



Senate Handbook

Undergraduate Students' Handbook

This Handbook supplements Regulations governed by Senate.

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

Please note that this Handbook contains important information for all undergraduate students who are registered on or after 1 August 2022.

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Contents

1	
CONTENTS	2
1 INTRODUCTION	4
2 COMMUNICATION CHANNELS	5
2.1 FROM THE UNIVERSITY TO STUDENTS	5
2.2 EMAIL COMMUNICATION.....	5
2.3 THE MK:U APP	6
2.4 INTRANET/CRANFIELD UNIVERSITY WEBSITE	6
3 ACADEMIC ORGANISATION OF THE UNIVERSITY	7
4 STUDENT REPRESENTATION AND UNIONS	8
4.1 MEMBERSHIP OF THE CRANFIELD STUDENTS' ASSOCIATION	8
4.2 STUDENT REPRESENTATION ON SENATE AND COUNCIL	8
4.3 STUDENT REPRESENTATION WITHIN MK:U.....	8
4.4 STUDENT VOICE.....	8
4.5 REPRESENTATION WITHIN THE UK	9
5 GENERAL CONDUCT AND BEHAVIOUR	10
5.1 THE CRANFIELD UNIVERSITY STUDENT CHARTER AND CRANFIELD VALUES	10
5.2 STUDENT CONDUCT	10
5.3 BEHAVIOURAL MISCONDUCT	11
5.4 MISREPRESENTATION OF CRANFIELD UNIVERSITY OR MK:U.....	11
5.5 FREEDOM OF SPEECH	12
5.6 COMMENTS AND COMPLAINTS BY STUDENTS	12
5.7 CHILDREN ON SITE.....	12
5.8 ANIMALS ON SITE.....	12
5.9 EMPLOYMENT DURING YOUR STUDIES.....	12
6 ATTENDANCE AND ENGAGEMENT	14
6.1 ATTENDANCE AND ENGAGEMENT.....	14
6.2 IDENTIFYING POOR ATTENDANCE AND ENGAGEMENT	15
6.3 HANDLING CONCERNS	15
7 DATA PROTECTION AND PRIVACY	17
7.1 UNIVERSITY POLICY.....	17
7.2 GOVERNMENT REQUIREMENTS.....	17
7.3 RECORDING OF LECTURES AND OTHER CLASSES.....	17
7.4 FRAUD AND SCAMS	18
8 UNIVERSITY IT FACILITIES	19
8.1 CRANFIELD FACILITIES AND POLICIES	19
9 HEALTH, SAFETY, SECURITY AND THE ENVIRONMENT	20
9.1 HEALTH AND SAFETY	20
9.2 GENERAL SECURITY.....	20
9.3 ENVIRONMENTAL MANAGEMENT.....	20
10 TRANSPORT AND TRAVELLING	21
10.1 TRAVELLING TO BOUVERIE HOUSE	21
10.2 INSURANCE FOR UNIVERSITY BUSINESS TRIPS	21
11 EQUALITY AND DIVERSITY	22
12 STUDENT RESPONSIBILITIES	23
12.1 DEFINITION OF BEING A REGISTERED STUDENT.....	23
12.2 CRANFIELD AND MK:U'S RESPONSIBILITIES TOWARDS REGISTERED STUDENTS	23
12.3 ACADEMIC EXPECTATIONS OF STUDENTS AND APPRENTICES.....	24
12.4 FEEDBACK.....	27
13 INTELLECTUAL PROPERTY RIGHTS AND COPYRIGHT	28
14 UNDERGRADUATE AWARDS AND GRADUATION	29

14.1	UNDERGRADUATE AWARDS	29
14.2	CERTIFICATES AND TRANSCRIPTS.....	29
14.3	GRADUATION	30
15	MEMBERSHIP OF CRANFIELD ALUMNI	31
16	LEARNING SUPPORT.....	32
16.1	EDUCATION SERVICES	32
16.2	ACADEMIC COACH	32
16.3	STUDENT WELLBEING AND DISABILITY SUPPORT.....	33
16.4	LEARNING SUPPORT OFFICERS.....	33
16.5	LIBRARY PROVISION.....	34
16.6	FUNDING SUPPORT.....	34
16.7	INTERNATIONAL STUDENTS	35
17	SAFEGUARDING	36
17.1	SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS.....	36
17.2	PREVENT	36
17.3	WHAT TO DO IF YOU ARE WORRIED ABOUT A STUDENT	37
17.4	RISK ASSESSMENTS.....	39
17.5	SAFEGUARDING IN THE WORKPLACE.....	39
17.6	BRITISH VALUES.....	40
18	CAREERS AND EMPLOYABILITY SERVICE	41
19	ACADEMIC MISCONDUCT.....	42
20	CHANGES TO REGISTRATION	43
21	STUDENT COMPLAINTS AND APPEALS	44
21.1	OVERVIEW	44
21.2	COMPLAINTS.....	44
21.3	ACADEMIC APPEALS	44
22	STUDENT DISCIPLINARY PROCEDURES	46
23	FITNESS TO STUDY POLICY.....	47
24	WELFARE MATTERS.....	48

1 Introduction

This Handbook is published by Cranfield University's Education Services and provides important information and guidance for all registered students, including apprentices, studying towards an undergraduate award with MK:U. The Handbook is only valid for the academic year for which it is issued. If you are studying for more than one year, you should make sure that you are referring to the current edition at the start of each academic year, which can be downloaded from the [University's website](#).

Students studying for an undergraduate award as part of an apprenticeship with MK:U are registered as students of Cranfield University, are subject to the rules and regulations of Cranfield University, and are expected to abide by these at all times. Throughout this Handbook, the term University refers to Cranfield University. Unless explicitly stated, MK:U students, as registered students of Cranfield are expected to follow the regulations set out for taught students as stated in relevant Senate Handbooks and other policies. These include (but are not limited to) Cranfield's policies and procedures concerning:

- Academic misconduct (as set out in the Senate Handbook on [Academic Misconduct](#))
- Changes to registration (as set out in the Senate Handbook on [Changes to Registration](#))
- Academic appeals (as set out in the Senate Handbook on [Academic Appeals](#))
- Disciplinary procedures (as set out in the Senate Handbook on [Disciplinary Procedures](#))
- Complaints (as set out in the Senate Handbook on [Student Complaints](#))
- Dignity at Study, Fitness to Study, Disability/SPLD, Confidentiality, Safeguarding, Diversity and Mental Health (as set out in the Senate Handbook on [Student Welfare](#))

Further details of some of these handbooks are given later in this Handbook. For students studying as part of an apprenticeship, this Handbook is supplemented by the [Apprenticeship Students' Handbook](#).

In addition, separate Senate Handbooks exist for undergraduate students, including this Undergraduate Students' Handbook and the Undergraduate Awards Handbook, which contains policies on:

- Admissions
- Assessment rules
- Attendance
- Award classification

The information in these handbooks is supplemented by guidance published on the intranet, the MK:U student app, documents produced by MK:U, information contained in individual handbooks for specific courses, and other information and handbooks produced by other areas of the University, including Education Services, Student Wellbeing and Disability Support, the Apprenticeships Office, Campus Services and Information Services.

Every effort has been made to ensure that the information given in this handbook is correct at the time of publication, but it may be subject to change and amendment. In cases of doubt, please contact the MK:U SAS Lead.

During your studies you may be assisted in all matters by MK:U staff or by Cranfield University staff on behalf of MK:U.

2 Communication channels

2.1 From the University to students

The University is made up of a number of units, some of which deliver academic courses (MK:U for undergraduates) and central service departments (e.g. the Apprenticeships Office, Education Services, Facilities, Information Services). All of these will have useful information and instructions to share with you and will do so through our main communication channels:

- The **MK:U Student App**
- Your virtual learning environment (VLE) **Canvas**
- Email – messages will be sent to your **@cranfield.ac.uk** account
- **EVE student portal** – through the portal you will be asked to complete tasks and activities

It is therefore important that you frequently access these channels. Please ensure you regularly access the MK:U app and your @cranfield.ac.uk email account (or ensure mail is forwarded on to you).

Your **course team** will outline additional communication routes for all matters relating directly to your course of study. This may include Outlook groups, Teams groups, specific email addresses for the course (academic and administrative staff) and portals and other information in a **virtual learning environment** (VLE).

2.2 Email communication

The University's primary mode of contact with you during your studies will be through your @cranfield.ac.uk email address. You may choose to auto-forward emails to your personal address - see [Email 4 Life \(cranfield.ac.uk\)](#) for more details.

Education Services will, through your Course team and SAS team, communicate by email with you on a number of subjects relevant and important to your studies, which you may not opt out of. The topics Education Services will contact you about will include, but are not limited to:

- Academic progression / achievement
- Attendance
- Course activity
- Extra-curricular activity
- Course changes
- Classroom / lab availability

Throughout your time at MK:U/Cranfield, you will also receive email communications from other areas of the University, including the Careers Service, Campus Services, Student Wellbeing and Disability Support Cranfield Students' Association, IT Services, the Libraries, Student Experience, and the Alumni Office.

2.3 The MK:U App

In addition to your VLE, the MK:U app is a key information resource for all students, with news and events occurring around the University publicised. You are advised to visit it on a regular basis to ensure you know what is happening around you.

The app will also link you to a wealth of information about how the University can support you in your studies and online advice and support covering all aspects of being a student at MK:U and Cranfield University. You are strongly encouraged to familiarise yourself with the guidance available to you.

2.4 Intranet/Cranfield University website

Although not your primary source of information, important information and documents (including some links in this Handbook) are housed on Cranfield's intranet. The intranet is accessible to all undergraduate students using your Cranfield user account.

You can also access all of the Senate Handbooks on Cranfield's website via <https://www.cranfield.ac.uk/about/governance-and-policies/quality-assurance>.

3 Academic Organisation of the University

MK:U forms part of the wider Cranfield University. Cranfield is headed by the Chief Executive and Vice-Chancellor, Professor Sir Peter Gregson. He is supported by eight Pro-Vice-Chancellors:

Pro-Vice-Chancellor (Education)	Professor Sean Tyrrel
Pro-Vice-Chancellor (Research and Innovation)	Professor Leon Terry
Pro-Vice-Chancellor (International and Recruitment)	Professor Simon Pollard OBE
Pro-Vice-Chancellor/CEO MK:U	Professor Lynette Ryals OBE
Pro-Vice-Chancellor (Aerospace, Transport and Manufacturing)	Professor Dame Helen Atkinson CBE
Pro-Vice-Chancellor (Defence and Security)	Professor Mark Richardson
Pro-Vice-Chancellor (Water, Energy and Environment)	Professor Chris Fogwill
Pro-Vice-Chancellor (Management)	Professor David Ogleshorpe

In addition, a number of senior staff support the Vice-Chancellor on operations, governance and finance.

Your undergraduate education is overseen by two Pro-Vice-Chancellors of the University (CEO MK:U and Education).

Supporting the Pro-Vice Chancellor for MK:U are an MK:U Education Lead and a Course Lead for each undergraduate Course. They are:

MK:U Education Lead	Dr Ruth Massie
Course Lead for Chartered Manager Degree Apprenticeship (BSc in Business and Management)	Dr Jocelene Quansah
Course Lead for Technical Professional Apprenticeship (BSc in Cyber Security)	Dr Nikki Williams
Course Lead for Data Scientist Apprenticeship (BSc Data Scientist)	Dr Artur Szymanski
Course Lead for Digital and Technology Solutions Apprenticeship (BSc in Digital and Technology Solutions)	Dr Nikki Williams

They are responsible for the quality of the education you receive, and for ensuring that resources are available for you to receive a high-quality student experience in all aspects of your study and/or research.

During your time at the University you will be supported by a number of Professional Service Units, some of whom are referred to later in this Handbook, including Education Services, Student Experience, Information Technology and Facilities. Cranfield staff in these Professional Service Units may undertake a number of functions on behalf of MK:U students.

4 Student Representation and Unions

4.1 Membership of the Cranfield Students' Association

As registered students of Cranfield, all MK:U students are automatically members of the Cranfield Students' Association (CSA). This is a constitutional body of the University set up under the terms of the Royal Charter. It has the power to make representations to the Senate and other bodies of the University to voice student opinion and raise issues of concern. The CSA represents Cranfield students wherever they are located. The President of the CSA for 2022 – 2023 is James Wainwright. As a member of the CSA, you are also a member of the National Union of Students (NUS). The NUS provides representation to government and promotes the interests of students nationally.

Any student wishing to opt out of membership of the Cranfield Students' Association or of any other "students' union", may do so by giving written notification to the Academic Registrar. The University will endeavour to ensure that any student who has opted out of membership of the CSA is not unfairly disadvantaged.

4.2 Student representation on Senate and Council

Council is the University's governing body and includes a number of external advisers (governors) and staff representatives. The CSA President represents the student body on Council.

Senate is the University's primary committee for managing the academic provision of the University, and is chaired by the Chief Executive and Vice-Chancellor of Cranfield University. It includes all professorial members of academic staff and a number of elected staff members. The CSA President, Vice-Presidents and School Representatives are members of Senate. In addition, most members of the CSA Executive are members of one of the standing committees of Senate, Education Committee and Research Committee, and members of the Student Experience Committee.

4.3 Student representation within MK:U

Through the CSA, students will elect a representative for MK:U who will sit on MK:U committees as well as standing committees of Senate as appropriate.

In addition MK:U has a system for representation amongst its students. More information on this is available through the MK:U SAS Lead.

4.4 Student Voice

You have the opportunity to shape the Cranfield and MK:U experience for yourself and future students. We aim to provide as many opportunities as possible for you to ask questions, provide feedback and have your voice heard. You can feed back in several ways which are explained in more detail on the MK:U student app. In response to your feedback, we will invest in what matters to you.

Throughout your time with us we will keep you informed of the impact your feedback is having by providing you with specific information on enhancements or initiatives launched throughout the year.

All students have the opportunity to contribute feedback through a number of means, such as directly by email, through student forums, through their student reps, module feedback forms and regular student surveys.

More information on the ways you can contribute to the Cranfield experience can be found on the intranet <https://intranet.cranfield.ac.uk/Students/Pages/Student-Voice.aspx>

4.5 Representation within the UK

While you are studying at university, you may be eligible to vote in regional and national elections: **If you are not already, you are strongly encouraged to exercise your right to vote in these elections by registering at: www.gov.uk/register-to-vote.** This online registration takes only a few minutes and you will be led through the necessary questions. Please note that any information provided on this website is not shared with the University, and we do not provide the UK Government with your details for this purpose: you are required by law to register personally for these rights.

5 General Conduct and Behaviour

5.1 The Cranfield University Student Charter and Cranfield Values

The charter details the partnership between Cranfield, all of our registered students and the Cranfield Students' Association. It sets out how we work together to enable you to get the most out of your Cranfield experience and to be an active member of our diverse and global community of staff, students, alumni and business partners. The Charter is available on the University website: <https://www.cranfield.ac.uk/studentcharter>.

If you have any comments/questions about the charter, please contact our Director of Student Experience or the CSA General Manager. All students, including those studying with MK:U, are expected to abide by the Charter.

In addition to the Student Charter, 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 that you 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>.

5.2 Student conduct

All staff and students are expected to conduct themselves in a manner which will not discredit or harm the University or its members (including themselves or any other staff and/or students). Failure to maintain this standard, whether due to behaviour that is dishonest, deceitful or fraudulent, or that in any other way constitutes misconduct, is considered a breach of the University Laws. This applies regardless of whether or not the behaviour was deliberate and/or would constitute a criminal offence under English law. Examples of misconduct are:

- a) any action or activity which is in breach of a rule or regulation issued by or on behalf of the University (in the form of formal regulations or supplementary handbooks or policies, such as this one)
- b) behaviour which is disorderly or otherwise disruptive to the proper functioning of the University or any of its activities
- c) behaviour which might reasonably be expected to be harmful, threatening or offensive, or which causes harm or distress to any member of the University or to any other person connected with the University
- d) behaviour which endangers your own health and safety or that of others
- e) behaviour which causes harm or damage to University property, including University halls of residence
- f) cheating in examinations, or in the preparation and submission of any assessed work (whether coursework, group work or project), including the submission of academic work of another person as if it were your own and without acknowledgement (i.e. plagiarism).

All allegations of misconduct are dealt with in the first instance by an investigator who may summon the student concerned to appear before them to hear the details of the allegation, and to answer any questions relating to it. Full details of the management of such misconduct are outlined in Senate Handbooks: you will be provided with these in the event of an allegation, but they are available online.

The Senate Handbooks that relate specifically to disciplinary matters are:

- [Senate Handbook on Disciplinary Procedures](#)
- [Senate Handbook on Academic Misconduct](#)
- [Fitness to Study Policy \(located within the Senate Handbook on Student Welfare\)](#)

Further advice and support is available from staff in Education Services (via your SAS Lead), Student Wellbeing and Support (studentsupport@cranfield.ac.uk) or from the CSA (csa.cranfield@cranfield.ac.uk).

5.3 Behavioural misconduct

All students are expected to behave with respect to all members of the University (staff and fellow students), and to expect such respect in return. The University is committed to ensuring that everyone can study and work with confidence and that any harassment or bullying or sexual misconduct will be dealt with swiftly and completely. Further details of the rules around student discipline can be found at section 22 of this Handbook.

Our academic staff and other staff of the University are expected to observe a Code of Professional Conduct. This covers situations where there is a family relationship, sexual/romantic relationship or other association with a student that goes beyond the normal professional association between staff and students. A copy of the code may be obtained from the Human Resources Department.

5.4 Misrepresentation of Cranfield University or MK:U

You should not represent yourself, or any clubs or societies to which you belong, in any way that could suggest that you have authority to act on behalf of the University or to commit the University to any particular course of action or expenditure.

If you act in this way, the University may take steps to discipline you, which may result in a fine or exclusion from the University (see Section 5.2).

5.5 Freedom of speech

In accordance with its obligations under the 1986 Education Act, the University recognises that freedom of speech is a fundamental right of students and their equal treatment. No premises of the University are denied to any individual or group of people on the grounds of their beliefs or views or expressions of such, except where there are clear risks to either health or safety, or where there is a clear intent to express such beliefs or views in such a way as to incite an audience to violence or to a breach of the peace (as per the University's responsibilities under the Counter-Terrorism and Security Act 2015).

5.6 Comments and complaints by students

If you feel that your studies or general activities as a member of the University are not proceeding satisfactorily, you should discuss the matter, in the first instance, with the members of staff directly concerned. The University is committed to resolving concerns at the earliest opportunity, and at the local level wherever possible. Student Wellbeing and Support (studentsupport@cranfield.ac.uk) can offer advice and, where appropriate, mediation services to help facilitate a resolution at an early stage.

In particular, problems relating to academic progress must be raised at the time they occur, so they can be investigated and appropriate action taken. A Board of examiners will not normally be in a position to take account of problems that were not notified by you at the time that they occurred.

Where concerns are not resolved locally, the University has established mechanisms for complaints to be managed more formally. Further details of the University's student complaints procedure can be found at section 21 of this Handbook.

5.7 Children on site

Should the need arise to bring children onto any University site, you are advised that they must be accompanied at all times. Children should not be provided access to any University-owned equipment or systems, unless specific permission has been provided for a specific purpose (i.e. an event or open day).

For reasons of safety, please be aware that children under the age of 12 are not allowed in the Kings Norton Library on the Cranfield campus.

5.8 Animals on site

You are not permitted to bring domestic pets or other animals into the MK:U building (Bouverie House) or onto any Cranfield sites, to ensure the health and safety and wellbeing of all members of the University. Students who are supported by recognised assistance animals will however be permitted to bring such animals onto the University sites as required.

5.9 Employment during your studies

We expect you to devote sufficient time to your studies in order to be able to successfully complete your course. If you are a full-time student, this should be at least 40 hours per week for the duration of your course. If you are a full-time student, you are advised not to work for more than a combined

total of 18 hours per week for any employers in order that you can fully concentrate on your studies. For Apprentices, please see the Apprenticeship Handbook for details of 'Off-the-Job' hours.

The University is aware that part-time students are likely to be employed alongside their studies, or studying as part of their employment as an apprenticeship student. Where this is the case, students are expected to devote sufficient time to their studies in order to allow them to complete their course, and meet the requirements of the University's Attendance and Engagement policy (See section 6 of this Handbook). If you are an apprenticeship student, your employer should ensure that you have sufficient time to complete your course alongside the requirements of your employment.

Please note, your Cranfield University email address should not be used in connection with any paid employment, it is intended only for use in connection with your studies.

International students

If you are in the UK on a UKVI visa (either as a student or in any other category), you will have specific restrictions placed on any paid work you are allowed to undertake while studying/in the UK. This may range from a certain amount of hours per week, to not being able to undertake any paid employment. You must ensure that you do not breach the paid work restrictions of your visa.

6 Attendance and engagement

The University has a formal attendance and engagement policy for undergraduate students, which sets out the processes and expectations for monitoring, recording and reporting on student attendance.

The University expects students to engage with their studies and to attend the various learning opportunities provided by their course. The University believes this is key to successful course completion. Any student may have their registration suspended or terminated because of concerns about academic progress, lack of attendance or lack of contact with the course team. In addition, the University has particular licence obligations with respect to students who hold a visa for monitoring, recording and reporting attendance.

6.1 Attendance and engagement

Students are expected to attend the University and engage with their studies as required to progress and complete their course.

Students are expected to attend all of their timetabled sessions (whether onsite or remote) and engage with all of their online learning. Students are expected to engage fully with, and be on time and fully prepared for, any learning opportunities. Although many lectures and teaching sessions are recorded, these are intended as learning aids and not substitutes for attendance.

The University monitors students' attendance and engagement with their studies for the following purposes:

- to help identify any welfare issues or students who may need additional support;
- to allow early intervention where low attendance or engagement is having a detrimental impact on a student's academic progression;
- to provide records of attendance or engagement for any appeal, complaint or exceptional circumstances request;
- to fulfil the University's statutory reporting responsibilities, with regard to UKVI, apprenticeships and others; and
- to fulfil reporting requirements to employers for apprenticeship students.

Attendance and engagement is measured through defined contact points. Contact points may include:

- attendance at a lesson, lecture, tutorial, laboratory session, workshop or seminar whether onsite or remote;
- participation in a groupwork session or an assessment (either in person or remotely); or engagement with online learning resources;
- an interaction with an academic or coach (this can be for academic or pastoral advice related to progressing with studies);
- contact with an academic or coach during any period of work placement, field trip or project-related study;
- engagement with other University IT systems.

Due to the varied nature of the University's undergraduate courses, individual contact points will vary from course to course, and may include any of the examples listed above. Further details of contact points will be stated in course specifications and the course handbook. However, typically, for a full-time course it would be expected that there would be 3-4 contact points per week, depending on the nature of the programme or module being studied. Part-time and apprenticeship courses would typically have 3-4 contact points per month when the student is studying. Where a student is completing a project-based module or undertaking an internship placement, they would be expected to meet at least 1 contact point per week. These contact points should be proportionate to the course of study and be appropriate to demonstrate sufficient engagement to enable students to achieve satisfactory progress on their course.

Evidence of students meeting contact points should be collated by the relevant SAS Lead.

6.2 Identifying Poor Attendance and Engagement

SAS Leads will collate evidence of contact points, and will report to Course Leads where:

- A student's attendance, engagement or progression is of concern.
- A student is failing to meet their conditions and responsibilities of a learning agreement (e.g. either related to a particular type of course or where a student is repeating a year).

A student's attendance or engagement may be considered to be of concern where either:

- For a full-time student, they have missed 3 contact points in any two-week period without good reason.
- For part-time and apprenticeship students, they have missed 3 contact points within a 4-week period during which they are studying without good reason.
- They have missed 5 of the last 10 consecutive contact points without good reason.

In addition a Course Lead, Module Lead or Academic Coach may raise concerns about a student's engagement where they feel a student is regularly not attending, contributing in or engaging with classes, group work, lab sessions, workshops or tutorials.

6.3 Handling Concerns

The University has a three-stage process for the management of attendance and engagement concerns.

Stage 1

Students are contacted by their SAS Lead to notify them that there is a concern and remind them of attendance and engagement requirements. Students are advised that support is available to them through the University's welfare provision if required.

Where no response is received to two attempted contacts the SAS Lead or Academic Coach will refer the matter to the University's welfare team and, for students on apprenticeship courses, the Apprenticeships Office.

In addition, for students studying on a visa, the matter will be escalated to the Student Immigration and Funding (SIF) team. Once SIF have been informed of the non-engagement of a student, the student will be contacted by SIF asking them to provide a satisfactory explanation for their non-engagement. The response should be received within an agreed time frame. If the student does not contact the SIF team withdrawal of the University's visa sponsorship of that student would

commence. During this process the Course Lead/Academic Coach will be kept informed of actions and any outcomes.

Stage 2

Where a student does not improve their attendance and engagement following Stage 1, they will be invited to a meeting with their Course Lead or Academic Coach to agree targets for the student and regular further meetings to review their engagement and progress.

Where no response is received to two attempted contacts the SAS Lead or Coach will refer the matter to the University's welfare team and, for students on apprenticeship courses, the Apprenticeship Office.

In addition, for students studying on a visa, the matter will be escalated to the Student Immigration and Funding (SIF) team. Once SIF have been informed of the non-engagement of a student, the student will be contacted by SIF asking them to provide a satisfactory explanation for their non-engagement. The response should be received within an agreed time frame. If the student does not contact the SIF team withdrawal of the University's visa sponsorship of that student would commence. During this process the Course Lead/Academic Coach will be kept informed of actions and any outcomes.

Stage 3

If no action is taken or improvement seen on the part of the student after Stage 1 and/or Stage 2, the matter will be referred to the Academic Registrar who may seek to either instigate the University's Fitness to Study procedure or to suspend or terminate that student's registration, in consultation with the University's welfare team, SIF and, for students on apprenticeship courses, the Apprenticeship Office.

7 Data Protection and Privacy

7.1 University policy

The University is committed to ensuring that the personal data of its applicants, students and alumni is handled in accordance with UK data protection legislation.

Cranfield University's Privacy Policy can be found here:

<https://www.cranfield.ac.uk/about/governance-and-policies/policies-and-regulations/privacy-notice>.

In addition, Cranfield publishes a Student Privacy Notice which is available on the intranet:

<https://intranet.cranfield.ac.uk/EducationServices/Documents/StudentPrivacyNotice.pdf>

You should be aware that, as per the Student Privacy Notice, the University will share information about your progress and achievement with financial sponsors who have paid some or all of the tuition fee (e.g. an employer or a scholarship provider or your employer through the UK Apprenticeship Levy). This will include (but not be limited to) cases of lack of academic progression, failure to attend courses and cases of academic or other forms of misconduct.

7.2 Government requirements

The University is required by the UK Government (through the Office for Students) to provide certain data to a central statistical agency, the Higher Education Statistics Agency (HESA). A Statement from HESA explaining how this data is used can be found [here](#).

7.3 Recording of lectures and other classes

The University records most of its lectures and classes for use by students for private study: it is common practice for this to be announced prior to the session, however, should this not be the case you should by default assume that any session you are participating in is being recorded. If you have any concerns about being recorded, or with your participation being broadcast, you should raise your concerns with the lecturer or with your Course Lead as soon as possible. Access to recorded lectures and classes will normally be through your course's virtual learning environment: you should discuss access to these with your Course Lead or Module Leader.

Personal recording (video, audio or still image) of lectures, classes, fellow students, guest speakers, group work with others and examinations (including oral examinations) is only permitted where explicit consent of all of those present has been gained. Secret or unauthorised recordings may lead to a disciplinary investigation of your behaviour. If you have special support needs, you may be granted permission to record lectures without gaining the consent of all present. In this instance, recordings are for study purposes only and you will be required to delete these recordings once no longer required.

You may only use any lecture recordings for the purpose of your own personal study. The sharing of lecture recordings is prohibited, and disciplinary action will be taken if this occurs. You must destroy any recordings you have once it is no longer required for your own personal study - this will be on completion of the final assessment to which the lecture relates to or when you leave the University, whichever is sooner.

Further details are given in the University's Data Protection Audio and Video Recording Guidelines, which can be accessed on the intranet:

<https://intranet.cranfield.ac.uk/Documents/DPAudioVideoRecordingGuidelines.pdf>.

7.4 Fraud and Scams

The University is aware that students may be targeted as potential victims of fraud or scams.

Such scams can include:

- **Phone scams (vishing):** when someone calls claiming to be from your bank or another trusted organisation. They may know some of your basic bank and personal information. A genuine bank will never ask for personal financial details including your PIN, full banking password (even by tapping it in on your phone) or ask you transfer money directly to them.
- **Text message scams (smishing):** the fraudster will pretend a message is from your bank or another organisation you trust. They will usually tell you there has been fraud on your account and will ask you to deal with it by calling a number they provide or by visiting a fake website to update your personal details. This is the fraud, any data you enter will be captured by them.
- **Email scams (phishing):** this type of email will usually say you need to verify or update some details or reactivate an account. Always be suspicious of emails that are supposedly from your bank or another trusted organisation because the address can be easily faked. Never automatically click on any links before stopping to check if they seem genuine first.
- **Online fraud:** covers everything from online shopping to online banking, one thing can help prevent both: install security software and updates most banks offer. These can help protect you whether the fraudsters are trying to dupe you with fake pop-ups in your online banking window, sending you 'scam alert' messages that hide malware, or faking retailer websites to make you input your bank details.

Further details, as well as tips for keeping yourself safe can be found on the intranet:

[Fraud and scams - Keep yourself safe \(cranfield.ac.uk\)](#)

If you think there has been fraud on your card or bank account or if you suspect someone has attempted to access your financial details report it immediately to your bank or other financial services provider. You should then contact Action Fraud on 0300 123 2040 or at actionfraud.police.uk

If you think you have been targeted by someone claiming to be from UKVI, please contact the Student Immigration and Funding team:

- T: 01234 752970; 754179; 758181
- E: studentimmigration@cranfield.ac.uk

Further guidance for international students is also available here: [UKCISA - international student advice and guidance - Frauds and scams](#).

8 University IT facilities

8.1 Cranfield facilities and policies

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 agree to by registering as a student.

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.

A dedicated IT support desk is available as your first point of contact to resolve any technical problems you might experience, including support for connecting personal devices to University services.

You are provided with access to facilities such as email, file storage, virtual learning environments, high performance computing facilities, collaboration and learning tools, and access to leading specialist software. These services are accessible from any computer in any location, provided that you are connected to the internet. You will need your Cranfield network username and password in order to login. Please note, Cranfield requires the use of Multi-Factor Authentication (MFA) to access its IT systems.

Use of IT facilities is subject to the University's Acceptable Use Policy which you will be required to sign as part of the pre-registration process. Further details and a copy of the policy are available on the intranet: <https://intranet.cranfield.ac.uk/it/Pages/default.aspx>.

Information may also be accessed where you are absent from the University for a long period unexpectedly: students should make arrangements to ensure that appropriate file sharing with other staff and students is set up in advance of any planned absences.

9 Health, Safety, Security and the Environment

9.1 Health and safety

The University recognises and accepts its responsibility to ensure the health and safety of its students while 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>

9.2 General security

You will be issued with an identity card which includes your photograph (replacements for lost or damaged cards may be subject to a small charge). Please carry your card with you at all times as you may be asked to produce it on request to establish your identity and status. CCTV is in operation at Bouverie House.

9.3 Environmental management

The University aims to provide a sustainable environment in which to live, work and study. We therefore expect everyone who works, or studies on campus to support our vision by taking small initiatives to reduce energy use, recycling waste correctly and avoiding causing pollution and promptly reporting any incidents which may occur. The University's Environmental Management Policy Statement, Environmental Objectives, along with supporting procedures, guidance and forms, are available on the Energy and Environment intranet site:

<https://intranet.cranfield.ac.uk/EnergyEnvironment/Pages/env-home.aspx>

During your time at the University, please help us to keep Bouverie House clean and green by making sure you put all rubbish into the correct bins – this includes designated bins for cigarette butts – please make sure these are not alight before placing them in the bin. Recycling bins are provided within communal areas throughout the building.

10 Transport and Travelling

10.1 Travelling to Bouverie House

Undergraduate courses are delivered by MK:U at Bouverie House, in central Milton Keynes.

As part of the University's sustainability responsibilities all students are encouraged to use public transport to get to Bouverie House. Bouverie House is located on Silbury Boulevard, which is 10 minutes' walk from Milton Keynes Central rail station and 5 minutes' walk from bus stop W3.

There is no car parking available for students at Bouverie House, however several public car parks are available within a few minutes' walk. You are responsible for any car parking charges payable.

10.2 Insurance for University business trips

The University provides travel and medical insurance cover if you are travelling outside the UK on University business only. This insurance does not cover incidental holiday travel, nor for apprentices any travel related to your employment.

If you are travelling abroad in this capacity, you should request your Course Lead to complete an online Travel Notification Form on your behalf prior to the start date of the journey. This form can be found on the intranet. This form will only be considered if it is completed by a member of staff: forms submitted by students will not be considered. If you require a visa to travel you should also request a *Letter of Indemnity* in your application for insurance.

You should download the guide to the insurance cover and take it with you on your journey which can be found on the intranet: <https://intranet.cranfield.ac.uk/insurance/Pages/default.aspx>.

You are not insured by the University for private travel. You are not insured by the University in connection with sports or social activities, and the University accepts no liability in this respect. The CSA provides very limited, largely third party, insurance for sports activities, where a student is officially representing the University. You are advised, however, to obtain your own insurance cover to protect yourself against personal injury and loss of work or study time.

You should also note that the University's insurance arrangements do not cover your personal possessions; you are strongly advised to take out your own insurance cover in this respect.

11 Equality and Diversity

Cranfield University is committed to equality and diversity and promoting a good and harmonious environment where everyone is treated with dignity and respect. This is highlighted 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 aims to promote an inclusive learning, teaching and working environment in which students and staff are not disadvantaged or treated unfavourably on the basis of their gender, race, nationality, ethnic or national origin, religious or political beliefs, disability, marital status, social background, family circumstance, sexual orientation, gender reassignment, age or for any other reason.

Teaching, learning and working environments and practices are reviewed on a regular basis to ensure that students do not experience barriers to full participation in the life of the University and to ensure that the skills and potential of all students are developed fully.

The University is receptive to, and actively seeks, feedback from students on diversity issues and it values their help in putting the University's Equality and Diversity policy into practice. Furthermore, there are a number of policies and procedures in place to support students from all backgrounds, as well as specific support mechanisms in place for students with specific learning needs and/or disabilities (including mental health and dyslexia) including Learning Support Officers and Student Advisors based in Student Wellbeing and Disability Support, who are available for students who would like to talk to somebody about any inappropriate behaviours that they may have experienced. Details of these can be found on the University intranet.

The Senate Handbooks that relate specifically to equality and diversity are:

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

12 Student responsibilities

12.1 Definition of being a registered student

When you commence your studies, you become “registered” with the University, and remain so until either you have been conferred with a final award, or leave the University either through your own choice or through an enforced termination of registration put into place by the University.

Within this period of registration, there is a formal “period of study”: this is the period of time outlined on your registration form at the start of the studies, and for which you pay tuition fees. For Apprenticeship students this is for the time frame outlined in your Commitment Statement/Training Plan, for which your employer pays the fees through the Apprenticeship levy.

By registering as a student, you agree that you:

- accept the terms of the offer of admission and will comply with the Laws of the University and other rules properly issued by or on behalf of the University that may be in force from time to time.
- will pursue your studies with due application and diligence.
- will, for apprenticeship students, comply with all requirements of your apprenticeship, including the End Point Assessment.
- will agree to any medical examinations relevant to the undertaking of your course, if and when required by the University, and will agree to the results of any examination being made known to the University.
- will pay all tuition fees (including all fees for registration, tuition and initial assessment during the specified registration period) and other charges as notified and when due. Changes to registration, extensions and additional tuition and assessment may require additional fees.

For apprenticeship students, registering as a student indicates a student’s commitment to ensuring their continuing eligibility for the apprenticeship programme.

It is your responsibility to ensure that Registry are kept apprised of all changes to your name and contact details subsequent to initial registration and at least until you leave the University at the end of your studies or at graduation. You should update your details through the EVE portal.

Any proposed changes to your eligibility for an apprenticeship course must be discussed at the earliest opportunity with both the Apprenticeship Office and your SAS Lead.

12.2 Cranfield and MK:U’s responsibilities towards registered students

Acceptance of registration by the University signifies that, subject to the University Laws and to any particular conditions specified, the University will do its best:

- to provide appropriate learning and facilities for the period of registration.
- to arrange in due course the assessment of the student with a view to the award of the academic distinction specified.
- to, for apprentices, prepare the apprentice for the End Point Assessment.

Our programme of courses is subject to continuing development and changed circumstances may necessitate cancellation or alteration to the programme of courses. We reserve the right to make

variations if such action is considered necessary, and in such circumstances will take all reasonable steps to minimise any resultant disruption.

12.3 Academic expectations of students and apprentices

The University's Undergraduate assessment rules and guidelines are provided in the Senate Handbook on Undergraduate Awards. The Handbook outlines the expectations placed on you as a student in relation to assessment rules and includes:

- your responsibilities
- pass criteria
- retake opportunities
- assessment procedures
- exceptional circumstances procedure
- progression criteria
- final award criteria.

It is important that you familiarise yourself with the Senate Handbook on Undergraduate Awards and ensure that you are aware of your responsibilities in relation to assessment. For apprentices, the Senate Handbook on Undergraduate Awards governs the academic aspect of your apprenticeship.

You should pay particular attention to the sections on:

- Student responsibilities (which outlines your responsibility to submit assessments or to request consideration of exceptional circumstances, and outlines the penalties for failure to submit or late submissions)
- Pass criteria (for awards, progression and individual assessments)
- Exceptional circumstances (which outlines the requirement to submit requests in advance of the deadline or assessment date in accordance with the university wide process).

Below is a short summary of the above sections, which is included for reference only; you should ensure that you read the Senate Handbook on Undergraduate Awards in full.

1) When agreeing to a module or course, you are accepting that you are able to meet the necessary commitments for:

- attending classes and other scheduled events;
- managing any private study commitments; and
- meeting the stated dates of assessment (either examination dates or deadlines for the submission of work for assessment).

The University encourages you to take full responsibility for your learning: while it permits you to take control of your studies and assessment in advance, it has strict rules relating to the consequences without prior approval, of:

- failure to attend formal examinations or in-person assessments; or
- late submission of work for assessment; or
- failure to submit work for assessment.

2) **There are serious consequences if you fail to complete scheduled assessments and do not arrange in advance a modification to your pattern of studies and/or assessment – full details are available in the Senate Handbook on Undergraduate Awards.**

- 3) If you fail to follow the instructions for a piece of work submitted for assessment, the Board of Examiners may at its discretion award a mark of zero, or apply any penalty outlined by the course team in advance.
- 4) In order to receive the credits for an assessment, you will be required to demonstrate that you have made an attempt to follow the assignment specification. The Board of Examiners may at its discretion award a mark of zero or apply any penalty outlined by the course team in advance. The examiners will use their academic judgment to determine whether you have made sufficient attempt to be awarded the credit in order for your marks to be compensated by marks in other modules. Failure to follow assessment instructions is not eligible grounds for an academic appeal.
- 5) **It is your responsibility to ensure that the correct work is submitted on time.** You should ensure that you leave sufficient time to submit your work, and allow time for any technological issues or delays that may occur. If you are unable to submit an assessment you must follow the exceptional circumstances procedure detailed in the Senate Handbook on Undergraduate Awards. Please note: all stated submission times are based on the UK time zone.

Exceptional circumstances are defined as those which are:

- **Relevant:** the circumstances directly affect the learning and or preparation for the assessment (i.e. occur within the timeframe of the assessment); **and**
- **Unexpected:** the circumstances were unforeseen prior to the request (i.e. the circumstances should be submitted as soon as they are known); **and**
- **External:** the circumstances were outside of your control and that you could not have reasonably been expected to take action to mitigate the impact of the circumstances.

Examples of circumstances which would not be considered exceptional include (but are not limited to):

- Aspects of the learning environment which you have reasonable control over (e.g. availability of learning resources, deadline conflicts, misreading or misunderstanding assessment requirements/dates or University regulations; not checking your Cranfield email account or VLE, personal computer/printer problems including loss of computer data, submitting the wrong work (or version of the work));
- Aspects of your personal life which are not short-term or unexpected (e.g. change of address or employment, personal holidays or travel plans, self-inflicted illnesses (e.g. from substance abuse or sleep deprivation), weddings or similar family events);
- Minor illnesses, injuries, or ailments (e.g. colds, headaches, hay fever) or normal examination/assessment anxiety;
- Financial issues;
- Poor time management;
- Foreseeable or minor travel disruption (e.g. short train delays, travel strikes, road-works etc.);
- Routine full- or part-time employment activities and foreseeable workload changes;
- Personal conditions that were not disclosed in time for special examination arrangements to be made, but could have been;
- Circumstances where it is more appropriate to consider a suspension from studies (e.g. long-term illness, maternity/ paternity leave, major changes in personal or financial circumstances);
- Any circumstance already supported through a Student Support Plan;
- Any circumstance already addressed through an approved extension or deferral;

- Any circumstance arising from a misconduct or disciplinary proceeding (such as restriction of access to University facilities), unless the restriction is rescinded retrospectively following any investigation or review.

Late submission, failure to submit or failure to attend an in-person assessment may result in your mark being capped or even failure of the award, it is therefore extremely important that you familiarise yourself with the Senate Handbook on Undergraduate Awards.

You are required to submit your work electronically (unless otherwise stated) by the deadline given in your course handbooks. It is your responsibility to ensure that your work is submitted on time. Your submission deadline may be at a time when IT support is unavailable from the University; therefore it is advisable to submit during normal working hours. Should you be unable to submit your work **due to technical difficulties only** immediately before a deadline outside of working hours you should email the work, an explanation of the issue and screenshots showing the problem faced to your SAS Lead.

All candidates for a degree or other academic distinction of the University must have examiners formally appointed for them. A “Board of Examiners” will include both internal examiners (i.e. members of academic staff) and one or more external examiners who are independent of the University. One of the main responsibilities of external examiners is to ensure that the assessment system is fair and is fairly operated.

On no account may any candidate make direct representation to any examiner in relation to appeals or complaints about their assessments. Any such communication must be made to the Academic Registrar.

A candidate found to have cheated or plagiarised may be disqualified from receiving any award.

If a candidate has specific learning needs and/or disabilities which warrants alternative assessment arrangements (special examination facilities, extra time, etc.) it is that candidate’s responsibility to make this known well in advance by contacting the Learning Support Officers based in Student Wellbeing and Disability Support, who will co-ordinate all reasonable course adjustments. No allowance can be made if there is inadequate or no notice of the circumstances.

If a candidate is prevented by exceptional circumstances from completing all or part of their assessments, it is the candidate’s responsibility to report the matter to their SAS Lead in writing as soon as practicable, who will advise them accordingly.

In submitting work for assessment or attending an in-person assessment, you are declaring yourself as ‘fit to sit’ (i.e. that you are capable and competent to undertake the assessment and therefore that you have determined that any relevant exceptional circumstances will not adversely impact on your ability to undertake the assessment).

If you do not feel able to attend an in-person assessment or complete an assessment for whatever reason, you must raise this in advance with your SAS Lead who will advise you accordingly.

Exceptionally, the University will consider requests after the date of an in-person assessment or submission date, but will not do so if you have completed the assessment (even if you subsequently are deemed to have performed badly). If a request is made after the submission or in-person assessment date, and the University does not accept that your circumstances could not have been managed proactively, this may have serious consequences for your ongoing studies.

12.4 Feedback

You will receive details of how your course will be assessed, and the feedback that you will receive on your assessments during your induction phase. This should include an overview of how you can expect to be assessed and explain the course's Intended Learning Outcomes (ILOs). For Apprenticeships the Knowledge, Skills and Behaviours (KSBs) will also be explained.

In addition, at the beginning of each taught module you should be provided with details of the assessment methods used in each module, and how you will receive feedback - both summative feedback on your assessed work and formative feedback given to support your learning throughout the module. You should usually expect to receive the marks for your taught assessed work within 20 working days of the submission date.

13 Intellectual Property Rights and Copyright

The copyright and other intellectual property rights in relation to all work and materials that you prepare and submit as part of your programme of study are assigned to and vested in Cranfield University, as the awarding body, except where this has been specifically agreed otherwise by the University in writing.

The University, however, will generally allow unrestricted access to this work once it has been examined. The publication of the work of students is strongly encouraged, but permission must be obtained from the relevant academic advisers of the student on behalf of the University.

Where your work is the result of publicly-funded research, it is an expectation that the reports, publications or other outputs will be placed in the public domain.

You should also note that if and when you undertake work sponsored by a commercial partner or similar organisation, you will be required to observe all conditions of Cranfield's contract with the sponsor, including confidentiality.

You may not use "Cranfield University" or "MK:U" or their logos for private businesses or enterprises (including student societies) without written permission.

14 Undergraduate Awards and graduation

14.1 Undergraduate awards

In order to receive an undergraduate award you must satisfy a Board of Examiners that you have successfully completed the defined number of learning credits associated with an award. Awards are only confirmed and conferred by a Board of Examiners, and no notification of the results for a degree or other academic distinction may be taken as official unless the communication is made by the Academic Registrar or a person clearly acting on his or her behalf.

The minimum credits required for each undergraduate award are:

	Level 4	Level 5	Level 6	Total
Honours degree	120	120	120	360
Non-honours degree	120	120	60	300
Diploma of Higher Education	120	120		240
Certificate of Higher Education	120			120

Full details of the requirements for an undergraduate award, the requirements you must meet in order to progress through different levels of study and details of how awards are classified are provided in the Senate Handbook on Undergraduate Awards. Please note, for Apprenticeships there may be additional steps relating to the End Point Assessment, this will vary by apprenticeship scheme, prior to the awarding of the degree element.

14.2 Certificates and Transcripts

A certificate certifying that a degree or other academic distinction has been awarded will be issued at Graduation, following conferral of the award by a Board of Examiners, or following completion of the entire apprenticeship programme for apprentices.

A transcript (or an electronic record of student achievement) will be provided at the time that you are notified of your results by Registry. These records will give details of the results for individual modules, using the marking scale specified in each course handbook. In addition, it will record the overall result and award classification (where relevant).

Only one copy of each certificate of conferment will be issued, and this should be carefully safeguarded. If a certificate is subsequently damaged, a replacement may be issued provided that the original is returned and due payment made. A change of name subsequent to the conferment of a degree does not normally (without presentation of exceptional circumstances) constitute grounds for the issue of a new certificate.

If you have an outstanding fee debt with the University, you will not receive notification of your award or supporting documentation until your fee debt has been cleared with the University.

14.3 Graduation

The achievement of an academic distinction is celebrated at the formal Graduation ceremony presided over by the Chancellor of Cranfield University and honorary guests, with graduating students invited to formally receive their awards.

Students will normally be invited to the first available degree ceremony after the conferral of their award. Students studying as part of an apprenticeship are required to complete their End Point Assessment (EPA) before they are invited to take part in a Graduation ceremony.

15 Membership of Cranfield Alumni

As a registered student of Cranfield University you are already part of a diverse, dynamic and unique Cranfield community. You also join a vibrant, wide-ranging and distinctive community of nearly 60,000 alumni, across 166 countries, working in diverse industries from food safety and motorsport, to forensics and management consultancy.

The Cranfield University alumni portal (alumni.cranfield.ac.uk) is your gateway to the alumni community and our world-class programme of lifelong services, including:

- an online alumni directory enabling you to research and make contact with fellow alumni
- our varied programme of social and learning events
- access to our range of social networks, providing opportunities to interact and engage with alumni.

You will receive your login details for the portal near the end of your course. The Alumni Relations and Development Office can be contacted at: alumni@cranfield.ac.uk.

As well as being an alumnus of Cranfield, you will also be a member of the MK:U alumni which will grow as a network of professionals engaged in the digital economy.

16 Learning support

16.1 Education Services

Education Services provides a wide range of services to all students. The SAS (Student and Academic Support) Lead for MK:U is part of Education Services, and should be your first point of call for all queries.

Any matters relating to changes to your registration and studies are normally managed directly with your SAS Lead and Academic Coach (see section 16.2). Students on an apprenticeship course should also discuss any changes to registration with the Apprenticeship Office. Education Services is usually involved in communicating to you the formal outcomes and decisions of the University, this includes changes to your registration, and confirmation of your final award and graduation details.

Self-service letters are available from EVE confirming your student status. Where the self-service letter contains insufficient information for its intended purpose Education Services can provide to you on request official confirmation of your studies and other official documentation you or your sponsors may need; requests should be via your SAS Lead. This includes:

- confirmation statements of your status with the University
- letters for banks, to assist in creating a new bank account
- other letters for specific purposes on request.

Staff in Education Services also:

- provide you with confirmation for on-site security services, to renew or replace your ID card
- manage formal student complaints and academic appeals
- communicate with you about your final award, and provide you with the official academic record (transcript)
- communicate with you about graduation, and provide you with the official award certificate
- provide confirmation of your studies directly to your current or future employers.

16.2 Academic Coach

The Academic Coach forms an important part of the learning experience for students at MK:U.

You will be allocated an Academic Coach to facilitate and support your journey through your studies. The Academic Coach 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 Academic Coaches will have a broad understanding of the degree/apprenticeship processes and the educational options available to you as you progress through your course. The Academic Coaches will liaise with you when/if you are on placements and will maintain the link for you back into the University. For apprenticeship students, the Academic Coach will work with both you and your employer to ensure that you meet the aims of your apprenticeship.

16.3 Student Wellbeing and Disability Support

During your time at the University you will have access to a wide range of support services. The University's Student Wellbeing and Disability Support service is a central point of contact offering professional and confidential advice on a wide range of academic, welfare and personal issues including; specific support needs (e.g. mental health, learning and disability related adjustments), complaints and appeals, networking with other students and general advice on managing your wellbeing. Dedicated Learning Support Officers in the team assist students with specific learning needs and/or disabilities and coordinate course related reasonable adjustments.

The Student Wellbeing and Disability Support service is available to all students. For further information on how to access support from Student Wellbeing and Support please contact studentsupport@cranfield.ac.uk.

Togetherall

Alongside a range of workshops run by Student Wellbeing and Disability Support, Togetherall offers online interactive courses and self-assessment tests to help you manage your emotional wellbeing alongside 24/7 online support. For further details see the intranet or contact:

16.4 Learning Support Officers

The University has Learning Support Officers to act as the initial point of contact to provide support should you have a disability, specific learning difficulties and/or mental and physical health condition. The Learning Support Officers are part of the Student Wellbeing and Disability Support service and can offer information, advice and guidance on all aspects of disability, mental health concerns, other health conditions and learning support..

If you have declared learning or disability support needs on your application form, you will be contacted by a 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 them as soon as possible** by email: studentsupport@cranfield.ac.uk.

If you require support but omitted to declare a disability on your application form or you develop conditions during the course of your studies, please contact the Learning Support Officers as soon as practicable to discuss your needs.

In order to receive Learning Support you will need to provide appropriate evidence. This will usually be in the form of a medical report or a diagnostic assessment report. Upon receipt of your evidence the Learning Support Officer will create a Student Support Plan which will document any reasonable adjustments necessary for you to complete your course. This will then be sent to the relevant staff for the adjustments to be put into place. Academic staff will only be sent details of the reasonable adjustments necessary; details of your condition will not be disclosed. It is important that you send your evidence as soon as possible as without it we will be unable to arrange adjustments such as extra time in examinations.

The support offered by the Learning Support Officers includes:

- advice and guidance to both current and prospective students on the support available.
- organising dyslexia screening tests, and full diagnostic assessments where necessary.
- help and support throughout your studies.

- for UK students who are entitled to the funding, help with completing Disabled Students Allowance application forms.
- for Apprenticeship students, help with applying for DoE Apprenticeship Learning Support funds.
- arranging specific examination and other academic adjustments (upon receipt of appropriate evidence).

16.5 Library Provision

The Library aims to provide online content and physical stock which meets the requirements of all students. There is a collection of print books (both for loan and for reference) as well as a collection of eBooks generally accessible and searchable online from anywhere. You will have access to a reading list management system listing all required and recommended reading for your particular course or module. Where an item is already on loan, you may make a reservation for that particular book and will be notified when it is available.

The Library also provides access to a range of subject databases and full-text eJournals. For material not in stock, you can make suggestions for purchase or we can acquire material via the inter-library loans service.

The Library offers both a face –to-face (**either in Bouverie House or Kings Norton Library, depending on staffing rotas**) and an online enquiry service. There is an Information Specialist available as the main point of contact within the Library. The Information Specialist will understand your course and will have close links with academic staff involved in course and module delivery. They will offer group and one-to-one training tailored to your particular needs to help you get the most out of the Library services and resources that are available. The Libraries also provide a number of current awareness services to help keep you up-to-date in your academic discipline.

A number of training resources are available online 24/7 from any computer. Additionally the Libraries offer a number of special training sessions which enable you to take full advantage of all the available Library resources. These sessions will equip you with skills that are not only vital for maximising success on your course but are also valued by employers, so developing these skills will benefit future career progression.

The Library Service at Bouverie House is a branch of the Cranfield University Library Service which also includes the Kings Norton Library and MIRC on the Cranfield campus, and the Barrington Library at Shrivenham.

Read the rules and regulations for using the Bouverie House Library Service

<https://library.cranfield.ac.uk/bouveriehouse/about/rules>

16.6 Funding support

The University expects that you will be sufficiently funded in order to complete your course when you register as a student. Occasionally, however, we know that some students find themselves unforeseeably struggling financially. The University may be able to offer support in this situation, further details about the University's hardship fund is available on the [intranet](#) or by emailing studentfunding@cranfield.ac.uk.

16.7 International students

If you are an international student, any advice and guidance, particularly if you are on a student visa, is provided by the Student Immigration and Funding team, based in Education Services at the Cranfield campus.

You must adhere to the immigration rules for your particular visa. You should take responsibility to ensure that you have the correct immigration status which enables you to study in the UK for the full duration of your course.

Under the terms of its sponsorship licence, Cranfield University is required to report changes in circumstance of students it sponsors to the UK Government.

If you are registered with the University on a student visa, you must comply with all of the conditions of entry into the UK. The University will maintain regular oversight of your studies to review whether you are complying with those conditions. If you were to withdraw or suspend your registration, you are usually required by the UK Government to leave the UK as soon as possible. Further information can be found on the intranet or by contacting:
studentimmigration@cranfield.ac.uk.

Please note that the immigration rules change regularly and you should always seek advice from the Student Immigration and Funding team in Education Services if you have concerns about your current or future immigration status.

17 Safeguarding

The University takes its responsibilities concerning safeguarding students very seriously, and has a range of policies and guidance in place to support students and ensure their safety.

17.1 Safeguarding of children and vulnerable adults

The University has a specific policy on safeguarding children and vulnerable adults, which can be found in the Senate Handbook on Student Welfare and on the University website. For the purposes of this policy, a child is defined as a person (including students) under the age of 18. This policy considers a vulnerable adult to be someone aged 18 years or over; who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation.

Staff in Student Wellbeing and Disability Support can offer support and guidance on general safeguarding matters. For general inquiries or to report a safeguarding incident, disclosure or concern about a student, please email studentsupport@cranfield.ac.uk.

For general inquiries or to report a safeguarding incident, disclosure or concern about a member of staff, please email hr@cranfield.ac.uk.

For immediate advice and support out of hours, students can contact the main Security office at Cranfield on 01234 752999, noting that if any child or adult is perceived to be at serious risk of immediate harm, the relevant emergency service should be contacted.

17.2 Prevent

Part of the University's duty of care to 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.

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 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: Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. This includes calls for the death of members of our armed forces, whether in this country or overseas.

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

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 at section 17.3.

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, nor its policies on equality and diversity, confidentiality or data protection. Further information on the University's commitment is contained in the Council Statement on Freedom of Speech, Meetings and Events.

As part of our Duty Cranfield will:

- Ensure that staff are aware of the University's Duty, through briefings and training
- Maintain and apply a good understanding of the relevant guidance in relation to the Government's Prevent agenda
- 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.

Further details of the University's approach to its statutory duties in relation to Prevent are given in the Senate Handbook on Student Welfare, including:

- What to do if you have concerns about another student in relation to Prevent
- What to do if you have concerns about an external speaker
- What to do if you have concerns about a poster or publication

Students are advised to read the section 11 of the Senate Handbook on Student Welfare on the Prevent Duty in full.

17.3 What to do if you are worried about a student

The University has a duty of care to all students and statutory obligations in regard to the government's Prevent agenda.

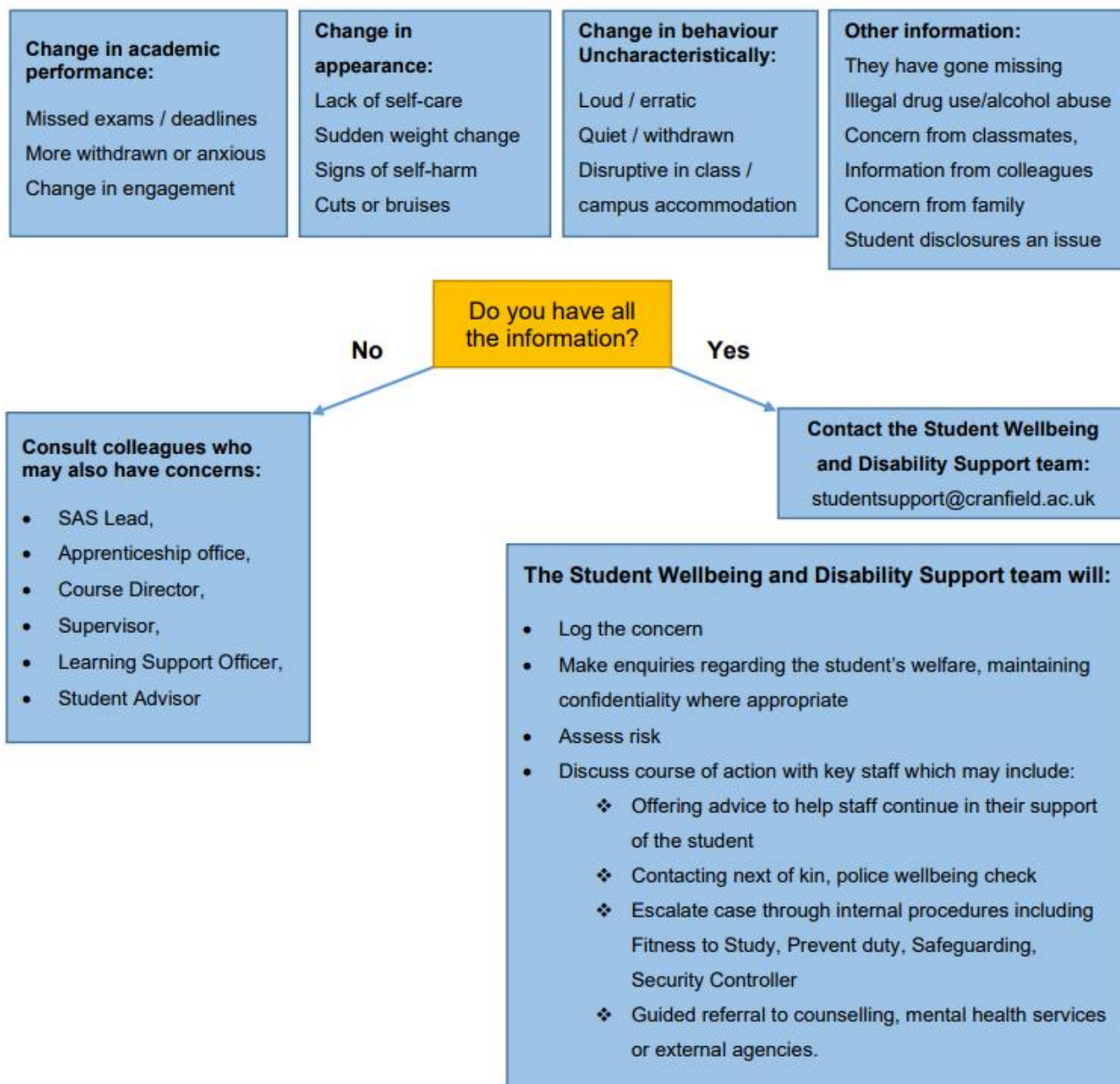
Where you have concerns about the behaviour of another student that you feel the University should be aware of (in general and/or connected to the issues covered by Prevent) you should contact either a member of your course team (who will contact Student Wellbeing and Disability Support) or Student Wellbeing 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 with sensitivity and confidentiality maintained where appropriate.

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



Worried about a student?



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.

17.4 Risk Assessments

Risk Assessments may be undertaken for a number of reasons to ensure the safety of both staff and students.

17.4.1 General Health and Safety

Risk assessments are carried out by trained staff on any hazard or potential hazard or activity that could cause harm to people or the environment. A visual inspection of the work area will be undertaken, followed by consideration of the activities/tasks being carried out and noting significant hazards, to determine whether any further controls are required to reduce the levels of risk present.

Risk assessments do not remove risk from any area of work but should ensure that risks have been assessed and appropriate control measures have been put in place to minimise any risk present.

17.4.2 Industrial placements

Risk Assessments should be undertaken as part of the preparation for any industrial placement, regardless of the type of activity undertaken. Your Course Lead will be able to provide further details of how these should be undertaken.

17.4.3 Workplace risk assessments

Where a student is employed and working alongside their studies, the employer is responsible for all risk assessments required as part of that student's employment. This includes where a student is studying as an apprentice and undertaking the on-the-job aspect of their apprenticeship with their employer and where a student is undertaking an industrial placement with their own employer.

17.4.4 Project risk assessments

During your course you will likely undertake one or more projects, which may involve a practical element. All such projects will require a risk assessment to be conducted prior to the project commencing; further details on this will be provided during the relevant module induction.

17.4.5 Other risk assessments

There may be times when the University carries out other risk assessments, including as part of a return to study plan, where a student is returning following an enforced or voluntary absence from the University, or for specialised learning arrangements.

17.5 Safeguarding in the Workplace

For students studying as part of an apprenticeship, safeguarding within your own workplace is the responsibility of your employer. Their safeguarding responsibilities towards you should include safety within your workplace and may include a statutory duty with regards to Prevent.

For students who undertake an industrial placement as part of their course, the placement provider will, as part of the agreement and your induction, ensure that you are aware of any safeguarding matters required as part of your role, and that suitable safeguarding measures are in place to ensure your safety during your time as with them. Where a student is already an employee of an industrial

placement provider, that employer will ensure that student's safety as part of their formal contract of employment.

17.6 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.

18 Careers and Employability Service

Our students are sought after by top employers from around the world, in industry and commerce, government organisations and academia.

You are encouraged to proactively engage with the University's Careers team throughout your studies and take advantage of the support available. This support is available to all students, including apprentices.

It is the priority of the Careers and Employability Service to help you secure the type of role that you aspire to fulfil after completing your studies, whether this means starting your own business or joining a multinational corporation. While you are a student, we will work with you in developing the type of skills and strengths necessary for enhancing your career. We will also help you to identify suitable opportunities and support you throughout the job application process.

You will benefit from:

- a comprehensive and up to date careers website with a full range of information and resources on employability skills development such as CV advice, assessment centres, networking and more than 100 job vacancies at any one time.
- individual information, advice and guidance as well as career development workshops, tutorials and online resources to enhance employability skills, in areas such as career decision-making, self-assessment, personal branding and interviews.
- opportunities to meet recruiters and alumni relevant to your field at specialist events such as career fairs and company presentations.
- advice and guidance on securing promotions.

In addition, the support and industry links that Course Leads and guest lecturers have will open doors and may help you get a job or further your research opportunities.

Further information can be found on the University Careers and Employability Service intranet pages: <https://intranet.cranfield.ac.uk/yourcareer/Pages/default.aspx> and on our website at: <https://www.cranfield.ac.uk/study/careers-service>.

19 Academic Misconduct

The University prides itself on, and works hard to ensure the academic integrity of all of its awards. You are expected to take pride in your studies and uphold a high level of academic integrity throughout. All assessed work must be your own work, except where exceptions are allowed and stated explicitly. Plagiarism is a form of academic misconduct and is not acceptable, and will normally result in failure of the work by the examiners and disciplinary action. **Plagiarism is defined as the use, without acknowledgement, of the intellectual work of other people, and the act of representing the ideas or discoveries of others as one's own in any work submitted for assessment or presented for publication.**

In addition, any assessment (other than group assessments) must be undertaken solely by yourself - partners, family members or friends are not permitted to contribute to assessments or attend any in-person assessment on your behalf.

The university has standard processes for the detection and investigation of Academic Misconduct. These processes are set out in the Senate Handbook on Academic Misconduct. This Handbook applies to undergraduate students in full, including the penalties applied following an upheld allegation of academic misconduct as set out in Appendix A of that Handbook.

The Handbook sets out details of the university's approach to the detection of academic misconduct and guidance for students on how to avoid academic misconduct. It also sets out the three-stage process for the formal investigation of allegations of academic misconduct and the penalties that may be applied for certain types of academic misconduct.

All students are advised to familiarise themselves with this Handbook and and take advantage of the courses and tools offered by the University to help you understand the definitions of academic misconduct and how to avoid it. For undergraduate students, the role and responsibilities given in the Handbook as being of a Course Director will be carried out by the MK:U Course Lead.

Further advice and support within the University is available from:

- your Course Lead;
- your Academic Coach;
- your SAS Lead
- staff in the Library;
- the Cranfield intranet/MK:U App.

20 Changes to Registration

The University has standard processes for the management of changes to a student's registration, whether voluntarily or enforced by the University. These processes are set out in the Senate Handbook on Changes to Registration.

The Handbook sets out the processes to be followed if circumstances arise that require changes to your pattern of studies. This is most often due to changes in your personal circumstances (e.g. employment status, financial, domestic, health of yourself or others), but also may include changes initiated by the University.

Should you wish that any of the details of your studies, and therefore your period of study and registration, be changed at any stage you should discuss the matter, in the first instance, with your Student and Academic Support (SAS) Lead and, for students on apprenticeship courses, the Apprenticeships Office. Any changes to registration may impact on an apprentice's eligibility to participate in their apprenticeship course, and therefore any decision on a change to studies should not be made without first discussing it with the Apprenticeship Office.

Changes to registration will only be granted for good reasons and applications must be submitted with evidence as soon as it is apparent that a change to registration is needed.

Agreement to any change in registration must not be assumed to have been given unless it has been formally notified to the student by the Academic Registrar or a person clearly acting on their behalf.

The Changes to Registration Handbook also outlines circumstances where the University may act to terminate your registration early, with or without your permission. The Handbook is written primarily for postgraduate students, however the processes apply to all students of the university. Changes or adaptations to the processes listed in the Changes to Registration Senate Handbook for undergraduate students are given below.

General points:

- The role of Course Director will be carried out by the MK:U Course Lead
- All students on apprenticeship courses must discuss any changes to their registration with the Apprenticeship Office, as changes may affect their apprenticeship eligibility
- Students can also obtain advice and guidance from their Academic Coach.

Suspensions of Study:

- The restriction on suspensions of study being approved only in exceptional circumstances for part-time students on a 5-year registration applies only to postgraduate taught students.
- Undergraduate students may be required to return from suspension the following year and join the next cohort at the point at which they suspended, or, depending on the amount of time the suspension is required for, may be able to continue to the next level of study 'at risk' and undertake any missed learning credits upon their return, alongside their other modules. For more information see the Senate Handbook on Undergraduate Awards.

Extensions:

- Extensions to undergraduate assignments, group projects and projects are covered in the Senate Handbook on Undergraduate Awards.

21 Student Complaints and Appeals

21.1 Overview

The University aims for all students to have an excellent student experience and to achieve the results that their ability and hard work merit.

Sometimes, however, there may be issues which cause you to feel that your studies or general activities as a member of the University are not proceeding satisfactorily or something has occurred which you feel is unfair. The University has two separate processes for managing issues arising during your studies:

- a Student Complaints policy – see section 21.2, and
- an Academic Appeals policy, for students who wish to make an appeal against a grade received (either for an assessment or their overall award) - see section 21.3.

21.2 Complaints

If you feel that your studies or general activities as a member of the University are not proceeding satisfactorily, you should discuss the matter, in the first instance, with the members of staff directly concerned. The University is committed to resolving concerns at the earliest opportunity, and at the local level wherever possible. Student Wellbeing and Disability Support can offer advice and, where appropriate, mediation services to help facilitate a resolution at an early stage.

In particular, problems relating to academic progress must be raised at the time they occur, so they can be investigated and appropriate action taken. University examiners will not normally be in a position to take account of problems that were not notified by you at the time that they occurred.

Where concerns are not resolved locally, the University has established mechanisms for complaints to be managed more formally, which are contained in the Senate Handbook on Student Complaints.

The Senate Handbook on Student Complaints applies in full to undergraduate students, noting that:

- the 'Course Director's' responsibilities given in the Handbook are undertaken by the Course Lead.
- the 'Head of School's' responsibilities given in the Handbook are undertaken by the PVC/CEO MK:U.

Further guidance on submitting formal complaints can also be obtained from studentcomplaints@cranfield.ac.uk, staff in Education Services, Student Wellbeing and Disability Support and the CSA.

21.3 Academic Appeals

There are appeals procedures that you may use against decisions made by examiners where the effect is that the University degree or other distinction sought cannot be awarded, and no opportunity is given for re-examination. An intention to appeal must be submitted in writing to the Academic Registrar within 20 working days of the notification giving rise to the appeal. Notification of intent to appeal can be submitted in letter format or by email to: appeals@cranfield.ac.uk. Full

details of the processes for the management of Academic Appeals can be found in the Senate Handbook on Academic Appeals.

As procedures for complaint and redress during the study period (which should normally be dealt with as and when they arise) exist (see section 21.2), alleged inadequacy of tuition, supervision or other arrangements during the period of study will not constitute grounds for appeal unless there are exceptional reasons for the matter that do not emerge until after the examination.

The Senate Handbook on Academic Appeals applies in full to undergraduate students, noting that:

- the 'Course Director's' responsibilities given in the Handbook are undertaken by the Course Lead.

The formal Academic Appeals procedure follows a three-stage process. Undergraduate students are advised that the following apply at each stage:

Stage 1 – Informal Investigation

Undergraduate students follow the Taught Students process as set out in section 5.1 of the Senate Handbook on Academic Appeals

Stage 2 – Formal Investigation

Undergraduate students follow the process for Taught students set out in section 6 of the Senate Handbook on Academic Appeals, noting that:

- Undergraduate students may make a formal appeal against the mark of a single piece of assessment following a Board of Examiners decision on their final award (as is the process for postgraduate taught students) or following a progress board's decision on whether they may progress to the next stage/level of their studies.

Stage 3 – Review

Undergraduate students follow the process as set out in section 7 of the Senate Handbook on Academic Appeals

22 Student Disciplinary Procedures

General expectations for student conduct are set out throughout this Handbook, and specifically in section 5. Where it is alleged that a student's behaviour falls below the expected standards the University's Student Disciplinary Procedures will be followed. These procedures apply to all students, and are set out in the Senate Handbook on Student Disciplinary Procedures.

The Senate Handbook provides details of the basis for and procedures followed during any investigation, the three-stage process followed during any investigation and examples of the range of penalties that may be applied where an allegation of misconduct is upheld.

Students who are undergoing a disciplinary investigation, or who wish to make a complaint about the conduct of another student should familiarise themselves with the Senate Handbook on Student Disciplinary Procedures. They may also seek advice from:

- their Course Lead;
- their Academic Coach;
- their SAS Lead
- staff in the Library;
- the Cranfield intranet/MK:U App.

The following section (section 23) provides details of the University's Fitness to Study policy, which may be initiated in place of the Student Disciplinary Procedure where the alleged behaviour may be as a result of an underlying issue.

23 Fitness to Study Policy

The University has a Fitness to Study policy, located in the Senate Handbook on Student Welfare, which describes the University's approved procedures for the management of concerns raised against the behaviour of one or more students.

Under the Fitness to Study policy, issues which may otherwise be considered as a disciplinary matter may be investigated through a Fitness to Study process if they are considered to be the result of an underlying physical and/or mental health difficulty and/or other issues that impact a student's ability to study.

The Fitness to Study procedure may be applied to any student, at any stage of their study. Students should read the full policy for further information.

The procedure may be applied where as a result of an underlying physical or mental health problem:

- A student poses a risk to their own health, safety and/or wellbeing and/or that of others.
- A student's behaviour is (or is at risk of) adversely affecting the teaching, learning and/or experience of fellow students and staff and/or the spirit of studying, working and living co-operatively and in close proximity with others.
- The student's behaviour, appearance or demeanour presents a serious concern or risk to themselves or others and/or the University's reputation.
- The student has behaved in any other way that would otherwise be dealt with as a disciplinary matter, but evidence (from an internal or external source) has been provided to show that the student's behaviour may be the result of an underlying physical (e.g. serious long term health issue) or mental health problem linked to their Fitness to Study.

or where;

- a student's support needs fall outside the scope of the support and other services which the University can reasonably be expected to provide either directly or indirectly.
- there is progressive or sudden deterioration in a student's attendance, engagement, quality of work, demeanour, or behaviour.
- the student has themselves raised a concern with a member of the University that indicates that there is a need to address the student's Fitness to Study.
- the student's participation in their course or their agreed research activities is not enabling them to make progress with their studies or research and there is reason to believe that this is linked to their Fitness to Study.

At any stage during a disciplinary investigation an investigator may (on the recommendation of a medical professional or member of staff, or request of the student) recommend to the Academic Registrar that any offence be considered under the Fitness to Study policy instead of this disciplinary procedure. The Academic Registrar will liaise with the Head of Student Support to determine the most appropriate course of action. Students are expected, however, to raise any reasons why they feel the matter should be investigated under the Fitness to Study Policy as soon as possible during a Stage 1 or Stage 2 investigation.

Each case will be considered on an individual basis, and the presence of an underlying physical or mental health condition will not necessarily mean that any investigation will follow the Fitness to Study process instead of these disciplinary procedures.

24 Welfare Matters

This Handbook is supplemented by a [Senate Handbook on Student Welfare](#), which applies to all students.

The Senate Handbook on Student Welfare provides details of the welfare provision available to students, including Student Wellbeing and Disability Support, disability support, academic support, counselling, the Cranfield Students' Association and religious facilities, as well as details of health and safety matters, medical services and the University's Prevent Duty.

The Handbook also contains the University's policies on the following:

- Disability
- Specific Learning Disabilities (SPLDs)
- Mental Health
- Equality and Diversity
- Dignity at Study
- Confidentiality Policy

Welfare support is also available through the CSA, who are able to assist you with all non-academic problems. Issues affecting a large group of students may be dealt with through the elected Welfare Officer or International Students' Officer as required. Individual or small group issues may be addressed through CSA staff or Officers as appropriate.

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