



Senate Handbook

Staff Handbook

Recognised Teachers

This Handbook supplements Regulations governed by Senate.

It includes policies, procedures, advice and/or guidance that staff and Recognised Teachers are expected to follow in the proper conduct of University business.

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Major changes to this document since version 1.7 (September 2023):

- **Change of reference from School to Faculty (throughout)**
- **Addition of statement on staff responsibilities (Introduction)**

Glossary

The following terms are provided to Recognised Teachers to aid you in understanding Cranfield terminology:

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| Academic Lead | Academic responsible for the management of the course, normally known as the Course Director, Programme Director, Academic Leader or Course Chairman. (Different Faculties may use different terminology, depending on local programme structures.) |
| Board of Examiners | Group of Internal and External Examiners that convene to consider student progress and award outcomes. There is a Chair to lead the Board. |
| Course Team | Team dedicated to the delivery of a course, normally comprising the Academic Lead, module leaders and course administrators. The first point of contact for local external examining matters. |
| Link Tutor | Where the University validates a programme with a trusted partner organisation, Link Tutors are in place for each partnership to act as a key point of communication between the validated partner and the University. |
| Director of Education | A senior academic responsible for education quality and standards within a Faculty. |
| Director of Research | A senior academic responsible for the quality of research supervision and assessment, research capabilities and practices within a Faculty. |
| Education Services | The central department that is responsible for supporting the academic endeavours of the University through the provision of advice and guidance on expected national and University standards and the quality assurance of the academic provision and learning support for students. |
| Head of Faculty | The Pro Vice-Chancellor responsible for the management of a Faculty. |
| Module Leader | Most taught courses at Cranfield are made up of shorter courses or modules (as outlined in the annual course structure document). The academic member of staff responsible for the management of an individual module. |
| People and Culture | The central department that is the point of contact for contractual issues relating to Recognised Teacher status. |

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|--|--|
| Pro-Vice-Chancellor (Education) | The foremost member of academic staff responsible for education standards and quality, who reports to the Vice-Chancellor and Senate. |
| Pro-Vice-Chancellor (Research) | The foremost member of academic staff responsible for research capabilities and practices who reports to the Vice-Chancellor and Senate. |
| Progress Review Team | Three or more members of academic staff (or Recognised Teachers) are appointed by the Head of Faculty for each research student to form a Progress Review Team to meet with the student at regular intervals to review progress through their research programme. |
| Supervisor | The academic responsible for maintaining the quality of the academic supervision for the student and their research. For research students, Recognised Teachers may be appointed as Co-Supervisors. The Cranfield member of staff will normally be the 'primary supervisor'. A clear statement of roles of all Supervisors will be provided to the student on appointment. |
| Vice-Chancellor | The Chief Executive Officer of the University. |

1 Introduction

This Handbook is designed to provide an overview of important information and guidance for Recognised Teachers in order to provide you with the information required to support you in your role.

The information in this handbook is of a general nature and is applicable to all Recognised Teachers, including those engaged by MK:U to deliver undergraduate education. It is designed to provide high level information about a range of important topics, and should be read alongside other more detailed information published on the intranet, documents produced by the Faculties for their students, information contained in individual handbooks for specific courses, and other information and handbooks produced by other areas of the University, including Education Services, Campus Services and Information Services.

Differences in the information between information for students based at the Cranfield campus and the Defence Academy facilities at Shrivenham are highlighted. Information relating solely to Shrivenham is in a green box.

Shrivenham

The status of Recognised Teachers is conferred upon a variety of individuals including:

- retired or former members of Cranfield University academic staff;
- current Cranfield University non-academic staff;
- members of academic staff at another University;
- professionally qualified staff external to Cranfield University;
- members of staff from a collaborative partner.

In addition, Recognised Teachers are appointed to undertake a variety of tasks. Generally this can be split into two main categories:

- to teach and assess taught students;
- to co-supervise or assess research students.

Where information relates specifically to one of these categories, this has been indicated in the Handbook.

This Handbook intends to provide an overview of the resources available to support Recognised Teachers but the applicability of sections may vary depending on the situation of the Recognised Teacher concerned (for example current Cranfield staff would not necessarily require information on external access to IT facilities).

If you have any questions about your role during the 3-year term please contact your academic contact in the first instance. If you require further advice on the processes relating to academic provision please contact Education Services.

This Handbook assigns responsibilities for various processes and decisions to particular postholders in the University. Where required for the operation of the University, specific responsibilities may be given to other members of the University by agreement between the relevant University Officers, such arrangements to be recorded by the Secretary to Senate until such time as the Handbook is updated.

2 Conditions of Recognised Teacher Status

2.1 Confirmation of conditions of Recognised Teacher Status

Conditions of undertaking work will be outlined in a formal written agreement and you should contact your academic contact or People and Culture for queries. The following terms and conditions, however, relate to all Recognised Teachers.

Recognised Teachers (whether paid or unpaid) are subject to and expected to abide by relevant University policies, to include expectations of professional conduct at all times. All relevant policies are available on the intranet or from your Sponsor.

Any payments made for work undertaken as a Recognised Teacher will be made through the University Payroll, minus any taxes or other deductions.

Where a Recognised Teacher is a member of Cranfield staff, any breach of relevant policies and procedures in connection with their Recognised Teacher role will be managed appropriately, and disciplinary action, may be instigated.

2.2 Data Protection and Freedom of Information

2.2.1 Your data

The University collects personal data about you in order to facilitate the proper functioning of its business. This includes your name, your contact details, your previous experience relating to your role and your current academic and/or professional credentials and affiliations. The University will share this information with staff within the University. The University will also share your name, and your current academic and/or professional credentials and affiliations with students. This data will be managed in line with the University's Data Retention Schedule.

2.2.2 Our data

In the course of your duties, you will receive information that can be considered the personal data of students of the University. You are expected to keep such information (including, for example, scripts, marks, and comments from other Examiners) confidential and secure at all times. You should not share this information with people outside of the Board of Examiners without the express permission of the University (usually either the Chair of the Board of Examiners or a member of Education Services).

Upon the completion of your role as Recognised Teacher, you should destroy all information relating to individual candidates. You may also be asked during your term to destroy information for specific cohorts, in line with any data retention policies provided to you.

2.3 Resignation of Recognised Teacher Status

Recognised Teacher Status is initially conferred for three years. The University understands that a change of circumstances may mean that you can or no longer wish to fulfil your duties and remain as a recognised teacher. If this does occur, you should contact your Sponsor, who will confirm to the relevant Director of Education or Research (or their nominated deputy) that you are no longer carrying out a role that requires RTS, and who will liaise with People and Culture to update the University's records. Anyone appointed to Recognised Teacher Status may not request termination of their status whilst still carrying out the activity for which they were appointed (or any other activity requiring Recognised Teacher Status).

2.4 Withdrawal of Recognised Teacher Status

The University reserves the right to withdraw your status as a Recognised Teacher. Such a recommendation would be made only where your continuing status as Recognised Teacher is untenable, due to failure to meet the requirements of the role as outlined in Section 3 and evaluated through regular/annual monitoring exercises, or other general/professional conduct grounds, as set out by the relevant polices.

The relevant Head of Faculty will decide whether the matter requires further investigation, and if it does, whether it warrants temporary suspension of Recognised Teacher status pending that investigation. If it is decided that your Recognised Teacher Status should be temporarily suspended, you will be clearly advised of the reasons.

In addition, Recognised Teacher Status may be withdrawn where it is no longer required during the 3-year appointment period, for example where a person is (for whatever reason) no longer involved in the teaching or assessment of Cranfield students.

2.5 Sponsors

You will be supported in your role as a Recognised Teacher by a Sponsor, who will usually be either the Course Director for the course you are acting for or, for research student-related appointments, the Lead Supervisor for that research student. If you are an existing member of Cranfield staff your sponsor may be your line manager.

Your Sponsor has a number of responsibilities, including:

- (a) a commitment to provide you with the proper induction into the University, relevant Faculty and Centre;
- (b) provide ongoing support to allow you to carry out your duties;
- (c) a responsibility for ensuring that the conduct and quality of the activities you carry out are of an appropriate standard;
- (d) reporting to the relevant Director of Education or Research any reason why they may no longer be able to act as a sponsor to you (i.e. long-term leave, leaving the University);
- (e) making requests to the relevant Director of Education or Research for a renewal of your appointment or a resignation of your appointment during your 3-year term.

You should contact your sponsor in the first instance with any issues or concerns that you may have, and are able to contact the relevant Director of Education or Research should you wish to raise an issue or concern about your sponsor.

2.6 Induction

Your Sponsor will ensure that you receive a proper induction to the University, including:

- conveying to the Recognised Teacher the credentials provided by Information Services in advance of the start date;
- an introduction to the University and Faculty;
- an overview of the role you have been appointed to undertake as a Recognised Teacher;
- talking through the Senate Handbook for Recognised Teachers, and signposting to other Senate Handbooks relevant to your role;
- highlighting any applicable processes that as a Recognised Teacher you are expected to follow (e.g. thesis marking, appointment as a thesis supervisor etc.);
- a local induction to the Centre, including the physical spaces;
- an induction to the IT systems that you will have access to, including assisting with the setting up of a user account and email address when required, and details of the Multi-Factor Authentication;
- an induction to Canvas or other VLEs that you will use as part of your appointment;

- an introduction to the support teams relevant to your role (e.g. SAS, Registry, Doctoral Training Centres);
- training on the University's ethics policy and processes;
- where applicable, training for supervision of research students;
- how to access further training and development opportunities through the University;
- relevant intranet and website links that will be of use to you as a Recognised Teacher.

If you are already an employee of Cranfield University the induction may not need to cover all of the above.

3 Key Tasks

The tasks you will be required to undertake will be directed by the Course Team or Supervisor. Examples of key tasks have been included in this section but are not exhaustive. Where tasks are not included in this section, the Course Team or Supervisor will direct you to relevant guidance to provide the appropriate support for the conduct of the task. The University may also invite you to undertake internal training on a particular task (e.g. Research Student Supervision).

3.1 Lecturer

Lecturers undertake their roles in the context of the academic strategy and policies of the University and the Faculty, taking into account the academic quality assurance and regulatory framework set out in the Senate Regulations and other guidance. The key responsibility of a lecturer is to:

- Deliver teaching, learning and assessment in line with the module descriptor, approved assessment types and intended learning outcomes to enable students to meet course and module aims and outcomes.

More detailed guidance and information is available in:

- Senate Handbook: Assessment Rules (Postgraduate Taught Courses)
- Senate Handbook: Managing Postgraduate Taught Courses
- Senate Handbook: Undergraduate Awards Handbook
- Senate Handbook: Managing Undergraduate Courses

3.2 Taught Course Examiner

The role of the Examiner is outlined in the Senate Handbook on Positions of Responsibility in Learning Teaching and Assessment. The key responsibilities of an Examiner are to:

- attend all meetings of the Board of Examiners, unless prevented by good cause and agreed in advance with the Chair, and declare any potential conflict of interests to the Board;
- accept the collective decision of the Board of Examiners in the management of all assessment relating to the taught programme of study, and to the outcomes for all candidates;
- approve the assessment tasks (e.g. examination questions and papers, assignments and projects) for candidates, in line with the agreed structure and methods of assessment approved by Senate;
- mark the work of candidates submitted for assessment, and approve the marks of others (i.e. Markers), and to resolve any discrepancies between Examiners and Markers in line with guidance provided by Senate, including cases where Markers cannot reach an agreement on a mark;
- report or raise any concerns about the integrity of the assessment process with the Chair of the Board of Examiners.

More detailed guidance and information is available in:

- Senate Handbook: Assessment Rules (Postgraduate Taught Courses)
- Senate Handbook: Managing Postgraduate Taught Courses
- Senate Handbook: Positions of Responsibility in Learning, Teaching and Assessment
- Senate Handbook: Academic Misconduct
- Senate Handbook: Undergraduate Awards Handbook
- Senate Handbook: Managing Undergraduate Courses

3.3 Taught Course Assessment or Thesis Marker

The role of the Marker is outlined in the Senate Handbook on Positions of Responsibility in Learning Teaching and Assessment.

Markers review and assess work submitted for assessment, on behalf of the Examiners, and provide marks, comments and other indicators of achievement to the appointed Examiners; all marks and other information provided by Markers must be scrutinised or reviewed by one or more Examiners.

More detailed guidance and information is available in:

- Senate Handbook: Assessment Rules (Postgraduate Taught Courses)
- Senate Handbook: Managing Postgraduate Taught Courses
- Senate Handbook: Positions of Responsibility in Learning, Teaching and Assessment
- Senate Handbook: Academic Misconduct
- Senate Handbook: Undergraduate Awards Handbook
- Senate Handbook: Managing Undergraduate Courses

3.4 Research Student Supervision

The role of the Supervisor is outlined in the Senate Handbook on Positions of Responsibility in Learning Teaching and Assessment. The responsibilities of a Supervisor are equally applicable to taught and research students and include:

- maintaining the quality of the academic supervision for the student and their research;
- ensuring that the research facilities and supervision are appropriate for the conduct of any research by the student;
- producing any formal review documentation in line with University procedures;
- ensuring that the student is progressing through their research programme, within University and Faculty:
 - regulations and policies;
 - review and assessment arrangements; and
 - expectations of appropriate levels of student learning support, information and guidance.
- attending relevant Faculty committees as required;
- reporting to the relevant Director of Research as required.

More detailed guidance and information is available in:

- Senate Handbook: Managing Research Students
- Senate Handbook: Positions of Responsibility in Learning, Teaching and Assessment

3.5 Progress Review Team Member

The role of the Progress Review Team is outlined in the Senate Handbooks on Managing Research Students and Positions of Responsibility in Learning, Teaching and Assessment. The key responsibilities of the Progress Review Team are to:

- meet with the student at regular intervals to review progress through the student's research programme;
- recommend to the Academic Registrar whether or not the student should remain registered on their intended degree, and advising on whether the scheduled registration period remains appropriate;
- producing any formal review documentation in line with University procedures;
- attending relevant Faculty committees as required;
- reporting to the relevant Director of Research and the Academic Registrar as required.

More detailed guidance and information is available in:

- Senate Handbook: Managing Research Students
- Senate Handbook: Positions of Responsibility in Learning, Teaching and Assessment

3.6 Research Student Internal Examiner

The role of the Internal Examiner is outlined in the Senate Handbook on Positions of Responsibility in Learning, Teaching and Assessment.

The key responsibilities are:

- to review the candidate's thesis and prepare appropriately for the oral examination of the candidate;
- to attend all meetings of the Examiners (including the oral examination of the candidate), unless prevented by good cause and agreed in advance with the other Examiners, and declare any potential conflict of interests to the relevant Director of Research and the other Examiners;
- to write a report on the candidate and their performance and achievement, in line with Senate Regulations and guidance and in a format prescribed by the Academic Registrar.

More detailed guidance and information is available in:

- Senate Handbook: Managing Research Students
- Senate Handbook: Positions of Responsibility in Learning, Teaching and Assessment

4 Source material and information

The formal letter confirming your status will have included web links to University regulations and guidance. You should familiarise yourself with these documents, now and throughout the duration of the 3 year term. Recognised Teachers are entitled to undertake teaching and examining on the same basis as a member of academic staff, and as such, teaching and examining must take place in accordance with the Senate Handbooks. The Senate Handbooks supplement the regulations governed by Senate and include policies, procedures, advice and/or guidance that staff and Recognised Teachers are expected to follow in the proper conduct of University business.

The key handbooks for Recognised Teachers will vary depending on the tasks allocated. Section 5 outlines how you can gain access to the source materials outlined below.

4.1 Taught course students

If you will assess taught students the key handbooks are:

| Handbook | Summary of contents |
|--|--|
| Managing Postgraduate Taught Courses | This is the key handbook for postgraduate taught courses and is designed to support course teams in the day-to-day management of their courses and their taught course students, and outlines the procedures course teams are required to follow in the management of their courses. |
| Assessment Rules (Postgraduate Taught Courses) | This Handbook outlines the University's assessment rules for postgraduate taught courses and the expectations placed on students. |
| Student Welfare | This Handbook outlines the University's Welfare policies and has been designed to offer students practical support for a variety of welfare issues, including harassment and bullying, mental health issues and disabilities. |
| Academic Misconduct | This Handbook describes the University's definition of 'academic misconduct' and its approved procedures for the management of allegations of academic misconduct. |
| Undergraduate Awards Handbook | This Handbook outlines the assessment rules and progression and award criteria for undergraduate courses. |
| Managing Undergraduate Courses | This Handbook supports course teams in the day-to-day management of their courses and their students, and outlines the procedures course teams are required to follow in the management of their courses. |

There is also a **Senate Guide: Assessment of Taught Courses: Design and Feedback** which is intended to offer advice and guidance to academic staff and act as a source of ideas for developing new approaches to assessment but it is not intended to be prescriptive.

For **taught programmes**, the Course Team should also provide you with a range of information relating to the course and assessment. The information you can expect to receive from the Course Team is outlined below:

- aims and objectives of the course;
- details of the course curriculum/ syllabus;
- details of the course assessment methods;
- details of attendance requirements, (including dates of meetings of the Board of Examiners if applicable);
- key dates when you will be required to undertake specific tasks, i.e. module delivery and marking.

4.2 Research students

If you will co-supervise or assess research students the key handbooks are:

| Handbook | Summary of contents |
|----------------------------|---|
| Managing Research Students | This is the key handbook for research students and is designed to support Supervisors of research students and other staff in their interactions with research students, their day-to-day management of research students, their programmes of supervised research, and their learning support and assessment and outlines to staff the general expectations and procedures that they are required to adhere to in the management of research students. |
| Student Welfare | This Handbook outlines the University's Welfare policies and has been designed to offer students practical support for a variety of welfare issues, including harassment and bullying, mental health issues and disabilities. |
| Academic Misconduct | This Handbook describes the University's definition of 'academic misconduct' and its approved procedures for the management of allegations of academic misconduct. |

For **research programmes**, the Supervisor will provide you with the range of information relating to the programme of supervised research. The information you can expect to receive from the Supervisor is outlined below:

- research proposal;
- Progress Review Team details;
- copies of Progress Review meetings or meetings with the student (if applicable);
- statement of the roles of Supervisors involved in the programme of supervised research.

4.3 Other general guidance

| Handbook | Taught | Research | Summary of contents |
|--|--------|----------|---|
| Changes to Registration | √ | √ | This Handbook describes the University's approach for managing requests to change the nature or conditions of a student's registration. |
| Positions of Responsibility in Learning, Teaching and Assessment | √ | √ | This Handbook outlines various positions of responsibility in learning, teaching and assessment, including definitions of posts, and the associated roles and responsibilities. |
| Student Complaints | √ | √ | This Handbook describes the University's approved procedures for the management of comments, concerns or complaints made by students. |
| Disciplinary Procedures | √ | √ | This Handbook describes the University's approved procedures for the management of complaints made against the behaviour of one or more students. |
| Academic Appeals | √ | √ | This Handbook outlines the approved taught and research procedures for the management of Academic Appeals. |

If at any point you believe that you have not received sufficient information from the Course Team or Supervisor to allow you to undertake your role please contact Education Services for clarification.

5 University Resources

Recognised Teachers will require access to a range of university resources depending on whether you will be primarily working on or off campus. For off-campus activities information has been provided in relation to electronic resources. Further information on health and safety and use of university premises has also been provided for Recognised Teachers who will work on campus.

5.1 Access to University Resources

To receive access to university resources including the library and IT facilities your academic contact will be required to authorise your access to the secure intranet. This will activate as appropriate:

- IT username (mailbox, filestore, remote access);
- intranet access,;
- access to the Virtual Learning Environment.

Your academic contact will arrange for a demonstration of the resources that will subsequently be available including:

- Virtual Learning Environment (VLE) which will contain course information and resources;
- intranet.

Your IT account can also be used to access Library resources, however, this will require further authorisation before being activated, please see 5.3 below for details.

5.1.1 Access to source material and guidance

All Senate Handbooks are available on the Cranfield University website:

<https://www.cranfield.ac.uk/About/Governance-and-Policies/Quality-assurance>

Access to the intranet provides a wealth of information about how the university operates. You are strongly encouraged to familiarise yourself with the range of guidance available to you.

5.2 University IT Facilities

You may use IT facilities for private and personal use, providing that they comply with the University's IT Users Policy and other associated policies, which you must sign in agreement with. You may not use "Cranfield University" or its logo (or MK:U or its logo) for private businesses or enterprises (including student societies) without written permission.

You should be aware that email facilities and electronic file stores are retained by the University. The University reserves the right to access information held on university IT facilities, including email accounts and electronic file stores for the purposes of investigating misuse, cases of disciplinary investigations, and/or to remove any material found to be in contravention of copyright and other applicable laws.

The University's IT policies, including the IT Users Policy can be found on the intranet at

<https://intranet.cranfield.ac.uk/it/Pages/About.aspx>

Shrivenham

IT services at the Defence Academy are split between Cranfield University and SERCO Information and Technology Services (for the Defence Academy). Consequently, whilst the University's IT policies apply here, Recognised Teachers at Shrivenham are additionally bound by the Defence Academy's security policies.

Further details of these policies are available on the Defence Academy intranet available on site only (<http://dais>) or from your Sponsor.

Please contact the IT Service Desk for any advice and assistance with using the IT resources available. T: +44 (0)1234 75 4199 (#6199, quick dial from the Shrivenham site),
E: servicedesk@cranfield.ac.uk.

5.3 University Library Facilities

As a Recognised Teacher you are welcome to use any of our libraries. There are two on the Cranfield Campus (the main Kings Norton Library which serves the entire campus, and the School of Management Library) and the Barrington Library on the Shrivenham site.

Please contact library@cranfield.ac.uk when you arrive to set up your borrowing rights. (Access to online resources will be organised as part of the main IT authorisation process in part 5.1.) You can also arrange to meet with the Librarian for your area of expertise to learn more about the specific resources and facilities that are available to you.

Information on Library Services can be found at: <https://library.cranfield.ac.uk>

5.4 Staff Development

Recognised Teachers are supported in their roles by the centre for Academic Practice and Education Excellence (APEX). Further information about staff development is available on the intranet. As a guide, the following development is recommended:

| | Internal Recognised Teachers | External Recognised Teachers |
|---|---|--|
| For taught module assessment | PGCAP Modules 1 and 2 <u>or</u> FHEA | Introduction to Learning and Teaching <u>or</u> FHEA |
| For taught project supervision/ examination | PGCAP Module 1 (Includes Supervising Masters Students) <u>or</u> AFHEA | Supervising Masters Students (one day workshop) |
| For research supervision/ examination | PGCAP Modules 1 and 2 (Includes supervision workshops) <u>or</u> FHEA | Planning Student Projects / Effective Use of Supervision Meetings (one day workshop) |

PGCAP

PGCert in Academic Practice

AFHEA

Associate Fellow of the Higher Education Academy

FHEA

Fellow of the Higher Education Academy

5.5 Health and Safety

The University recognises and accepts its responsibility to ensure the health and safety of its students whilst at the University, as well as its obligations to employees, contractors and visitors. The University's health and safety Policy Statement, along with procedures, guidance and forms are available on the Health and Safety Intranet site:

<https://intranet.cranfield.ac.uk/safety/Pages/Default.aspx>

Health and Safety handbooks for Cranfield Campus and the Defence Academy at Shrivenham can be found on the Cranfield University website handbook section at

<https://www.cranfield.ac.uk/About/Governance-and-Policies/Quality-assurance>

5.6 Other University Premises

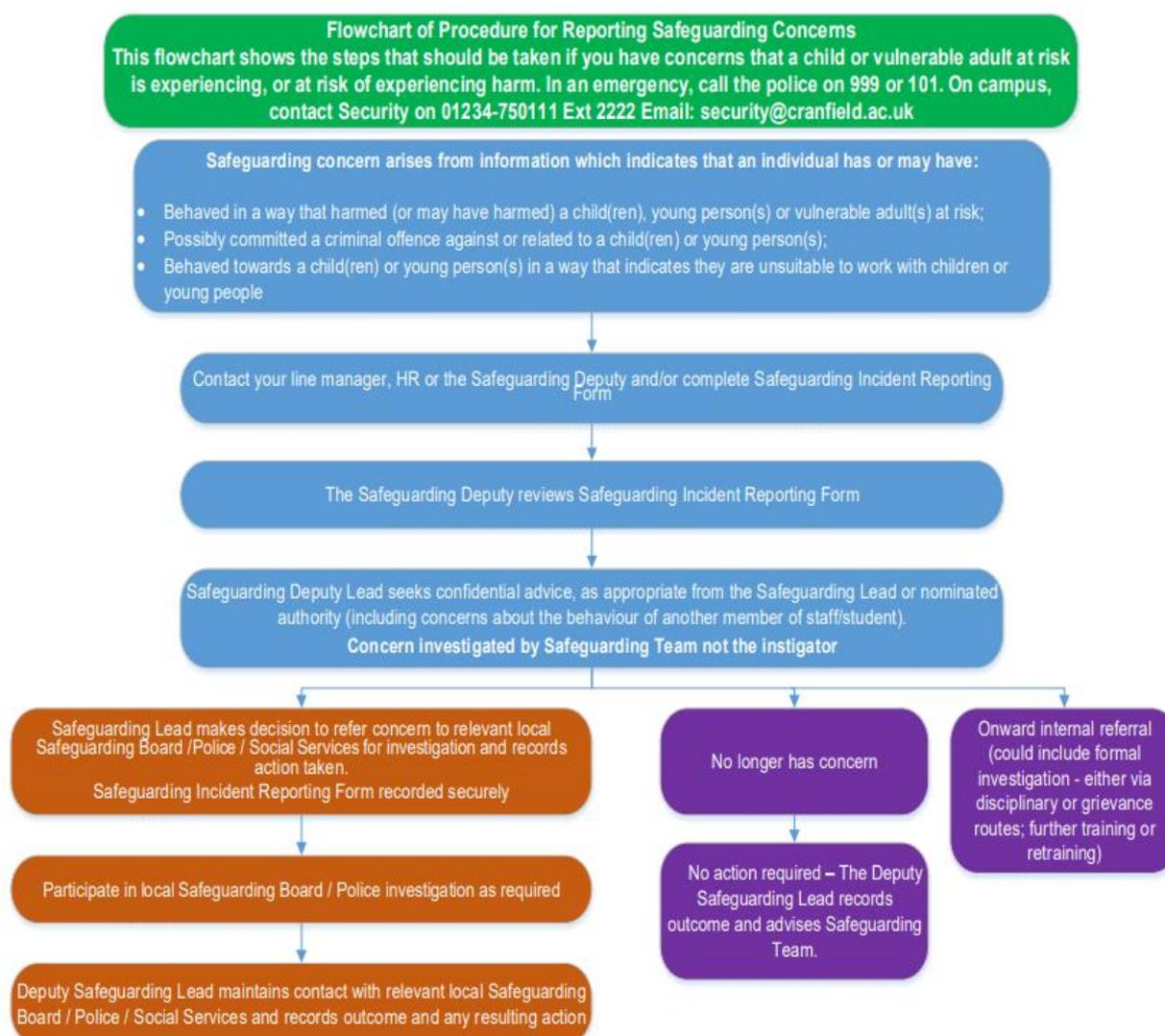
If you, as part of your duties, require access to physical facilities (such as office or laboratory space), your academic contact will arrange such access on your behalf and manage any required induction sessions including specific health and safety briefings. Access to laboratories and specialised university facilities need to be agreed in writing between you and your academic contact, and include any necessary confirmation of required Health and Safety induction.

6 Safeguarding

The University is committed to protecting and safeguarding the welfare of children, young people and adults at risk and safeguard those vulnerable to being drawn into extremism, in line with its legal obligations. These obligations extend to all who access our services, grounds or facilities and participate in our activities, to include staff, Recognised Teachers, students, contractors and volunteers/visitors, as well as individuals who engage with the University through research and innovation activities. This is regardless of whether they take part in-situ or virtually through online communication systems.

Safeguarding is everyone's responsibility, and all individuals play a role in preventing, reporting and responding to allegations of exploitation, abuse or harm, in particular those staff who teach, support, guide or in any way interact with students. It is incumbent on all staff to be aware of their responsibilities and act accordingly at all times.

The University has a formal [Safeguarding Policy](#) which underpins its approach to safeguarding. The below flowchart sets out the procedure to be followed should anyone have any concerns regarding the wellbeing of any member of the University.



In addition, the University has a duty to prevent radicalisation and people being drawn into terrorism. Details of the University's approach to its obligations under the UK Prevent Duty can be found on the [University website](#) and in the Senate Handbook on Student Welfare.

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| Department | Education Services |
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