sufficient assessments for a module to achieve credits that marks are submitted to the University for these students.

The Partner will advise the SMU Faculty administrator and Module Convenor when the marks have been entered, so the Module Convenor can then also moderate the assessment. Once the SMU moderation is completed, the Faculty Administrator will advise the External Examiner that the assessment is ready for moderation, and send them the link to the Partner VLE to access the assessment.

Partner are responsible to communicating provisional and confirmed marks to students via their VLE.

### External Examiners

SMU is responsible for appointing External Examiners to the Partner module deliveries. Where the Partner modules are also delivered at SMU (or at other Partners), the External Examiner should usually be the same for all deliveries of the module, to ensure consistency across the deliveries.

Partnership Link Tutors will share External Examiners’ Annual Reports with the Partner after the School has made a response to the External Examiner. Should any reports be rag rated as amber or red, the University will require a response and action plan to be put in place by the Partner.

External Examiners’ Annual Reports must be made available to students by the Partner, and it is the responsibility of the Partner to ensure that students are informed how they can access these, and that any feedback from students on External Examiners’ reports is formally recorded.

### Exam Boards

SMU holds Exam Boards within the Faculty and at University level. Partner marks are required to go to both Boards, in line with the established SMU quality assurance procedures. Partner marks should usually go to existing Exam Boards within the Faculty, for the Partner module deliveries to be considered alongside other module deliveries wherever possible. There may be some instances where it is necessary to hold a separate Board within the Faculty for Partner modules, for example where Partner term dates don’t fit with the SMU academic calendar. The Faculty Administrator will confirm (TMR) the marks following the Faculty Exam Board.

Partner representatives will be invited to attend both the Faculty and University Exam Boards, by either the Faculty Administrator or Registry. Provisional dates for Exam Boards will be communicated to the Partner by the Faculty Administrator before the start of the academic year.

### Re-sit Assessments

Arrangements regarding re-sit assessments must be agreed at the Exam Board. Partners are responsible for organising and communicating arrangements for re-sit assessments to students. Marking, moderation, and marks submission for re-sit assessments will be carried out the same as for first attempts.

### Extensions and Extenuating Circumstances

The SMU [Extenuating Circumstances Policy](https://www.stmarys.ac.uk/policies/extenuating-circumstances.aspx) sets out that students may submit a Programme Level Request for Extension of Submission Deadline, which applies to short-term situations which require a short delay to the submission of coursework of no more than 10 working days after the original deadline. Students may also submit an Extenuating Circumstances claim for longer-term situations which will affect main examination periods and/or a delay to the submission of coursework of more than 10 working days. Students should make the requests for either of these to the Partner, along with any supporting evidence. The SMU Extenuating Circumstances Form is provided in Appendix D – Partners may use the SMU form or their own form for students to submit claims The Partner is responsible for communicating to students how claims should be submitted. The Partner is responsible for entering the Extensions/Extenuating Circumstances decision on SITS and should report to SMU on the claims granted when marks are presented at the Exam Board.

### Academic Appeals

Students should follow the Academic Appeals Procedure of the Partner in the first instance, and Partners should ensure that the information on this Procedure is made available to students. Partners are required to inform SMU of any appeals raised by students and the outcome, and to provide the Link Tutor with a copy of the communication with the student regarding the appeal. If a student remains dissatisfied, they can lodge an appeal with SMU using the [Academic Appeals Procedure](https://www.stmarys.ac.uk/registry/policies/academic-appeals-process.aspx), including a copy of the appeal submitted to the Partner and the outcome.

### Academic Misconduct

Information and guidance on academic misconduct for all staff, including Partner staff, is included in the [Academic Regulations,](https://www.stmarys.ac.uk/registry/policies/academic-misconduct.aspx) and training will also be provided to partner staff by CTESS. Partners should apply the SMU regulations, adhering to processes contained therein as closely as possible. Partners are expected to appoint an Academic Integrity Lead from amongst their staff, who will be responsible for reviewing suspected cases of academic misconduct referred by staff, and holding Academic Misconduct Hearings with students where required. The SMU referral form is provided in Appendix E and may be used by Partners. Investigations should be completed in a timely manner and Partners are responsible for updating marks on SITS following any investigations into suspected misconduct. Records should be kept of all misconduct cases, such that partners are able to report details on the number of cases, types of cases, and penalties imposed on at least a biannual basis. Repeated failure by the Partner to identify and report possible academic misconduct may be considered a material breach of contract.

### Complaints

Complaints will first be addressed informally by the Partner to see if early resolution can be achieved. Informal complaints should be reported by the partner to SMU, by notifying the Link Tutor via email of the nature and outcome of the complaint. If early resolution is not possible then students should submit a Stage 1 complaint in writing (via either letter or email) to the Partner. Following an investigation of the Stage 1 complaint, the Partner should provide a written response in an outcome letter to the student. A copy of this outcome letter should be provided to the Link Tutor and to [complaints@stmarys.ac.uk](mailto:complaints@stmarys.ac.uk). Partners are required to keep records of the Stage 1 investigation, and provide these to SMU upon request. If a student remains dissatisfied, they can lodge a Stage 2 complaint with SMU, as set out in the [Student Complaints Procedure](https://www.stmarys.ac.uk/registry/policies/student-complaints-procedure.aspx). Complaints escalated to the OIA will be dealt with by SMU, with Partners to provide evidence of the complaint and investigation as required.

### Disciplinary

Partners should appoint members of the senior management team as Authorised Officers (AOs), who are able to carry out procedures related to student discipline. Minor breaches of discipline (misdemeanours) will be investigated by the Partner, under the lead of an AO. If any sanctions are imposed on a student following this investigation, these should be communicated to the student by the AO in writing, and a copy sent to [conduct@stmarys.ac.uk](mailto:conduct@stmarys.ac.uk) and the Link Tutor. For more serious breaches of discipline, an AO should again be appointed to investigate the alleged misconduct, and should obtain written reports of the incident from witnesses. On completion of the investigation, the AO will make a recommendation to the SMU Student Conduct and Complaints Manager on whether to call the student to a Disciplinary Hearing. If a Hearing is recommended, a panel will be convened comprising a different AO from the Partner, and an AO from SMU, and the student will also be entitled to bring a friend or representative. The [Student Disciplinary Procedure](https://www.stmarys.ac.uk/policies/disciplinary-procedure.aspx) provides more detail on the process of a Student Disciplinary Hearing.

# Student Awards

### Graduation

Students who are in their final year of study will receive an invitation by email to attend an SMU Graduation ceremony for the conferment of their awards at the University. This may be part of the main SMU Graduation Ceremony or a separate ceremony, depending on location and capacity. The Partner may alternatively request to hold their own Graduation ceremonies, to which a member of SMU staff would be invited.

### Certification

Following the graduation ceremony, SMU will produce certificates for successful students and these will be posted to students’ home address normally within 6 weeks of the date of the ceremony.

# Student Feedback and Representation

### Module Evaluations

All modules on University programmes delivered by a Partner institution are included within the University’s module evaluation process. Students will receive an email via the University email address once or twice a year inviting them to click on a link and complete an online module evaluation survey. Module evaluation reports, results and data will be supplied to the Partner management for dissemination to local staff.

### Student-Staff Programme Forums

Partners are responsible for organising Student-Staff Programme Forums (SSPFs), to be held at least twice during the academic year. The membership must include the Partner Course Leader, Module Tutors, and student representatives drawn from all levels of the course. Records of Course Forums should be made available to all students and the Link Tutor within two weeks of the meeting taking place. The Guidance provided on the effective operation of SSPFs, can be found [here](https://www.stmarys.ac.uk/ctess/Learning-and-Teaching/staff-student-programme-forums/staff-student-programme-forums.aspx).

### National Student Survey

Students at UK franchise partners will be included in the SMU NSS survey population and will be invited to participate in the survey. Partners will be responsible for ensuring that students complete the survey, and for developing NSS action plans, supported by the Link Tutor.

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# Monitoring

**Site Visits**

A partner site visit will be held at least once per year (at the discretion of SMU), attended by one or more SMU staff. Site visits will involve review of the teaching and student support provided by the partner, and include meetings with staff and students.

**Joint Management Board (JMB**)

A JMB will be held a minimum of twice per year (at the discretion of SMU) to review the operation of the partnership, monitor KPIs, and agree recruitment targets for the subsequent intake. JMBs will be chaired by a senior member of SMU and will be attended by SMU staff including the Subject Lead Partnerships/Head of School/Dean, Link Tutors, and professional services colleagues involved in the implementation and monitoring of the partnership, and by senior and operational staff from the Partner.

### Modifications

### SMU may modify courses and modules as part of ongoing enhancement processes, including changes to the course title, changes to the course structure, introduction of new modules, changes to module assessments, and removal of modules. The SMU lead academic will discuss any proposed changes with the Partner where this may impact Partner delivery of courses and modules.

### Annual Monitoring

The Annual Monitoring process facilitates the continued enhancement of course provision and the student experience, including identifying areas of good practice for dissemination and areas requiring improvement. Partners are required to complete an Annual Portfolio Review, including Programme Review Reports, using the templates provided by SMU and in line with SMU’s annual monitoring calendar. The Partnership Link Tutor will advise the Partner of deadlines for submitting the Report and will be able to provide guidance on completing the Report. Reports will be expected to consider withdrawals, continuation, student achievement, and outcomes. Annual Programme Review Reports will be considered at the subsequent JMB, to enable discussion between SMU and the Partner regarding key actions from the Report.

### Annual Due Diligence

SMU has an obligation to ensure that any Partnership continues to conform to University expectations in respect of financial probity and legality. Therefore, on an annual basis Partners are required to submit upon request updated documentation such as insurance certificates and annual audited accounts.

### Partnership Review

All Partnerships will be reviewed periodically, in addition to the annual monitoring detailed above. This will include both a review of the contractual arrangements and academic revalidation. The review will include consideration of:

* the recruitment of students to the courses delivered by the Partner
* student continuation, achievement, and graduate outcomes (when data is available) at the Partner
* the Partner’s achievement of appropriate academic standards in relation to teaching, learning, and assessment
* student experience at the partner including use of student feedback, learning resources, and student support
* the staffing resource at the Partner
* the continued appropriateness and adequacy of the online and physical resources and facilities at the Partner
* contribution from all teams at SMU involved in the operation and support of the partnership.

**Appendix A – Partnership Implementation Checklist**

|  |  |  |  |
| --- | --- | --- | --- |
| **Task** | **Responsibility** | **Date completed** | **Notes** |
| Partnership Link Tutor allocated | SMU Dean/ Head of School |  | Name of Link Tutor: |
| Professional Services Lead allocated | SMU Registry |  | Name of Professional Services Lead: |
| Course Delivery Schedule completed | Partner |  |  |
| Partnership occurrence, courses, and diets set up in SITS | SMU Quality and Standards Office |  |  |
| Student Finance codes set up | SMU Registry |  |  |
| Partner staff access to SITS/Moodle arranged | SMU IT |  | Partner staff with access: |
| Partner staff mark entry training delivered | SMU Registry |  | Partner staff trained: |
| Faculty and University Exam Board dates agreed | SMU Registry |  | Dates of Faculty and University Boards where Partner marks will be presented: |
| Partner representative for Exam Boards agreed | Partner |  | Name of Partner representative: |
| Annual MAV/MAB roll over of records scheduled | SMU Quality and Standards Office |  | Date for roll over: |

| **Appendix B – Course Delivery Schedule** | | | | |
| --- | --- | --- | --- | --- |
| **Partner name** |  | | | |
| **Academic year** |  | | | |
| **Courses delivered** |  | | | |
| **Course intake points** |  |  |  |  |
| **Recruitment targets** |  |  |  |  |
| **Applications deadline for each intake** |  |  |  |  |
| **Induction dates for each intake** |  |  |  |  |
| **Teaching start and finish dates** |  |  |  |  |
| **Modules delivered in each teaching period** |  |  |  |  |
| **Fee liability points for each intake** |  |  |  |  |
| **Assignment submission deadlines** |  |  |  |  |
| **Results due date to students** |  |  |  |  |
| **Re-sit assessment deadlines** |  |  |  |  |
| **Re-sit results due date to students** |  |  |  |  |

**Appendix C – Partnership Temporary Access Form**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **For completion by the individual** | | | | | |
| **Personal Details** | | | | | |
| Title |  | | | | |
| Full name |  | | | | |
| Home Address |  | | | | |
|  | | Post Code |  | |
| Phone number |  | | Email |  | |
| DOB |  | | Gender |  | |
| **Emergency Contact details** | | | | | |
| Full name |  | | | | |
| Relationship | Choose an item. | | Phone Number | |  |
|  | | | | | |
| **For completion by the SMU Partnership Manager/Partnership Subject Lead** | | | | | |
| Partnership name |  | | | | |
| Start Date | Click or tap to enter a date. | End date\* | | Click or tap to enter a date. | |
| Job Title/Programme |  | Faculty/Department | |  | |
| Location |  | Partnership Manager | |  | |

**\*Access cannot be indefinite and will be granted for up to 4 years unless specific approval for longer than this is granted**

**On completion, please return this form to the Human Resources Department:** [**HRsystems@stmarys.ac.uk**](mailto:HRsystems@stmarys.ac.uk)

**Appendix D – EXTENUATING CIRCUMSTANCES CLAIM FORM 2023-24**

Extenuating circumstances are defined as serious unforeseen, unpreventable circumstances that significantly disrupt a student’s ability to undertake assessment*.*

**Please indicate which level of claim you are requesting:**

|  |  |
| --- | --- |
| **Programme Level Request for Extension of Submission Deadline**  (to request a delay to submission of coursework of up to 10 working days) |  |
| **University Level Extenuating Circumstances**  (for situations which affect the main examination period or delays of coursework submission of more than 10 working days) |  |

This form must be completed if you believe that illness or other circumstances have adversely affected your academic performance. It is your responsibility to ensure that you submit your form fully completed so that the Programme or University sub-Committee has all the available information on which to base its decision.

**Late submissions of EC forms will not normally be accepted. Please note that if you have submitted coursework or sat an exam then you are stating you are “fit-to-sit” and are not expected to submit an Extenuating Circumstances claim, in line with the Fit to Sit Policy.**

*Please refer to the Extenuating Circumstances Policy and guidelines when completing this form*. All claims must be substantiated by third party, independent written documentary evidence, such as a medical certificate, or a letter from the Student Wellbeing/Counselling Service.

Please submit this form to the relevant Department Email for Programme Level extensions (see email addresses below) or Exams for University level Extenuating Circumstances as soon as possible after the events occur, even if you do not have all of the supporting evidence available at the time.

|  |
| --- |
| **Regnum:** |
| **First Name:** |
| **Surname:** |
| **Level of Study:** |
| **Programme:** |
| **Course Lead:** |
| **St Mary’s University Email Address:** |
| **Are you currently Registered with St Mary’s Student Wellbeing Service?** |

**DEFERRAL OF ASSESSMENT – *(please provide details of the assessments affected)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Module(s) code(s)** | **Name of Module Convenor** | **Assessment Type**  **(e.g. Essay/Exam)** | **Assessment Deadline/ Date of Examination(s)** | **Semester (1/2/Resit)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Please state below details of the illness experienced or of other extenuating circumstances affecting your academic performance. You should also indicate how these circumstances affected your work. If these are of a particularly personal nature, you should submit details of your circumstances, together with supporting documentary evidence, in a sealed envelope, marked “Private and Confidential”.

**DECLARATION OF EXTENUATING CIRCUMSTANCES**

|  |
| --- |
| Please give details showing how the circumstances impacted upon your academic performance, and **please include dates** of when you were affected: |

**SUPPORTING DOCUMENTARY EVIDENCE**

|  |  |
| --- | --- |
| **The most common extenuating circumstances are listed below with examples of the kinds of documentary evidence required to support your case. Please tick the relevant box to show which evidence you are attaching to this form.** | |
| Illness (*medical certificate/letter from an appropriate medical adviser/University Student Support and Counselling Service*) |  | |
| Hospitalisation (*medical evidence*) |  | |
| Family Illness (*medical certificate/letter from appropriate medical adviser* *(eg family doctor*) |  | |
| Bereavement (*copy of death certificate/supporting letter*) |  | |
| Financial (*Bank Statement*) |  | |
| Acute Personal/Emotional Circumstances (*letter from Student Wellbeing/Counselling Service or equivalent*) |  | |
| Dated Learning Support Form from Student Services |  | |
| Other Evidence: please list |  | |
| Supporting evidence is not yet available. Please give the date by when it is expected. Tick the relevant box above to show the evidence you will be supplying |  | |
| Signature: | Date: |

Please note that all claims must be supported by third party evidence, a claim without evidence will be rejected.

Please return the completed form, together with supporting documentary evidence to: Partner to insert details.

**Appendix E - Academic Misconduct Staff Referral Form**

*Please fill in the form and email with all relevant evidence to* [*academic.misconduct@stmarys.ac.uk*](mailto:academic.misconduct@stmarys.ac.uk)

*You are encouraged to contact the student and explain your concerns about their academic practice. Please provide all necessary feedback to the student and direct them to Learning Development Lecturers. All efforts should be made to offer guidance to students on good academic practice for their assignments before and after the outcome of the referral.*

Please enter details about the student below:

|  |  |
| --- | --- |
| Full name: | Regnum: |
| Course: | Module Code: |
| Department: | Module Title: |
| Assessment type and weighting: | Course Lead: |
| Assessment attempt: e.g. 1st, 2nd, 3rd | Assessment Date: |
| Core module: Yes / No | Date of Referral: |
|  | Academic who will attend hearing: |

Please highlight the type of possible academic misconduct within the work.

|  |  |
| --- | --- |
| **Type of academic misconduct** | **Evidence** |
| Plagiarism | Turnitin Report  Relevant matched source  Other |
| Collusion | Turnitin report  Information about all students involved |
| Gaining/giving unfair advantage | Turnitin Report  Information about all students involved |
| Contract cheating | Authorship (Turnitin) report provided by the AIL |
| Mis-use of Artificial Intelligence (AI) Tools | Evidence provided by the AIL, drawing on existing AI detection Tools used and endorsed by the University. |
| Falsification or Fabrication | Evidence provided by marker(s), moderators, AIL, or other appropriate third parties. |
| Impersonation | Evidence provided by an invigilator |
| Examination Misconduct | Copy of invigilators report  Evidence of confiscated materials  Statement from person who saw the misconduct |
| Self-plagiarism | Turnitin report |
| Unethical Research Behaviour | Evidence provided by fellow students or by university staff |
| Other | Specific evidence as appropriate |

|  |
| --- |
| Please provide a summary of the suspected academic misconduct. Please be as detailed as possible and include details of any particular areas of concern. |
|  |

Please ensure you provide a copy of the Turnitin Similarity Report with all referrals as a PDF.

This referral form will be sent to the student as part of their call to hearing documentation.

*Please email this form with all relevant evidence to* [*academic.misconduct@stmarys.ac.uk*](mailto:academic.misconduct@stmarys.ac.uk)