



Senate Handbook

Student Handbook

Student Welfare

This Handbook supplements Regulations governed by Senate.

It includes policies, procedures, advice and/or guidance that students, 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 2.0 (August 2024):

- Removal of reference to Togetherall (2)

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)
- Amended text on Report + Support (2)
- Addition of reference to local police terminal (2)
- Addition of reference to emergency contacts (2)
- Note added on students' responsibilities around ethical approval of research (4.3)
- Revised definition of extremism (11.1)
- Removal of various welfare policies to the intranet (13)
- Removal of Student Wellbeing and Disability Support Confidentiality Policy (Appendix A)

1 About this Handbook

This Handbook outlines the various aspects of welfare provision the University has for all of its students (including apprentices) as well as relevant policies and procedures in case of issues or concerns. Students studying for an undergraduate award with MK:U may access any of the services described in this Handbook through Student Wellbeing and Disability Support at the Cranfield campus or through their SAS Lead.

This handbook does not cover concerns over behavioural conduct, course content, award outcomes or student complaints. These are covered separately in the following Senate Handbooks:

- [Senate Handbook on Academic Appeals](#)
- [Senate Handbook on Student Complaints](#)
- [Senate Handbook on Student Disciplinary Procedures](#)

This handbook also does not cover visa, immigration or funding matters – advice for this is available on the intranet; further advice should be sought directly from the Student Immigration and/or Student Funding Team - studentimmigration@cranfield.ac.uk or studentfinance@cranfield.ac.uk.

Further advice on any of the matters listed in this Handbook can be sought from Student Wellbeing and Disability Support, Cranfield Students' Association or your SAS Lead.

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 Student Wellbeing and Disability Support

For many people, university is a place to make lifetime friends, gain a wealth of experience, strengthen your academic education and enhance your skills to take your career to the next level.

It may be daunting to start with, but there is plenty of help and support available to you. The most important thing is to seek information, advice or support whenever you need it. Student Wellbeing and Disability Support is a central point of contact where our Advisors offer information and support on a wide range of academic, welfare and personal issues, and referral to university counselling services.

The service centrally co-ordinate reasonable adjustments to support students with disabilities, physical and mobility impairments, specific learning differences and mental and physical health conditions.

A range of workshops are delivered by Student Wellbeing and Disability Support service throughout the year on topics including; stress management, improving motivation, balancing my thoughts and time management. .

Student Wellbeing and Disability Support is based in Building 45 on the Cranfield campus, and in Barrington library at Shrivenham. Students can contact the service by email studentsupport@cranfield.ac.uk or phone: 01234 754839. Appointments are available in person, by phone and online via Microsoft Teams. To book an appointment email studentsupport@cranfield.ac.uk. The service is available to all students and their families.

The Student Advisors and dedicated Learning Support Officers are available to help you work through any difficulties no matter how small or big they may seem. They provide an integrated, professional and confidential student-centered service.

Confidential notes are kept to record student interactions. This allows the advisors to keep track of all student contact and the advice provided, which in turn helps the service to adapt to meet the changing needs of our students. Full details can be found in the [Student Wellbeing and Disability Support Confidentiality Policy](#) on the intranet.

Report + Support

The University has an online tool called '[Report + Support](#)' which enables you to make the University aware of any inappropriate behaviours, such as bullying, harassment and discrimination, that you may experience or witness, and to report safeguarding concerns.

It complements support already in place and the various ways in which you can raise concerns. This can be done anonymously or by providing contact details so you can get support from a trained advisor at the University.

As well as the reporting element, there are a series of support articles and advice on topics such as bullying and harassment, sexual misconduct, assault and hate crime.

Local Policing team

There is a public access terminal on the Cranfield camps in building 26, main reception, to make it easier for anyone who wishes to get in touch with the local police team. They can be contacted via web chat on the terminal, which can also be used to report a crime or lost/found property in the local area.

Emergency contact details

All students must provide the University with an emergency contact when they register. Those nominated will only be contacted if there has been an emergency (accident/illness), or when there is a significant concern about a student's physical or mental health and wellbeing, or safety. The University will always seek to gain informed consent from students at the appropriate time, but there may be exceptional occasions where it is in a student's best interests for the University to use the emergency contact, in situations which are not necessarily life-threatening, but where there is significant concern about a student's physical or mental health, wellbeing or safety.

You should provide your emergency contact's:

Mobile / landline phone number

Email address

We advise, wherever possible, that the emergency contact is someone near your location of study (usually in the UK) and someone who can speak and understand English.

This data will be stored in accordance with the University's Data Retention Schedule.

3 Disability Support

The University's Learning Support Officers are based in Student Wellbeing and Disability Support service at both Cranfield and Shrivenham and offer information, guidance and support to students with disabilities, physical and mobility impairments, specific learning differences and mental and physical health conditions.

Students who have shared their condition or support need on their application form or through EVE, will be contacted by the relevant Learning Support Officer before registration to arrange a meeting to discuss the support available and any assistance required. If you believe you should have been contacted by a Learning Support Officer but have not been, please make contact with Student Wellbeing and Disability Support as soon as possible via studentsupport@cranfield.ac.uk.

Students who require support but have omitted to share a disability or condition on their application form, or students who become disabled or are diagnosed with a condition during the course of their studies, should contact their Learning Support Officer as soon as possible to discuss their needs.

Learning Support Officers offer students one-to-one consultations, either in person, by phone or online via Microsoft Teams, where you can discuss:

- how your disability is affecting your studies
- what adjustments may be made to enable you to get the most out of your studies
- any special examination arrangements that may be appropriate.

In order to receive Learning Support you will need to provide appropriate evidence or supporting documentation. Documents must be in English. Where evidence is not in English it must be accompanied by a translation certified by a Public Notary, accredited translator (member of the Association of Translation Companies) or a member of Cranfield University Staff (as approved by the Student Casework Team or the Head of Registry Services). This will usually be in the form of a medical or specialist report, or a diagnostic assessment report (the Learning Support Officers can help organise dyslexia screening tests and full diagnostic assessments where necessary).

Upon receipt of your evidence or supporting documentation the Learning Support Officer will create a Student Support Plan which will document any reasonable adjustments required for you to support your studies. This will then be sent to the relevant staff for the adjustments to be put into place. Academic and support staff will only be sent details of the reasonable adjustments required; details of your condition will not be shared.

It's important to let the university know as soon as possible if you have a learning support need or believe you may have a condition that meets the criteria under the Equality Act 2010. This will enable the LSO's to arrange support or implement reasonable adjustment to support your studies.

In addition, the Learning Support Officers can provide general advice on dyslexia and other Specific Learning Differences (SpLDs). For UK students who are eligible for funding, Learning Support Officers can also assist with applications for Disabled Students Allowance.

To arrange an appointment with a Learning Support Officer, contact Student Wellbeing and Disability Support by email (studentsupport@cranfield.ac.uk). Appointments are available in person, by phone or via Microsoft Teams. For further information, videos and FAQ's please see our Learning Support intranet page:

<https://intranet.cranfield.ac.uk/Students/Pages/LearningSupport.aspx>.

4 Academic Support

Throughout your course there are a number of avenues of support available to you should you have any queries about your course, or should you feel that you are struggling academically or need someone to discuss any aspect of your course with.

The Course Team is made up of both academic and administrative support available to you throughout the duration of your course.

4.1 SAS Leads

Student and Academic Support (SAS) Leads should be your first point of contact. Details of the SAS lead for your course can be found on your VLE, in your course handbook and on the intranet.

Your SAS Lead should be your first point of contact for all course/programme-related matters, including:

- monitoring student academic progress (i.e. results obtained on assessed work during the course and working with the course director to resolve any issues);
- queries about your registration, assessment hand-in dates and timetabling;
- to discuss/request deferrals of modules or assessments, or exceptional circumstances;
- for any queries relating to attendance monitoring;
- to provide advice on any complaint or appeal you may have;
- to arrange thesis vivas (research students);
- to provide pastoral support;
- to request specific advice and guidance on the University's Assessment Rules, progression, awards and re-assessments.

Your SAS Lead will also be able to signpost you to the correct person within the University if you are unsure of who you need to speak to for a specific issue.

4.2 Course Directors¹, Programme Directors and Module Leaders

For each taught course there will be a Course Director (or Programme Director for courses grouped into programmes) who has overall responsibility for the direction and management of the course. Each Module within your course will be managed by a Module Leader.

In addition to a number of duties relating to managing the overall quality of the academic provision, the Course Director has a number of key responsibilities in relation to the students on their course. These include:

- ensuring on initial registration that students have all the information they need in order to begin their studies;
- with the SAS Lead, monitoring their academic achievement (i.e. results obtained on assessed work during the course) and addressing any causes of concern relating to underperformance or the likelihood of them not being able to complete the intended award;
- ensuring students receive appropriate and timely feedback on their work;
- managing requests for:
 - additional learning support, in consultation with a Learning Support Officer;
 - adjustments to the pattern of study (including changes of mode (PT/FT) and changes to elective modules or project titles);
 - adjustments to the overall period of study (including interruptions of study: suspensions or extensions)

¹ known as Course Leads for undergraduate courses.

- ensuring that, when students have successfully completed sufficient work, that their marks are considered and approved by the appropriate board of examiners;
- ensuring that, where further work is required by a board of examiners, that students are provided with sufficient information and support to complete that work for re-assessment;
- ensuring students are aware of their responsibilities in relation to academic misconduct;
- providing informal advice on complaints or appeals;
- meeting with the student cohort (or an elected course representative) to discuss students' feedback on the course;
- ensuring the appointment of appropriate project/dissertation supervisors (if relevant).

The key responsibilities of a Module Leader with regard to students include:

- providing academic guidance and support on the module itself;
- advising on deferrals or extensions to the assessment of their module;
- collecting and reporting back on feedback from students on the quality of the module;
- ensuring student attendance is monitored throughout the module.

4.3 Supervisors

Each research student, and each postgraduate taught student undertaking an independent research project (thesis), is assigned at least one (taught students) or at least two (research students) supervisor(s) for the duration of their project.

All students must keep in regular contact with the supervisor(s) of their thesis, to report/discuss progress and any difficulties encountered.

The responsibilities of Supervisors and students during theses include those outlined below.

Your academic supervisor will:

- give general guidance on the nature and standard of the thesis required and discuss the analysis of results, details of methodology and outcomes of study;
- agree with you:
 - the aims and objectives of the thesis
 - the methodology, resource needs and safety risk assessment
 - the thesis structure and contents list;
- agree with you a regular programme of consultation. This timetable will depend on the nature of the project and where it is undertaken. This consultation may be made in person, by phone or email;
- to provide, as a minimum, detailed feedback on one chapter of the thesis and general feedback on the thesis provided that this is submitted within a timescale previously agreed between supervisors and student;
- ensure that adequate training on relevant equipment is provided;
- provide general guidance as required.

During your research project, you will:

- be responsible for writing meeting notes and sending to the SAS team as part of the Attendance Monitoring requirement
- be responsible for the content of your own thesis;
- be responsible for discussing with your supervisor the type of guidance and comment which is found most helpful and agreeing a schedule of meetings;
- be responsible for applying for ethical approval of any research you undertake prior to commencing that research, and supplying evidence of having obtained ethical approval with your final thesis submission;
- be responsible for taking the initiative in raising problems or difficulties (personal or technical) which may adversely affect your progress;
- be responsible for complying with any Health and Safety requirements associated with your studies;

- be responsible for maintaining the progress of the work in accordance with advice sought from your supervisor, including the presentation of written material in sufficient time to allow for appropriate feedback;
- behave in an appropriate manner in all dealings with external sponsors/bodies;
- be responsible in your use of facilities and equipment both on campus and off.

Further details of the expectations and responsibilities of supervisors and students can be found in the Research Students' Senate Handbook and the Assessment Rules for Postgraduate Taught Courses Senate Handbook.

4.4 Pastoral Advisers (Research Students)

Each research student is allocated a Pastoral Adviser, who is a point of contact for you to provide informal advice and support on matters not directly related to the programme of supervised research, such as health, welfare and well-being matters.

Your Pastoral Adviser is also someone who you can consult in confidence if you have any concerns about the quality of your supervision, the conduct of a meeting with the Progress Review Team, or of the qualities of the facilities provided to support your programme of research.

Your Pastoral Adviser will, in consultation with you, raise concerns with the relevant Director of Research, relevant Assistant Registrar, Director of Theme, Head of Faculty or Student Wellbeing and Disability Support (studentsupport@cranfield.ac.uk), as appropriate.

Your Pastoral Adviser will not be your Primary Supervisor, but otherwise can be any appropriately-briefed member of staff. A single person may be appointed as the Pastoral Adviser for all research students within your Faculty.

Additional pastoral support for all students can be sought from your Student and Academic Support (SAS) Lead, staff in Student Wellbeing and Disability Support (see section 2) and the Cranfield Students' Association (csa@cranfield.ac.uk) (see section 3).

4.5 Coach (Undergraduate apprentices) and Apprenticeship Tutor (Postgraduate apprentices)

Apprentices will be allocated a Coach/Apprenticeship Tutor to facilitate and support your journey through your studies. The Coach/Tutor will work with you to help you transition into the role of a student/apprentice. They will provide you with support as you progress through your academic and apprenticeship path, through your studies and onwards into your graduate career.

The Coach/Tutor will have a broad understanding of the degree/apprenticeship processes and the educational options available to you as you progress through your course. The Coach/Tutor will liaise with you if you are on placements and will maintain the link for you back into the University. The Coach/Tutor will work with both you and your employer to ensure that you meet the aims of your apprenticeship, develop the Knowledge, Skills and Behaviour competencies as required by your Apprenticeship Standard, ensure your apprenticeship complies with ESFA rule and monitor your progress at Tripartite reviews.

5 Counselling Support

Whether you are experiencing stress, perhaps because of academic work/pressures/examinations, or you are feeling depressed, anxious or angry, then counselling may be able to help. The University provides a confidential counselling service where you will be offered up to six sessions. This service is free of charge to all students, offering help with social, personal or emotional concerns.

The counselling services are there for you whatever your situation, whether you have a long-standing problem or concern you are struggling with, or whether you are encountering difficulties since arriving at Cranfield. A counsellor can help you gain understanding and insight into any difficulties you may be experiencing, to develop emotional resilience and put into place strategies that will seek to positively improve your situation, and enable you to fulfil your academic potential.

If you are considering an interruption to, or withdrawal from your study, talking to a Student Advisor from Student Wellbeing and Disability Support or a counsellor, may be able to help you consider your problems and options, alongside discussing your academic options with University staff.

The counselling services offered are booked on an appointment basis and are not an emergency service – if you are in urgent distress you should contact your GP, 111 or 999 (see section 10). Counselling services are available in person on the Cranfield site or via telephone or online via Zoom or Microsoft Teams.

Referrals to the counselling services

For further information on the counselling service and/or for a referral for counselling, contact Student Wellbeing and Disability Support.

6 Cranfield Students' Association

The Cranfield Students' Association (CSA), while part of the University, is an autonomous democratic organisation. It is led by elected officers, responsible for providing direction to the CSA and representing the interests of its members to the University and externally.

The CSA exists for the benefit of students of the University. It organises social events and works to improve the student experience, and runs a number of clubs, societies and activities to help students integrate into University life. The CSA also acts as a support system for students who are struggling with academic and non-academic issues.

CSA Officers and Staff can help with a range of minor queries such as information about local transport, University life and accommodation, as well as supporting students through more significant problems. They can also signpost to other agencies to address specific matters.

The CSA Officers are students, so they know some of the pressures of student life, and are able to meet to and talk with anyone who needs extra support. They can be contacted via the CSA office or through the email addresses below.

Details of the current CSA Officers can be found on the intranet and on the CSA external website. The CSA is based at both Shrivenham and Cranfield; contact details for both are below:

Cranfield:

CSA Building 114
Cranfield Campus
csa.cranfield@cranfield.ac.uk
csa@cranfield.ac.uk

CSA President
csapresident@cranfield.ac.uk

Shrivenham:

csa.shrivenham@cranfield.ac.uk
Drop in sessions every Wednesday lunch time, 1-2.30pm, Wellington Hall

Further information on the CSA can also be found on the intranet and the CSA website:
www.mycsa.org.uk.
<https://intranet.cranfield.ac.uk/csa/Pages/default.aspx>

7 Health and Safety

The University recognises, accepts and is committed to meeting 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 has a Health and Safety Policy Statement which can be found, along with procedures, guidance and forms are available on the Health and Safety Intranet site:

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

This intranet site features an a-z of topics covering all aspects of health and safety at the University. There are also separate Health and Safety Handbooks for students studying at Cranfield and Shrivenham.

Cranfield:

<https://intranet.cranfield.ac.uk/safety/Health%20and%20Safety/Handbook2016V2.0CU-SHE-BPG-3.11.pdf>

Shrivenham:

<https://intranet.cranfield.ac.uk/cds/safety/Documents/CDS%20Health%20and%20Safety%20Handbook%20V3%202019.pdf>

In addition to the general University Health and Safety policy and procedures, site specific arrangements are in place at the Defence Academy.

Reporting incidents/near misses

All incidents, including near misses or dangerous occurrences on University property, whether they occur during your study or not, should be reported promptly to your supervisor, a member of your course team, your SAS Lead or any other relevant member of University staff. They will then record the details with you and send a report form through to the University Health and Safety Unit.

In all cases of personal injury and when more detailed information is required beyond the information provided in the incident form the Health & Safety Unit may be in touch with you for more details.

8 Religious beliefs and British values

8.1 Religious beliefs

The University has a diverse student and staff body, and welcomes people of all (or no) faiths. As detailed in section 9 of this handbook the University is committed to providing a respectful and harmonious environment for all members of the University, and will not tolerate discrimination or harassment of anyone based upon any religious views or beliefs. This includes those with atheistic or agnostic beliefs. Their religious views and religious nonpractice should be treated with equal respect and dignity.

On the Cranfield Campus there is a Chapel and a Mosque:

The University Chapel is an ecumenical room located in Building 33. The chapel is used for bible study, prayer meetings and worship.

The Mosque is located on the ground floor of Building 33. The Mosque hosts Friday and daily prayer, as well as Qur'an study and Eid and Ramadan observation.

There are a range of places of worship local to the Cranfield Campus, which are listed on the intranet: <https://intranet.cranfield.ac.uk/Students/Pages/Placesofworship.aspx>

At Shrivenham there is a Chaplaincy, in Building 66. Within the Chaplaincy is a Chapel which is open every day from 07:00 hours to 19:00 hours. Visitors are welcome to call by at any time, either for quiet prayer or to speak with one of the Chaplaincy Team.

There is also a large World Faiths Prayer Room located just outside the site boundary on the Faringdon Road.

St Alban's Church is situated on the married quarters patch, at the junction of Ironside Drive and Folly Crescent.

8.2 British Values

The University has a responsibility to promote British values as part of its educational offering to all apprentice students, to ensure that students leave the University prepared for life in modern Britain and become valuable and responsible members of society who treat others with respect and tolerance, regardless of their background.

The four definitions of British values are:

Democracy

A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.

The rule of law

The need for rules to make a happy, safe and secure environment to live and work.

Individual liberty

Protection of your rights and the rights of others around you.

Mutual respect & tolerance of different faiths and beliefs

Understanding that we all don't share the same beliefs and values. Respecting those values, ideas and beliefs of others whilst not imposing our own onto them.

By actively promoting these values the University aims to:

- enable students to become or continue to be valuable and rounded members of society who treat others with respect and tolerance, regardless of background;
- ensure students understand the importance of respect and leave the University fully prepared for life in modern Britain;
- celebrate differences and diversity;
- encourage an understanding of the difficulties other cultures face where such values are not respected;

- provide students with an understanding of how British citizens can influence decision-making through democratic processes; and
- give students an appreciation that living under the rule of law protects individual citizens and is essential for wellbeing and safety.

In order to achieve this, the University will:

- embed the principles of British values into the curriculum;
- encourage students to become responsible learners, critical thinkers and to actively participate in their own learning and development;
- provide opportunities for students to contribute and feedback to us through the Student Voice;
- provide opportunities for students to engage in the democratic structures of the University through Course representatives, the CSA and representation on University committees.

8.3 Cranfield's Values

Cranfield has four core values which help to define who we are, guide the way we behave and shape our decisions. Our shared, stated values are for all members of the University, and feed into the standards and behaviours that we expect of our students and our students can expect from us.



Each Value is explained and expanded on further on the dedicated Values intranet page:
<https://intranet.cranfield.ac.uk/Pages/values.aspx>.

9 Dignity at Work and Study Policy

The University has a Dignity at work and Study policy which supports our commitment to providing and promoting an inclusive working and learning environment where all our staff and students are treated fairly and with dignity and respect, in line with our University [Values](#) and as set out in our Charter:

“The University will provide a collaborative and supportive working and learning environment which embeds equality of opportunity and the rights of individuals in all its operations and treats everyone with dignity and respect”.

The University will not tolerate any form of discrimination, harassment, sexual misconduct, bullying or victimisation (unacceptable behaviour) by or against any member of our Cranfield community or a third party such as a supplier or visitor to the University.

The [full policy](#) can be found on the University’s intranet.

The University’s commitment

The university is committed to providing all staff, students and wider members of our Cranfield community with a range of mechanisms for them to raise concerns, seek support and be listened to if they believe they are being or have been subjected to unacceptable behaviour while working, studying or participating in a Cranfield activity.

All students:

- have the right to study and live in an environment which is free from any form of harassment or bullying.
- have the right to complain if they believe they are being treated inappropriately and be assured that all complaints will be dealt with seriously, promptly and confidentially. At all times, they have the right to choose how what action should be taken.
- Have the right not to be victimised if they make a complaint or give evidence in connection with a complaint. Any complaint of harassment and/or victimisation will be dealt with thoroughly, promptly, fairly and confidentially. Victimisation (if proven) will result in disciplinary action and may warrant dismissal/termination of studies.
- have the right to take action outside of the University, including if they feel it appropriate to involve the police. If such an offence occurs the attack/assault should be reported to the police: the University will support them fully in doing this, but cannot do it on their behalf. The existence of this Handbook does not replace or detract from an individual’s rights to pursue a complaint under the relevant discrimination legislation.
- have a responsibility to help ensure a learning and teaching environment in which the dignity of everybody is respected. Everyone must comply with this policy and students should ensure that their behaviour does not cause offence and could not in any way be considered to be harassment.
- should discourage harassment by making it clear that they find such behaviour unacceptable and by supporting students who suffer such treatment and are considering making a complaint. They should alert appropriate staff of any incident of harassment to enable Cranfield University to deal with this matter.

The University regards all forms of bullying, harassment, sexual misconduct, discrimination and victimisation as unacceptable and will not be tolerated. Conduct may be deemed to be unacceptable whether or not the person behaving in that way intends to cause offence. This applies to people who are not the subject of the harassment or bullying, but who may witness it and be offended by it.

The University:

- will ensure that adequate resources are made available to promote dignity at work and study and to deal effectively with complaints of inappropriate behaviour. This includes ensuring that

this policy is readily accessible to all members of staff and students and training is available for staff to understand their responsibilities under the Equality Act 2010.

- will support staff to offer confidential first line information and support on all Dignity at Work and Study matters.
- has a duty to take appropriate action where a criminal offence has taken place, or if there is an incident which represents a serious risk to the health and/or safety of staff or students. If a student wishes to report a criminal offence, the University will support them in that action. (Examples of serious criminal offences include physical assault, indecent exposure or sexual assault including “date rape”.) The University may take separate and additional disciplinary action against a member of staff or student who has been convicted of a criminal offence. In exceptional circumstances, the University may suspend the person concerned pending the outcome of an investigation.
- may also take action against members of the University making false or malicious allegations under the appropriate disciplinary procedure.
- will monitor all incidents of harassment and will review the effectiveness of this policy and procedures annually.

Support for students

Most incidents involving harassment or bullying can be resolved quickly and informally: often they can result from misunderstandings or cultural differences, or that feelings have not been recognised or understood. This is particularly true in isolated incidents or with people who you do not know well.

Where possible, every effort should be made to resolve a complaint or issue informally. Often a person will not realise their behaviour is unwelcome or offensive, so an informal conversation may help them to understand the effect of their behaviour and prevent it reoccurring.

Students may seek a confidential discussion with any of the staff listed below that they feel able to approach and have the right to be accompanied at such a discussion by a friend or representative of the Cranfield Students’ Association. The purpose of the discussion will be to discuss the nature of the problem and how to arrive at an acceptable solution through informal channels.

The following members of staff can be approached for support, advice or assistance:

- Staff in the [Student Wellbeing and Disability Support Team](#) (including the Head of Student Support and Wellbeing)
- Tutors/Supervisors, Course Directors, or other staff closely linked with the management of your studies
- Directors of Education and Directors of Research
- Staff in Education Services (including the Academic Registrar and the Assistant Registrars)
- Staff in the Cranfield Students’ Association
- Heads of Academic and Administrative Departments

Students can also use the [Report + Support tool](#) to raise concerns.

Support may include:

- providing information on options available to the person seeking help
- advice on how to collate evidence to establish a complaint

When you seek advice from any of the above, you will be advised that:

- a formal investigation and possible disciplinary action can only take place if the complaint is investigated under one of the University’s formal disciplinary procedures;
- a written record of the action taken will be made to assist with any formal proceedings which may arise if the behaviour does not stop;

- there may be circumstances where the conversation cannot remain confidential, particularly if the person you talk to believes that the circumstances represent a health or safety risk to any member of the University.

Staff in the Student Wellbeing and Disability Support Team can support you with attempts to resolve matters informally, with you:

- approaching the alleged harasser directly yourself, making it clear to the person(s) harassing you that the behaviour in question is offensive, is not welcome and should be stopped;
- approaching the alleged harasser with the support of a friend, staff in the Student Wellbeing and Disability Support service, your personal tutor or a representative of the Students' Association;
- writing the alleged harasser a letter, with the help of a friend or staff in the Student Wellbeing and Disability Support service;

If you feel unable to tackle the person(s) concerned, this will not constitute consent to harassment nor will it prejudice any formal complaint that you may make. It is important that at all stages, you keep notes of any relevant incidents which distress you, including a record of the ways in which the incidents have caused you to change the pattern of your studies or social life. These may be helpful if the informal resolution does not resolve the matter.

However, if you feel you are being subjected to harassment or bullying in any form, you should not feel that it is your fault or that you have to tolerate it.

If you feel that either you are unable to attempt to resolve the matter informally, or that any attempts to resolve a complaint formally have not been successful you may make a formal complaint to the University.

Any formal complaint will be considered using the University's student complaints procedures, as set out in the [Senate Handbook: Student Complaints](#). The outcome of this process may in turn lead to action being taken against any perpetrator under the University's student disciplinary procedures, as set out in the [Senate Handbook: Student Disciplinary Procedures](#).

10 Medical Services

The National Health Service (NHS) provides healthcare for all UK students, for European students under reciprocal agreements, and for international students and their families who are resident in the UK for a period of six months or longer when they register with the NHS. International students will have had to pay the Immigration Healthcare Surcharge (IHS) as part of their visa application. If you choose to take out private medical insurance, you still need to pay this charge.

It is important to register with a doctor as soon as possible after your arrival at the University, as you will be unable to register if you have less than six months of your course remaining, regardless of how long you have been a registered student for.

The NHS prioritises treatment by need and you may prefer to take out private health insurance which offers more immediate access to specialist and hospital appointments.

10.1 General practitioners (GPs)

Whilst there are no GP surgeries on campus at either Cranfield or Shrivenham there are many local doctor surgeries. Details of those taking on new patients can be found at www.nhs.uk.

You can register with the GP surgery of your choice, as long as you live within the surgery's catchment area. To register you must complete a form available at your local surgery which will ask for details such as your name, UK address, nationality, and details of pre-existing medical conditions.

Once you have registered with a GP in the UK they can provide you with a range of family health services including:

- Advice on health problems
- Vaccinations
- Examinations and treatment
- Prescriptions for medication
- Referrals to other health services and social services including hospital specialists
- Home visits if you are too ill to visit the surgery

Cranfield on-campus students unable to travel to an appointment

Cranfield

The University will assist, where possible, in organising transport to the Cranfield and Marston Surgery when an individual is too unwell to travel by public transport or they do not have a car to drive themselves to the surgery. Where this needs to be arranged, the Transport Office should be contacted - extn 4774. Out of hours Security (Main Reception, Building 26) should be contacted: T: 01234 750111 extn: 2200.

If you have a routine appointment at the Cranfield and Marston Surgery in Cranfield village, the transport options from the campus to Cranfield village include the Cranfield Connect Uno Bus service and the Stagecoach service: <https://intranet.cranfield.ac.uk/estates/Transport/Pages/busservices.aspx>. The nearest stop to the surgery is the war memorial stop, a three-minute walk. There is also the option of a taxi or cycling via the cycle path which connects the campus to the village, which is very close to campus.

10.2 Other Primary Care Services

In addition to your GP, once registered with the NHS you also have access to other primary care options when you need medical attention, some of which are available 24 hours a day. These include:

NHS walk-in centres

These are run by experienced NHS nurses and give quick and easy access to health advice and treatment for minor illnesses and injuries with no appointment required. Details of local walk-in centres can be found at www.nhs.uk

NHS 111 service

111 is the NHS non-emergency number. Call 111 to speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24-hours a day, 365 days a year. Calls are free from landlines and mobile phones.

10.3 Medical Emergencies

If you have an emergency that requires immediate medical attention then depending on its seriousness your options include the following:

- Talk to your local pharmacist
- Visit or call your GP
- Call NHS 111
- Go to a local NHS walk-in centre
- Visit your local Accident & Emergency department
- Call 999

If you are unsure of the best option NHS 111 will be able to discuss your situation by phone and advise you of the best next steps.

Accident and Emergency (A&E) departments

Major A&E departments are usually open 24 hours a day, every day of the year. A&E departments have access to specialists and specialist investigations. When you go to A&E, a doctor or nurse will assess your condition and decide what action to take.

Cranfield

The nearest A&E department to the Cranfield Campus is:

Milton Keynes Hospital
Standing Way
Milton Keynes
MK6 5LD

This A&E is open 24 hours a day

Shrivenham

The nearest A&E department to the Shrivenham site is:

The Great Western Hospital
Marlborough Road
Swindon
Wiltshire
SN3 6BB

This A&E is open 24 hours a day

Calling 999

You should only dial 999 in a critical or life-threatening situation, for example if someone has:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that can't be stopped

When you call 999 you will be connected to an ambulance 999 operator or call handler. They will ask you a series of questions to establish what is wrong. This will allow them to determine the most appropriate response as quickly as possible.

If, having called 999, the emergency services are expected to attend University premises the Duty Security Officer – ext. 2201 (Cranfield Campus) or the Main Gate – ext. 2222 (Shrivenham) should always be informed.

10.4 Dentists

NHS Dentist surgeries provide a reduced cost dental treatment service, although there is a basic, banded charge for the services, depending on the amount of treatment required. Full details of NHS dental charges and NHS dentists can be found on the NHS website, www.nhs.uk.

There is a dental practice on the Cranfield campus, which accepts University students but is not affiliated to or a part of the University:

University Dental Practice
1a College Road
Wharley End
Cranfield
MK43 0ST
01234 751695

10.5 Pharmacies

There are pharmacies available in the villages at both Cranfield and Shrivenham. Pharmacists will be able to offer basic medical advice, sell over-the-counter medicines and provide medicines prescribed by your GP.

Prescriptions

If you need medication to treat a health problem your GP will write you a prescription, which can be taken to any pharmacy to be exchanged for the prescribed medication.

In England there is currently a charge per item of £9.90, however some people are entitled to receive all of their prescriptions free of charge, including:

- children and some young people
- people aged 60 or over
- people receiving some means-tested benefits
- women who are pregnant or who have had a baby within the last twelve months

Medical exemptions are also available for sufferers from certain conditions, subject to obtaining a [medical exemption card](#). If you require regular medication, but do not qualify for a medical exemption certificate it may be beneficial to purchase a pre-payment certificate.

10.6 Private Medical Insurance

Students and their families are able to take out private medical insurance if they wish, which may provide benefits over and above the services available to them on the NHS, or in order to receive more prompt treatment than they may be able to on the NHS. Any student taking out private medical insurance should ensure they compare companies and are sure that any insurance taken out will be suitable for their needs.

11 Cranfield and the Prevent Duty

11.1 What is the Prevent Duty?

Part of the University's care towards its students includes a statutory duty to have due regard to the need to prevent individuals from being drawn into terrorism, under the Counter Terrorism and Security Act 2015. This is known as the Prevent Duty.

How does this fit with the University's welfare arrangements?

The threat of terrorism and extremism in the UK can involve the exploitation of others to involve them in terrorism or activity in support of terrorism, and the promotion of extremist views or ideology. The government's Prevent strategy aims to prevent vulnerable people being radicalised and subsequently being drawn into extremism and terrorism. The University therefore manages concerns about the radicalisation of students as part of its overall approach to student welfare. Welfare provision is co-ordinated and supported by Student Wellbeing and Disability Support. Information on how to raise concerns about any aspect of student welfare is provided in the guide 'Worried about a Student?' (see section 12).

How does this fit with the University's mission?

The University's Prevent Duty is not intended as a licence to 'snoop' on students. It does not override the University's commitment to academic freedom and freedom of speech, nor its policies on equality and diversity, confidentiality or data protection. In meeting its duty, the University has due regard to its Values, particularly those of Community and Respect. Further information on the University's commitment is contained in the Council Statement on Freedom of Speech, Meetings and Events.

What do we mean by "terrorism", "extremism" and "radicalisation?"

The Government provides the following definitions:

Terrorism: The use or threat of action (serious violence against a person, serious damage to property, endangering a person's life, serious risk to the health and safety of the public, serious interference with / disruption of an electronic system), designed to influence the government or to intimidate the public or a section of the public, or made for the purpose of advancing a political, religious, racial or ideological cause.

Extremism: The promotion or advancement of an ideology based on violence, hatred or intolerance, that aims to:

1. negate or destroy the fundamental rights and freedoms of others; or
2. undermine, overturn or replace the UK's system of liberal parliamentary democracy and democratic rights; or
3. intentionally create a permissive environment for others to achieve the results in (1) or (2).

Radicalisation: The process by which a person comes to support terrorism and forms of extremism leading to terrorism.

11.2 Concerns about a student

If you have any concerns relating to extremism or you have seen signs that a student is vulnerable to radicalisation, please contact in confidence studentsupport@cranfield.ac.uk.

What will happen next?

Student Wellbeing and Disability Support will respond to all concerns, including those raised anonymously.

The Student Wellbeing and Disability Support team will provide advice and co-ordinate action which may be required, in consultation with the Deputy Prevent Lead. A confidential log will maintained of

the issues raised. Matters of serious concern will be referred to the University's Prevent Lead, the University Secretary.

Any decision to refer any concern outside of the University (whether to the police, the Channel multi-agency programme supported by local government, the Defence Academy HQ at Shrivenham or elsewhere) will be made by the Prevent Lead, in consultation with senior members of the University Executive, as appropriate.

How do I raise a concern about a member of staff?

Concerns that may fall within the scope of the Prevent Duty may first be noticed/raised as a wellbeing and/or mental health issue, and we want to be able to provide vulnerable individuals with necessary support to help them. Any concerns should initially be raised with your embedded People and Culture team (staff) or the Student Wellbeing and Disability Support team (students), who will respond to concerns raised, including those raised anonymously. These teams will provide advice and co-ordinate any action which may be required. For immediate concerns, where an individual is thought to be at imminent risk of harm to themselves or others, onsite Security should be contacted on 2222.

Matters of serious concern, relating to extremism and/or vulnerability to radicalisation will be referred to the University's Prevent Lead, the University Secretary in consultation with the Director of People and Culture.

11.3 Concerns about external speakers

The University has a policy of allowing access to the University, and a platform from which to speak, to persons from all backgrounds and standpoints. Under certain circumstances, however, the University reserves the right to prevent a meeting or gathering from taking place to protect the health and safety of its members, to protect the University's duties with regards to equality and diversity and/or prevent its members from being drawn into terrorism or the promotion of terrorist activities. These circumstances include where there is a likelihood that such a meeting might:

- (a) cause harm to members of the University and / or the general public; or
- (b) encourage members of the University to be drawn into terrorism; or
- (c) otherwise promote any violent or illegal action; or
- (d) promote discrimination or intolerance towards a group of staff or students, especially on the grounds of belief, race, gender or disability.

It is always best to raise concerns before an event has happened, in order for any necessary measures to be taken. However if you become concerned about the content of an event involving an external speaker during or after it has taken place, please bring these to our attention.

Speakers who have been invited as part of your course are the responsibility of the relevant Course Director and Module Leader to whom you should address any concerns.

If you have concerns about an event or speaker not connected to your course of study, please contact Student Wellbeing and Disability Support at studentsupport@cranfield.ac.uk. It would be helpful if you were able to supply full details and evidence to support your concerns. Please also report any concerns you have about any event which takes place off-campus using the Cranfield brand.

What are the next steps?

The case will be reviewed by the Deputy Prevent Lead who may consult with Security staff and the Cranfield Student Association and, if relevant, the Defence Academy HQ at Shrivenham to assess any risks identified. Recommendations for action will be referred to the University's Prevent Lead for decision. See Cranfield and the Prevent Duty and Council Statement on Freedom of Speech, Meetings and Events for further details.

11.4 Concerns about a poster or publication

Cranfield promotes free thinking and free speech, and allows students and academics to display posters, leaflets and booklets in various locations across the University. Staff and students are expected to adopt a tolerant approach to opinions expressed in these materials on campus. However we recognise that on occasion something may cause concern or offence.

This includes posters or leaflets that advertise activities that may:

- (a) cause harm to members of the University and / or the general public; or
- (b) encourage members of the University to be drawn into terrorism; or
- (c) otherwise promote any violent or illegal action; or
- (d) promote discrimination or intolerance towards a group of staff or students, especially on the grounds of belief, race, gender or disability.

If a poster or leaflet on campus concerns you please do contact Student Wellbeing and Disability Support at studentsupport@cranfield.ac.uk. It would be helpful if you were able to supply a copy or photo of the leaflet/poster, and information about where you found / saw it. You should also raise concerns about material found off-campus but referring to Cranfield or its students through this route.

What will Student Wellbeing and Disability Support do?

The Student Wellbeing and Disability Support team will escalate the case to the Deputy Prevent Lead for review, who may consult with Security staff, and the Cranfield Student Association and, if relevant, the Defence Academy HQ at Shrivenham in agreeing action to remove material. Significant concerns may be referred to the University's Prevent Lead. See Cranfield and the Prevent Duty for further details.

11.5 Cranfield's commitment

Cranfield's commitment

As part of our Duty Cranfield will:

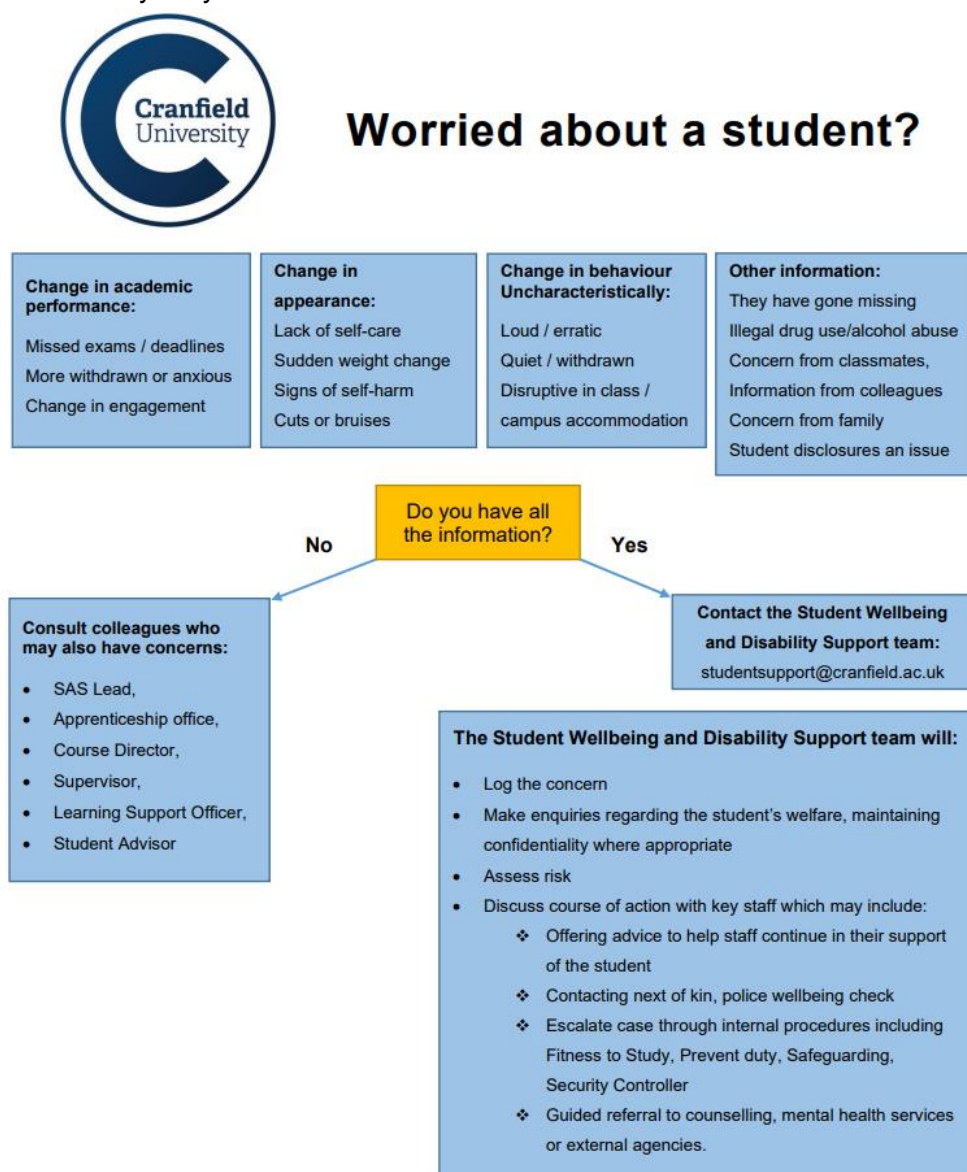
- Ensure that staff are aware of the University's Duty, through briefings and training;
- Maintain a risk assessment and action plan relating to our obligations under the Duty;
- Maintain and apply a good understanding of the relevant guidance in relation to the Government's Prevent agenda;
- Develop and maintain good relationships with other partners including law enforcement and Government agencies;
- Ensure that students are able to register any concerns they have with an appropriate member of staff;
- Ensure that University premises or facilities are not used for activities which compromise the University in relation to its Duty;
- Ensure that any significant risk or concerns are handled in liaison with the correct external agencies;
- Ensure that appropriate support is in place to support all individuals, including those about whom concerns are raised;
- Comply with the
- meet the expectations of the regulator for Higher Education, the Office for Students and of the regulator for apprenticeship provision, Ofsted, in regard to its Duty.

12 Worried about a student?

The University is concerned about the care and wellbeing of all our students and has statutory obligations in regard to the government's Prevent agenda. Where you have concerns about the behaviour of another student that you feel the University should be aware of you should contact either a member of your course team (who will contact Student Wellbeing and Disability Support) or Student Wellbeing and Disability Support directly, who will log the concern, make enquiries regarding that student's welfare and take the appropriate next steps. You can, at any time contact Student Wellbeing and Disability Support yourself for help if you are concerned about yourself.

All cases will be managed sensitively and confidentiality maintained where appropriate.

The below chart gives indications of the concerns that you may have about another student, and the steps the University may take.



The University has a Duty of care to all students and statutory obligations in regard to the government's Prevent agenda. To ensure students receive the appropriate support it is important to log concerns about a student's behaviour with the University's Student Wellbeing and Disability Support team. All cases will be managed sensitively, and confidentiality maintained where appropriate.

13 University Welfare Policies

The University has a number of welfare policies which set out its responsibilities to students. The policies relating to welfare provision include:

- Student Disability Policy
- Dyslexia Policy
- Mental Health Concerns
- Fitness to Study Policy
- Code of Practice on Valuing Diversity
- Safeguarding Policy

All of these policies are available on the University intranet, and by request from the Student Wellbeing and Disability Support service.

Appendix A: Examples of Harassment

Harassment can take place face-to-face or in written form (e.g. by emails, or comments on social media sites). They may be heard or received directly by the intended person, or by others. Both such “direct” and “indirect” harassment are considered unacceptable behaviour.

Outlined below are some examples of harassment. Some, if occurring only once, may cause mild irritation but if repeated becomes harassing. Some on the other hand are clearly harassment even if they occur once. Nevertheless, all the forms of harassment are inappropriate for Cranfield University to maintain a culture of respect and dignity. Although examples of harassing behaviour have been loosely categorised below, it is possible for the many of these examples to be applicable to other categories of harassment.

A.1 Sexual harassment

Sexual harassment is unwanted behaviour of a sexual nature. It can happen to men, women and people of any gender or sexual orientation. It can be carried out by anyone of the same sex, opposite sex or anyone of any gender identity. It can be physical, verbal or non-verbal in nature and can occur between members of the same or opposite sex. It is for individuals to determine what behaviour is acceptable to them and what they regard as offensive. However, any behaviour that could make the recipient feel that they are viewed as a sexual object may cause offence even if offence was not intended.

Examples of sexual harassment include:

- unwelcome advances, attention, invitations, or propositions
- offensive or unwelcome sexist comments or behaviour
- unwanted or derogatory comments about dress or appearance
- making unwelcome comments, jokes or gestures emphasising the gender of an individual or a group that are of a sexual nature
- threats of academic failure or promises of promotion or training in exchange for sexual favours
- serious criminal behaviour such as indecent exposure, indecent or sexual assault or rape are extreme examples of sexual harassment
- emailing, texting or messaging sexual content
- displaying pornographic or sexual images on posters, calendars and cards
- having pornographic or sexual images on computers and phones
- unnecessary and unwanted physical contact

What some people might consider as joking, 'banter' or part of their workplace culture can still be sexual harassment if the behaviour is of a sexual nature and it's unwanted.

A.2 Racial harassment

Racial harassment is an incident, or a series of incidents intended or likely to intimidate, offend or harm an individual or group because of their ethnic origin, colour, race, religion or nationality or cultural difference. A racist incident is any incident that is perceived to be racist by the victim or any other person.

Examples of racial harassment include:

- derogatory name-calling, insults, banter, taunts and racist jokes
- verbal abuse or threats

- the display of racist graffiti or images
- the transmission of racially offensive materials or statements via electronic or other means
- physical attack or threat of attack
- ridicule of an individual for cultural differences
- unnecessary comments or intrusive questioning about racial issues or racial origin
- open hostility, avoiding or refusing to work with an individual from a different racial group

A.3 Disability harassment

Disability harassment is behaviour that makes direct or indirect insulting and offensive references to a person's disability.

Examples of disability harassment include:

- mockery, taunts or jokes regarding personal attributes or mental health
- offensive language or derogatory name-calling
- avoidance or refusal to work alongside a disabled person
- speaking to others rather than to the disabled person directly
- unwelcome discussion of the effects of disability on the individual's personal life
- excluding the disabled person from social events or meetings
- physical abuse or intimidation
- interfering with personal aids or equipment
- making assumptions about a person's ability to carry out certain types of work, based on their disability

A.4 Harassment relating to sexual orientation

Harassment on the grounds of sexual orientation can be hostile or offensive acts or expressions by a person or group against another person or group because of their sexuality. Homophobia is a term used to describe hatred and rejection of gay, lesbian and homosexual people. It may be directed against individuals or groups of people who are, or are thought to be lesbian, gay, bisexual or transgendered.

Examples of harassment relating to sexual orientation include:

- unnecessary and degrading references to someone's sexual orientation, gender identity or their perceived sexual orientation or gender identity
- spreading rumours or gossip including speculating about someone's sexual orientation or gender identity, or outing them
- asking intrusive questions
- homophobic remarks, jokes, innuendo or gossip
- threats of disclosing sexuality of the individual
- expressing or acting on stereotypical assumptions
- display or transmission (including by electronic means) of offensive materials
- excluding people because they are bisexual, lesbian or gay
- offensive actions and physical attack
- using religious belief to justify anti-gay bullying and harassment

A.5 Harassment relating to religion, belief or non-belief

Cranfield will not tolerate any form of religious harassment or discrimination against any faith group. Harassment may be defined as any hostile or offensive act or expression by a

person or group against another person or group, based on their religion, belief (including a philosophical belief) or non-belief. It is imperative that behaviour towards others is at all times respectful and courteous, regardless of a person's religion, belief or non-belief and that the University's performance standards are adhered to.

Examples of harassment relating to religion, belief or non-belief may include the following:

- ridicule and offensive humour or jokes about a belief or non-belief
- abusive language, including racist or religious jokes and can include "banter"
- derogatory remarks or name calling
- exclusion from social activities or work-related events without justification
- display of or transmission (including by electronic means) of offensive materials
- (malicious) scorning of beliefs or non-belief
- proselytising
- physical attack or threats of attack
- the display of racially offensive written material

On harassment relating to a specific religion, belief or non-belief, external guidance may be available e.g. the IHRA definition of antisemitism will be taken into account in any disciplinary case following a complaint or allegation of antisemitism.

A.6 Age harassment

Harassment on the grounds of age consists of hostile or offensive acts by a person or group against another person or group in relation to their age. It is recognised that younger or older workers may be harassed or bullied on account of their age.

Examples of age harassment include the following:

- ageist remarks, jokes
- negative or derogatory comments generalising about the age-group of the individual
- physical attack or threats of attack
- exclusion on the basis of age e.g. being too young or too old to participate in work-related events.

A.7 Harassment relating to gender reassignment

Transgender harassment is harassment on grounds that a person proposes to undergo, are undergoing or have undergone gender reassignment. Gender reassignment is the medical and social process whereby a person changes their birth sex to match their chosen gender identity.

A person harasses another if they engage in unwanted conduct related to gender reassignment, which has the purpose or effect of violating the other person's dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment.

Examples of harassment relating to gender reassignment include the following:

- derogatory name-calling derogatory remarks, jokes, innuendo or gossip
- offensive transphobic comments or jokes
- asking intrusive questions
- threats of disclosing the gender identity of the individual

- deliberately using the incorrect pronoun to address the member of staff when you have been informed of the correct one.
- expressing or acting on stereotypical assumptions
- exclusion of trans staff from facilities
- display of or electronic transmission of offensive materials.

A.8 Other forms of harassment

There are other forms of harassment that do not constitute harassment on the grounds of the above but nevertheless can seriously affect the well-being of colleagues if they occur.

Examples of such behaviour include:

- intrusion into the individual's personal life by pestering, spying or stalking
- persistent pressures to become involved in anti-social or criminal behaviour
- persistent intimidating behaviour based on the individual's membership or non membership of a trade union

Any difficulty in defining what constitutes harassment should not deter staff from complaining of behaviour that causes them distress. Nor should anyone be deterred from making a complaint because of embarrassment or fear of intimidation or publicity.

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