



Senate Handbook

General Student 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 students who are registered on or after 1 August 2017. This Handbook supersedes all previous General Student Handbooks issued by the University.

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INTRODUCTION

This Handbook is issued by Education Services and provides important information and guidance for all registered students of the University. The Handbook is only valid for the academic year for which it is issued and students studying for more than one year should ensure they obtain the current edition at the start of each academic year, which can be downloaded from the intranet.

The information in this handbook is of a general nature and is applicable to all students of the University, whether they are based on the Cranfield campus, at the Defence Academy facilities at Shrivenham, or elsewhere. It is designed to provide high level information about a range of important topics, and should be read alongside other more detailed information published on the intranet, documents produced by the Schools for their own students, information contained in individual handbooks for specific courses, and other information and handbooks produced by other areas of the University, including Education Services, Campus Services and Information Services. It does not cover social, medical and recreational facilities, details of which are published separately on the intranet.

Much of the information included is based on the University Laws, which can be found on the University's website. These are reviewed and approved from time to time by the Council and Senate of the University, which has overall jurisdiction on all student matters. Revisions are normally publicised to students through announcements on the intranet.

Every effort has been made to ensure that information given in this handbook is correct at the time of going to press, but it may be subject to change and amendment. In cases of doubt, users should contact the following people:

Maggie Neave	School of Aerospace, Transport and Manufacturing
Sara Slade	Cranfield Defence and Security
Catriona Rolfe	School of Water, Energy, and Environment
Sally Hutchings	Cranfield School of Management

Richard Jones	Head of Academic Administration
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Differences in the information given for students based at the Cranfield campus and the Defence Academy facilities at Shrivenham are highlighted. Information relating to Cranfield is in a blue box and information relating to Shrivenham is in a green box.

Cranfield

Shrivenham

GENERAL MATTERS

1 Communication channels

1.1 From the University to students

The University is made up of a number of units, including central service departments (e.g. Campus Services, Education Services, Facilities, Information Services), and academic Schools. All of these will have useful information and instructions for all students and it is important for students to be aware of all of the main communication channels and how to use them.

The central University authorities will communicate with students through the following means:

- General information and guidance on the **intranet** (see Section 1.2)
- Student announcements on the **intranet**
- Student tasks and activities through the **EVE student portal**
- Email communications through your **@cranfield.ac.uk** account

It is therefore important that you regularly access these facilities. Please ensure you regularly visit the University intranet and access your @cranfield.ac.uk email account (or ensure mail is forwarded on to you).

If you are a student on a taught course, the **course team** will outline additional communication routes for all matters relating directly to your course of study. This may include Outlook groups, specific email addresses for the course (academic and administrative staff) and portals and other information in a **virtual learning environment** (VLE; either Blackboard or Moodle, depending on your course).

If you are a research student, you will be appointed a **Supervisor**, who will be a key and regular contact for you during your studies. Your Supervisor is also part of a small “supervisory team” who will meet with you at least annually to review your progress with you. Your Supervisor will also alert you to other sources of information and support, usually including a School research office contact.

1.2 Email Communication

The University’s primary mode of contact with you during your studies will be through your @cranfield.ac.uk email address.

Education Services will, through your Academic 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 Cranfield you will also receive email communications from other areas of the University, including the Careers Service, Campus Services, Cranfield Students' Association, IT Services, the Libraries and the Alumni Office.

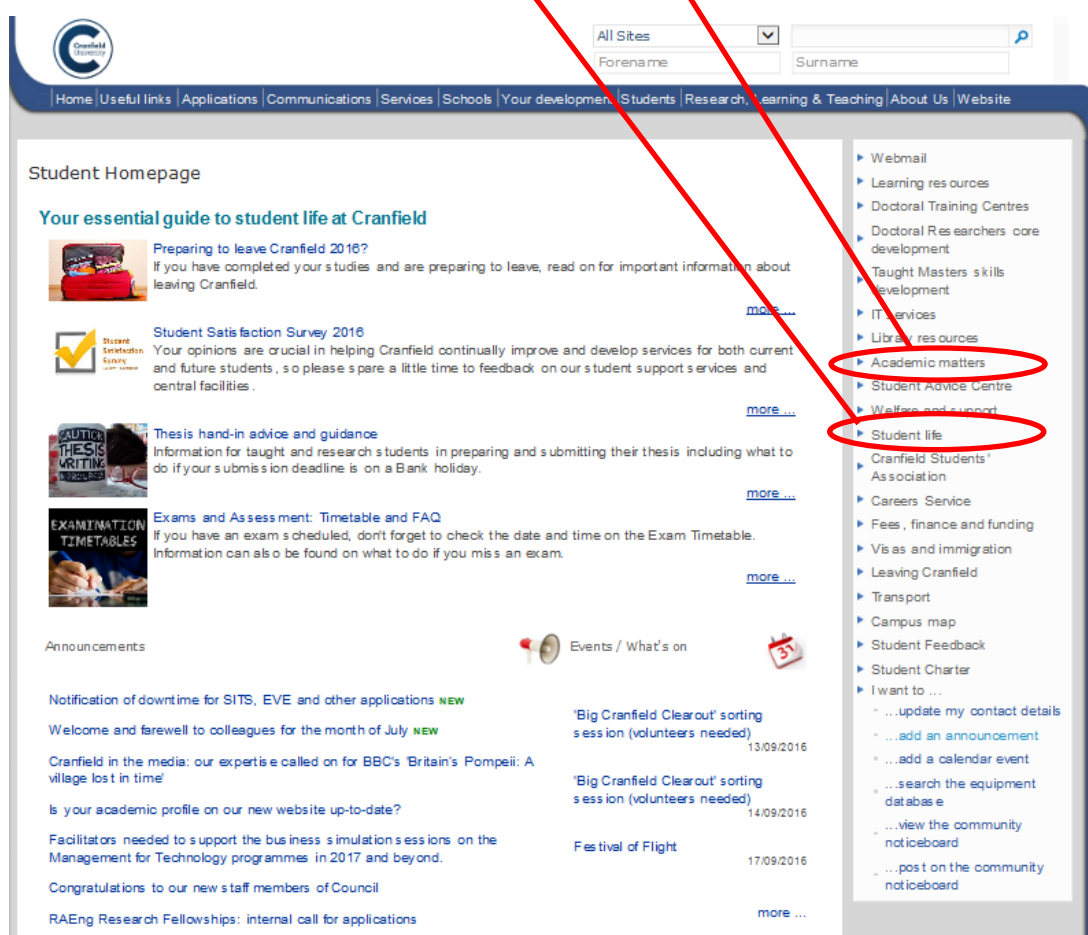
1.3 The intranet

In addition to any VLE, the intranet is a key resource for all students. Daily news feeds and events occurring around the University are provided and you are advised to visit the intranet on a regular basis, to ensure you know what is happening around you.

The intranet also provides a wealth of information about how the University operates and can support you in your studies. Look down the right hand navigation of the home page and explore these pages early on in your studies.

Look here for advice on managing your studies

Look here for advice on life on campus



In the “Academic Matters” section of the intranet, you will find a range of user-friendly Student Handbooks (under “Student Rules and Regulations”), alongside a range of other online advice and support covering all aspects of being a student at Cranfield University. You are strongly encouraged to familiarise yourself with the range of guidance available to you.

2 Academic Organisation of the University

The University is headed by the Chief Executive and Vice-Chancellor, Professor Sir Peter Gregson. He is supported by six Pro-Vice-Chancellors:

Pro-Vice-Chancellor (Education)	Professor Lynette Ryals
Pro-Vice-Chancellor (Research & Innovation)	Professor Tom Stephenson
Pro-Vice-Chancellor (Aerospace, Transport and Manufacturing)	Professor Helen Atkinson CBE
Pro-Vice-Chancellor (Defence and Security)	Professor Simon Jones
Pro-Vice-Chancellor (Water, Energy and Environment)	Professor Simon Pollard
Pro-Vice-Chancellor (Management)	Interim Director – Professor Lynette Ryals

and a number of other colleagues managing University governance and finances.

The academic work of the University is located in Schools, based primarily at the campus at Cranfield, or at the Defence Academy at Shrivenham. The four Schools are each led by a Pro-Vice-Chancellor (see above).

Your education activities are therefore overseen by at least two Pro-Vice-Chancellors of the University.

Within each School, your education provision is overseen by either a Director of Education (for students on taught programmes of study) or a Director of Research (for students on individual programmes of supervised research):

Director of Education (Aerospace, Transport and Manufacturing)	Professor Andrew Starr
Director of Education (Defence and Security)	Professor Jacqueline Akhavan
Director of Education (Water, Energy and Environment)	Professor Sean Tyrrel
Director of Education (Management)	Mr Melvyn Peters
Director of Research (Aerospace, Transport and Manufacturing)	Professor Antonios Tsourdos
Director of Research (Defence and Security)	Professor Mark Richardson
Director of Research (Water, Energy and Environment)	Professor Bruce Jefferson
Director of Research (Management)	Professor David Denyer

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.

3 Student Representation and Unions

3.1 Membership of the Cranfield Students' Association

You are automatically a member 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 2017 – 2018 is Ali Alderete Peralta. The Cranfield campus and the Shrivenham facilities each have their own Vice-Presidents, who are elected by the students at those respective locations, along with a number of other student officers with specific remits. 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.

3.2 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. 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, Research Committee and the Student Experience Committee).

3.3 Student Representation within Schools

Through the CSA, students elect School-level representatives for taught programmes and supervised research programmes. These officers sit on School committees as well as standing committees of Senate as appropriate.

Each School has a system of course representation amongst their students to ensure that the issues affecting the student body are communicated effectively.

Selection of representatives varies between Schools and courses. Students should speak to their School directly to find out more information about their representatives.

Course representatives communicate with the CSA via their CSA School representatives to bring issues to the attention of academic staff. The CSA provides training, support and advice to all representatives as required.

3.4 Representation within the UK

While you are studying at university, you may be eligible to vote in regional, national and European elections: **all students are strongly encouraged to exercise their right to vote in these elections by registering at www.gov.uk/register-to-vote**. This online registration takes only 2-3 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.

4 General Conduct and Behaviour

4.1 The Student Charter: “Working Together”

You are encouraged to read the Student Charter “Working Together”, available at: <http://www.cranfield.ac.uk/about/governance-and-policies/quality-assurance>.

This document was developed by the CSA in conjunction with key staff of the University. It represents a shared understanding of the role, rights and responsibilities of an individual student, and how this relates to the roles, rights and responsibilities of the University and of the Students’ Association. It covers aspects of academic life and living within the University community. It is supplemented by a wealth of information on the intranet, as signposted in the Charter.

Comments and questions about the “Working Together” document can be submitted to the Academic Registrar, or the CSA General Manager, Dr Martin Davey.

4.2 Student Conduct

As outlined in the Charter, 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 causes harm or damage to University property, including University halls of residence
- e) cheating in examinations, or in the preparation and submission of any assessed work (whether coursework, groupwork or thesis), including the submission by a student of the academic work of another person as if it were his or her own and without acknowledgement (i.e. plagiarism).

All allegations of misconduct are dealt with in the first instance by a Disciplinary Officer who may summon the student concerned to appear before him or her 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 on the intranet under the section headed “Academic matters”.

The Senate Handbooks that relate specifically to disciplinary matters are:

- Student Handbook on Disciplinary Procedures
- Senate Handbook on Academic Misconduct

Further advice and support is available from staff in Education Services or from the CSA.

4.3 Behavioural Misconduct

All students are expected to behave with respect to all members of the University (staff and students), and to expect such respect in return. The University is committed to ensuring that all students and staff can study and work with confidence that any harassment or bullying will be dealt with swiftly and completely, including harassment by staff of students, by students of other students and by students of staff.

The Senate Handbook (available on the intranet) that relates specifically to acceptable student behaviour is:

- Student Handbook on Disciplinary Procedures

All students are advised that academic staff and other professional 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.

Shrivenham

All students and staff are bound by Shrivenham Station Standing Orders, Routine Orders, the Cranfield University Code of Conduct and, for military personnel, Queen's Regulations and the Armed Forces Act. In most cases a breach of the Cranfield University Code of Conduct will also constitute a breach of Queen's Regulations and/or the Armed Forces Act. In particular, students and faculty personnel are to be aware that breaches of Shrivenham Station Standing Orders, Routine Orders, Queen's Regulations, the Armed Forces Act or the Cranfield University Code of Conduct (as applicable) may result in exclusion from the establishment. Further detail can be found at <http://dais/shrivenhamstation/default.aspx>.

4.4 Misrepresentation of Cranfield University

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 4.2).

4.5 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 his or her or 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).

4.6 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. The Student Advice Centre 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 the student at the time that they occurred.

Where concerns are not resolved locally, the University has established mechanisms for complaints to be managed more formally.

The Senate Handbook (available on the intranet) that relates specifically to student complaints is:

- Student Handbook on Complaints

Further guidance on submitting formal complaints can also be obtained from staff in Education Services and the CSA.

4.7 Student Conduct in Accommodation

Cranfield	Shrivenham
<p>All students and their dependents that reside in on-campus accommodation are expected to adhere to the full terms and conditions for the use of campus accommodation as set out in their tenancy agreement. The information about University-owned accommodation below applies solely to the Cranfield campus.</p> <p>Students in campus accommodation are required to watch an online fire training video as part of their e-induction and complete a questionnaire before receiving their tenancy agreement.</p>	<p>There is no University-owned student accommodation at the Defence Academy. If you require information about letting agents and local people with rooms to let in the Shrivenham area, please see http://www.cranfield.ac.uk/study/life-on-campus/life-at-shrivenham/accommodation.</p> <p>or contact accommodation.shriv@cranfield.ac.uk</p> <p>The remaining information about university-owned accommodation below applies solely to the Cranfield campus.</p>

You will not be permitted to occupy any category of University-owned residential accommodation for a period greater than your period of registration, or for more than two years, unless an application for extension of occupancy has been submitted and approved. Applications for an extension may only be submitted within the six months prior to the end of the occupancy period. Approval will be subject to the demand for residential accommodation for new students in the next academic year. If approval is given it will be for a period of no longer than twelve months per application.

All students (and their dependents and visitors) living in or visiting University-owned accommodation are expected to conduct themselves in a manner which shows respect and consideration and does not discredit or place fellow residents or staff in danger. Failure to maintain this expected standard will be in breach of the terms of the tenancy agreement signed by each resident upon accepting the accommodation. Some examples of misconduct are:

- Behaviour which is violent, disorderly or wilful, which places University property, associated equipment, staff or residents at risk.

- Tampering with and affecting the effectiveness of all fire equipment and equipment provided in accommodation areas by the University.
- The holding of unofficial parties which regularly and unreasonably impact upon fellow residents.
- Failure to pay accommodation charges at the required times and being in debt to the University.
- Failure to dispose of waste or recycling in the correct manner as instructed by the University or the local authority.

Any breach of the tenancy agreement will, in the first instance, be dealt with by the relevant supervisor or manager. Depending on the severity or regularity of the breach this could lead to referral to the Accommodation Manager who has the right to request a meeting with the individual(s) to discuss the allegation. If the Accommodation Manager finds the allegation to be valid, they may impose a fine or warning. If the allegation is serious and/or warrants further investigation, the Accommodation Manager may refer this to the Director of Campus Services which could lead to expulsion from the accommodation.

4.8 No Smoking Policy

Cranfield University's no smoking policy has been revised to reflect national legislation which makes it a criminal offence to smoke or permit smoking in enclosed places and workplaces.

Smoking is therefore prohibited in all University buildings, University-owned vehicles and within 3 metres of any University building. At the Defence Academy, Shrivenham, smoking is only permitted in the designated areas. The policy can be found in full on the intranet.

5 Attendance

The University has a formal Student Attendance Policy 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 or research team. In addition, the University has particular licence obligations with respect to students who hold with a Tier 4 visa for monitoring, recording and reporting attendance.

For the purposes of attendance monitoring, the University treats formal face to face interaction with an Academic member of staff as a contact point.

Different processes exist for Taught and Research students, summarized below.

5.1 Research Students

A meeting between the student and their supervisor(s) should take place at least once per month, and be minuted by the student. The student should provide a record of the meeting within the agreed timescale (normally two weeks) to the Supervisor and Student Academic Support (SAS) Lead, who will record that the meeting has taken place.

Should a student miss 2 consecutive supervisor/student meetings their supervisor will contact the SAS team, who will investigate why meetings have been missed and what the next appropriate steps may be. For students on a Tier 4 visa, the SAS team will notify the Student Immigration and Funding (SIF) team, who will contact the student requesting that they contact SIF within a defined time frame (normally two weeks). If the student does not contact the SIF team, the withdrawal of the University's Tier 4 sponsorship of that student would commence.

5.2 Taught Students

The process differs slightly for the different stages of a Taught course.

5.2.1 Contact Points

For taught modules, students need to sign taught module registers, which are stored centrally by the SAS team.

For Group Projects students need to sign the group meeting attendance sign in sheets, which will be stored centrally by the SAS team.

At the Thesis stage, students and supervisors should meet at least once per month. These meetings should be supported by written evidence of actions/agreements provided by the student, and copied to the SAS Lead, who will record that a meeting has taken place.

5.2.2 Interventions

If a student misses 2 consecutive contact points within one calendar month (for taught modules and group projects) or two consecutive supervisor meetings the SAS team, in liaison with the Course Director, will look into why meetings have been missed and what the next appropriate steps may be. For students on a Tier 4 visa, the SAS team will notify the Student Immigration and Funding (SIF) team, who will contact the student requesting that they contact SIF within a defined time frame (normally one week). If the student does not contact the SIF team, the withdrawal of the University's Tier 4 sponsorship of that student would commence.

6 Medical and Welfare Services

The National Health Service provides healthcare for all UK students, for European students under reciprocal agreements, and for international students and their families who are resident in the UK for a period of six months or longer from the date of their NHS registration.

It is therefore important to register with a doctor as soon as possible after your arrival. Lists of GP services local to both Cranfield and Shrivenham are provided on the intranet. There is no charge for registration with a doctor.

The University also contracts external providers to support the welfare needs of students, through personal counselling.

Face-to-Face Counselling

A professional and confidential counselling service is available to all students free of charge, offering help with social, personal or emotional concerns.

Cranfield

Barrie Hopwood
07808 766067
barrie.hopwood@cranfield.ac.uk

Teresa Townsend
07958 303487
t.townsend@cranfield.ac.uk

Shrivenham

Allways Counselling Service
<http://www.allwayscounselling.com/>

Welfare support is also available through the CSA, who are able to assist students 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.

The University's Student Advice Centre also offers information and guidance on a wide range of academic, welfare and personal issues including; specific support needs (e.g. childcare, disability), complaints and appeals, networking with other students and general advice on welfare matters. For further details see the intranet or contact: studentadvice@cranfield.ac.uk.

7 Data Protection & Privacy

7.1 University Policy

The University collects, holds and processes a range of personal data about all students. It complies with national legislation about how it collects, stores and shares this information (the Data Protection Act 1998).

The collection and processing of data is necessary for the purposes of admission to the University, registration and the student experience (including student opinion and representation), and all aspects of administering the University's courses, and the provision of facilities and services for students, up to and including examinations and graduation. The University reserves the right to use data for other purposes directly related to the effective management of its business: where practicable and possible, it will aim to notify students of such uses in advance, usually through announcements on the intranet. It will routinely share information with the Cranfield Students' Association for the proper conduct of CSA affairs.

All data is also retained for some time after students finish their courses, in case queries arise, and a sub-set of the data is retained indefinitely, so that the University may maintain contact with its alumni and in order to enable details of degrees awarded to be confirmed in later years.

All the data held and processed by the University is governed by the Data Protection Act 1998. In accordance with this act the University has notified the office of the Information Commissioner of the types of data held, and the purposes for which data is retained and processed. Unless directly related to University business, personal data, including photographs, will not normally be released to a third party without the express permission of the person concerned. There are some specific areas where data is shared outside the University: the main ones are:

1. The University will share information about applicant and student progress with recruitment agents, or other similar representatives, if students have engaged with such agents as part of the application process.
2. The University will share information about student progress and achievement with financial sponsors who have paid some or all of the tuition fee (e.g. UK research councils, an employer or a scholarship provider). If a student is sponsored by the Defence Academy (Ministry of Defence, UK), the University will share personal data, academic progress data, and data relating to any instances of misconduct with the Defence Academy. 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. Defence Academy staff also regularly attend committees of the University charged with managing the academic provision of its sponsored students.
3. The University will share student details with companies or organisations that support the University in delivering its services to students, including education, information and campus services. It also shares student details with partners involved in the delivery of its academic courses. In all cases, the University ensures that such data management is rigorously controlled through formal contractual arrangements, and retains responsibility for the good management of student information.
4. The University will normally provide confirmation of qualifications to a prospective employer of a former student if it is reasonably clear that it would be in the former student's interests

to do so, and we have made reasonable checks to ensure the information is being requested for that purpose.

5. The University is sometimes also required to provide data directly to sponsoring bodies, such as the Higher Education Funding Council for England, and the UK Research Councils.
6. The University also sometimes uses third party companies to process the data for specific purposes.
7. The University is also required by law to share data with external agencies. Examples include local authorities for council tax and the Home Office (for students attending the University on a Tier 4 visa) and, if you make an external complaint about the University, the Office of the Independent Adjudicator for Higher Education. All such transfers are governed by security and contractual controls and are managed in accordance with the Data Protection Act 1998.
8. The University will provide student contact details to ranking agencies and accreditation bodies as required.

Students have a right to see their personal information held by the University. Any requests to see this information may be submitted formally to the University Data Protection Officer by completing an 'Access to Personal Data' form, which can be downloaded from the intranet.

7.2 Government Requirements

The University is required by the government (through the Higher Education Funding Council for England) 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 at https://www.hesa.ac.uk/files/HESA_Student_Collection_Notice_2017-18.pdf.

7.3 Recording of lectures and other classes

The University records many 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. 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 Director as soon as possible. Access to recorded lectures and classes will normally be through the course's virtual learning environment: you should discuss access to these with your Course Director or Supervisor or other members of your course or supervisory team.

Recording of lectures, classes, guest speakers, group work with others and examinations (including oral examinations) is only permitted where you have gained the explicit consent of all of those present. Secret or unauthorised recordings may lead to a disciplinary investigation of your behaviour. Students who have special support needs may be granted permission to record lectures without gaining the consent of all present. Such students are instructed that recordings are for study purposes only and are required to delete these recordings once no longer required.

7.4 University IT Facilities

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

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

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.

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

8 Financial and Legal Matters

8.1 Tuition Fees

Tuition fees for the first year of a course of study are payable either in advance or at registration and are usually non-refundable. If a course is longer than one year, tuition fees are payable annually in advance for each subsequent year. You should note that the University is entitled to charge interest on tuition fees and other charges that are not paid when due.

Cranfield

The Student Finance Team in the Finance Department, Building 31 (studentfinance@cranfield.ac.uk) is responsible for raising invoices for course fees for long course students, rent invoices and for making any bursary or travel and subsistence payments due to students.

Payment by bank transfer

Any payments to be made to the University can be paid into the following bank accounts held at National Westminster Bank Plc, Cranfield University Branch:

GBP Bank Code: 60-06-56
Account: 00516228
IBAN: GB38 NWBK 6006 5600 5162
28 BIC: NWBK GB 2L

EUR Bank Code: 60-06-56
Account: 02372312
IBAN: GB83 NWBK 6072 1102 3723
12 BIC: NWBK GB 2L

USD Bank Code: 60-06-56
Account: 01026313
IBAN: GB19 NWBK 6073 0101 0263
13 BIC: NWBK GB 2L

Please ensure that your student number is quoted on all payments to be made.

Payment by debit or credit card

You can make a payment by debit or credit card on-line at:
<https://webpayments.cranfield.ac.uk>

Shrivenham

Details of the payment policy can be found in your offer letter.

8.2 Council Tax

Students studying full-time are exempt from paying Council Tax, but you must provide evidence to the council that you are studying. You should note that if any member of your household is working, the house occupants may be liable to pay Council Tax. You must check this with your local council or this may lead to legal action being taken against the occupants of the house.

Cranfield

Cranfield Registry will provide statements confirming student status in order to enable students to qualify for Council Tax concessions, as and when requested by individual students.

Shrivenham

Shrivenham Registry can provide statements confirming student status in order to enable full-time, non-military students to qualify for Council Tax concessions. Only one will be issued to you in an academic year, unless you move during that period.

8.3 UK TV Licencing Laws

All students who are using equipment to watch live TV, whether via terrestrial or internet providers, are required to purchase a TV licence. For further information, and to purchase a government TV Licence, please see www.tvlicensing.co.uk.

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

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

Cranfield

A health and safety guide for all students studying at the Cranfield campus can be found here:

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

Some schools also have local health and safety intranet sites which you should be shown in your local inductions.

Shrivenham

A health and safety guide for all students studying at the Defence Academy can be found here:

<https://intranet.cranfield.ac.uk/cds/safety/Documents/CDS%20Health%20and%20Safety%20Handbook%20LR%20linked%20Feb%202017.pdf>

In addition to the general University Health and Safety policy and procedures, site specific arrangements are in place at the Defence Academy, which can be found on the Defence Academy intranet (<http://dais>).

9.2 General Security

All students are issued with an identity card which includes a photograph (replacements for lost or damaged cards may be subject to a small charge). These should be carried at all times and produced on request to establish identity and status.

CCTV is in operation about both locations.

9.3 Health and Safety in Cranfield campus Halls of Residence

The fire alarm in the Halls of Residence is a high-pitched intermittent note sounding throughout the building. When an alarm sounds all persons are required to leave the building at once. Lifts should not be used.

Fire Safety equipment must not be tampered with in any way. Interference with extinguishers, alarms, safety signs or any such equipment will incur disciplinary action and financial penalties.

Within on-campus accommodation, cooking is restricted to those areas designated as kitchens and is not allowed in study bedroom areas. All electrical appliances in these kitchens are subject to portable appliance testing. Instructions are available and Residential Services team are on hand to assist if necessary. In the interests of safety, cooking should **never** be left unattended and fire doors must be kept closed at all times.

9.4 Environmental Management

The University aims to provide a sustainable environment in which to live, work and study. We therefore expect everyone who works, studies or lives 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 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 the campus 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 in Halls of Residence and within communal areas throughout the University buildings.

10 Transport and Travelling

10.1 Travelling to the University

Before you buy a car to commute to the University, please take a moment to consider the public transport options to reach the campus. Go to <http://traveline.info> to search for available public transport options.

Cranfield

The University subsidises the Cranfield Connect bus service from campus to Milton Keynes, Flitwick, Newport Pagnell, Cranfield village, Bedford and villages in between. Further details on travel to campus are available on the intranet site at: [Services > Transport](#)

Shrivenham

The Stagecoach bus service between Oxford and Swindon stops at Shrivenham. Further details are available from: <http://www.cranfield.ac.uk/About/How-to-find-Cranfield/How-to-find-Shrivenham>

If you live off campus and cannot travel to campus by public transport the University encourages staff and students to share their car journeys to campus with other members of the University. The University is registered for the liftshare network database which can be found at www.cranfield.liftshare.com. If you live off campus, please sign up to this website using your University email address and follow the instructions to find car share partners from your local area.

Cranfield

Designated 'Car-Share' parking spaces are available. To use these spaces, please gain a 'Car-Share' permit from security – Building 26.

Please note, if unoccupied, these become visitor spaces after 10am.

10.2 Road Safety and the Law

Before you start cycling, especially if you are new to the UK please:

- Make sure that you read the rules for cyclist stated in the Highway Code.
- Remember you must cycle on the left side of the road. Cycling on the right is illegal.
- Ensure that, if you are cycling at night, you wear a high visibility vest and your cycle is fitted with properly-working lights at the front and rear of the bike.

Cranfield

High visibility vests are available free of charge from Cranfield Students' Association, the Library or the Fitness Centre.

Students from outside the UK bringing their own vehicles into the country are reminded to be aware of checking their tax and insurance liabilities under UK law - this will depend on how long your vehicle is in the UK. Visit the following site for more information:

<https://www.gov.uk/importing-vehicles-into-the-uk/temporary-imports>.

You should ensure that you comply with ALL the requirements of the Road Traffic Acts which are outlined on the following website:

<https://www.gov.uk/guidance/the-highway-code/annex-4-the-road-user-and-the-law>.

The Highway Code provides legal rules of the roads in England, Scotland and Wales that must be followed: <https://www.gov.uk/highway-code/contents>. It details specific rules for using the roads including overtaking, road junctions, roundabouts, pedestrian crossings, reversing, etc.

10.3 Cars on campus

Cranfield

Cars brought on to the campus by students must be registered with the campus Security Manager at Main Reception and must display the registration disc provided.

The Main Reception is manned continuously, and is the focal point for all security matters. All security incidents or suspicious behaviour should be reported to Security (Ext 2201).

Shrivenham

Cars brought on to the Defence Academy site will need a vehicle pass which can be obtained from the MOD Guard Service at the Main Gate. Security arrangements are determined by Ministry of Defence policy.

The Ministry of Defence Guard Service staff the Main Gate continuously and the Beckett Gate at core times.

The University reserves the right to refuse access by any vehicle to any part of its road system and to remove any vehicle which is not moved on request. Permission to enter is given by way of an appropriate registration disc and is given on condition that the University shall not be responsible for any loss or damage to the vehicle or its contents. Permission may be withdrawn at any time at the University's discretion.

The speed limit at both locations is 20 miles per hour and must be adhered to at all times.

Cranfield

All accidents involving vehicles and which lead to personal injury and/or damage to University property are to be reported to the Security Gatehouse (Ext 2201) immediately. Accidents involving University vehicles are also to be reported to the Transport Section.

No vehicle or person is allowed on to the airfield, including the perimeter track, unless duly authorised by Air Traffic Control.

Shrivenham

Speed checks are carried out from time to time, and anyone speeding could have their right to bring their car onto the site removed.

Accidents involving vehicles should be reported through the Accident/Incident report form, which can be found on the H&S Intranet.

10.4 Driving Licences

You are reminded that it is your responsibility to make sure you hold a valid driving licence. If you have a non-European Union (EU) driving licence or international driving permit you can drive in Great Britain (GB) for a period of 12 months from the date of entry. Please refer to the following website to check you have a valid driving licence:

<http://www.gov.uk/non-gb-driving-licence>.

10.5 Insurance for University Business Trips

The University provides travel and medical insurance cover for students travelling outside the UK on University business only. This insurance does not cover incidental holiday travel.

Students travelling abroad in this capacity should request their School to complete an online Travel Notification Form on their behalf prior to the start date of the journey. This form can also 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 a guide to the insurance cover and take it with you on your journey.

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. However, as part of the package for students and their families living in University-owned accommodation insurance is provided to cover students' personal belongings across the whole site. The charge for this insurance is invoiced as a one-off payment for the year.

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 disabled students (including mental health and dyslexia) e.g. Learning Support Officers and Student Advisors, who are also 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 (available on the intranet) that relate specifically to equality and diversity are:

- Senate Handbook on Student Welfare
- Student Handbook on Complaints
- Student Handbook on Disciplinary Procedures

ACADEMIC MATTERS

12 Being a Registered Student

12.1 Definition of 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.

Registration by a student indicates that he or she:

- accepts 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 his or her studies with due application and diligence
- will agree to any medical examinations relevant to the undertaking of his or her 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.

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.

12.2 Cranfield’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 teaching and facilities for the period of registration
- to arrange in due course the examination of the student with a view to the award of the academic distinction specified.

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.

13 Management of the Period of Study and Registration

13.1 General management of provision

The University outlines policies and procedures for the management of academic provision, which all staff and students are expected to comply with. In addition, local boards of examiners and course teams may outline more detailed procedures which apply to specific courses or provision.

All students should familiarise themselves with the course or study requirement outlined in University, School and course-level information.

University-level expectations are outlined in Senate Handbooks (available on the intranet). Students are particularly advised at the outset of their studies to familiarise themselves with:

- Senate Handbook on Managing Taught Courses
- Senate Handbook on Managing Research Students
- Senate Handbook on Academic Misconduct
- Student Handbook on Changes to Registration
- Student Handbook on Assessment Rules (Taught Courses)

13.2 Management of Changes in Circumstances

The Student Handbook on Changes to Registration specifically relates to how you will be managed if circumstances arise that require changes to the pattern of studies. This is most often due to changes in your personal circumstances (e.g. financial, domestic, health of yourself or others).

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 Lead (SAS team) in your School. Subsequently, a formal request for change must be submitted for approval.

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.

Course transfers (i.e. from one MSc course to another) are normally only approved if requested within the first month of study.

The Handbooks outlined above also outline circumstances where the University may act to terminate your registration early, with or without your permission.

13.3 Study abroad in Europe – Erasmus

Outward mobility is available for registered students at Cranfield University for a period of 3-12 months with a partner institution with which we have a bi-lateral agreement, or for a placement period with a company/research institution in Europe (outside of the UK). This may require an extension to registration.

Interested students should speak to their Cranfield supervisor in the first instance and then make contact with erasmus@cranfield.ac.uk.

As an Erasmus student, you are entitled to expect:

- sending and receiving institutions to sign with you before you leave a Learning Agreement setting out the details of your planned activities abroad, including the credits to be achieved.
- not to have to pay fees to your host university for tuition, registration and examinations, or for access to laboratory and library facilities during your Erasmus studies.
- full academic recognition from your home university for satisfactorily completed activities during the Erasmus mobility period, in accordance with the Learning/Training Agreement.
- to be given a *transcript of records* at the end of your activities abroad, covering the studies/work carried out and signed by your host institution/enterprise. This will record your results with the credits and grades achieved. If the placement was not part of the normal curricula, the period will at least be recorded in the *Diploma Supplement*.
- to be treated and served by your host university in the same way as their home students.
- to have access to the Erasmus University Charter and Erasmus Policy Statement of your home and host universities.
- your student grant or loan from your home country to be maintained while you are abroad.

As an Erasmus student, you are expected to:

- respect the rules and obligations of your *Erasmus grant agreement* with your home university or your National Agency.
- ensure that any changes to the Learning/Training Agreement are agreed in writing with both the home and host institutions immediately as they occur.
- spend the full study/placement period as agreed at the host university/enterprise, including undergoing the relevant examinations or other forms of assessment, and respect its rules and regulations.
- write a report on your Erasmus study/placement period abroad when you return and provide feedback if requested by your home university, the European Commission or the National Agency.

14 Student Work and Assessment

14.1 Intellectual Property Rights

The copyright and other intellectual property rights in relation to all work and materials prepared and submitted by a student as part of his or her programme of study are assigned to and vested in the University, 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 student 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.

The University also provides guidance on the general academic standards required and information on the “prescribed form” and the length of theses.

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.

14.2 Academic Misconduct

All assessed work must be your own work, except where exceptions are allowed and stated explicitly. Plagiarism (i.e. 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) 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.

You are particularly advised at the outset of your studies to familiarise yourself with the Senate Handbook on Academic Misconduct, 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. Further details are available on the intranet.

14.3 Examinations and Assessments

The University assessment rules and guidelines are available to you in the Student Handbook on Assessment Rules (Taught Courses). The Handbook outlines the expectations placed on you as a student in relation to assessment rules and includes:

- Your responsibilities
- Pass criteria
- Retake opportunities
- Examination, Assignment and Thesis procedures
- Exceptional circumstances procedure

It is important that you familiarise yourself with the Student Handbook on Assessment Rules (Taught Courses) and ensure that you are aware of your responsibilities in relation to assessment.

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 both awards 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)

Late submission, failure to submit or failure to attend an examination may result in your mark being capped or even failure of the award, it is therefore extremely important that you familiarise yourself with the Assessment Rules handbook.

Students are required to submit their work electronically (unless otherwise stated) by the deadline given in their 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 Course Director.

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 his or her examinations. Any such communication must be made to the Academic Registrar.

Detailed instructions for candidates undertaking written examinations are issued annually in the Senate Student Handbook on Assessment Rules (Taught Courses) and can be found on the intranet. Each candidate at a written examination must comply with the instructions of the attending invigilator or invigilators, who may expel him or her from the examination if he or she fails to do so. A candidate found to have cheated or plagiarised may be disqualified from receiving any award.

In submitting work for assessment or attending an examination, 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 examination or complete an assessment for whatever reason, you must raise this in advance with you SAS lead who will advise you accordingly.

Exceptionally, the University will consider requests after examination dates or submission dates, 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 examination 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.

If a candidate has a disability or impairment which warrants alternative examination arrangements (special examination facilities, extra time, etc.) it is that candidate's responsibility to make this known well in advance. The University examiners have full authority to make special arrangements if they consider that these are needed, but can only do so if given reasonable notice. No allowance can be made if there is inadequate or no notice of the circumstances. Students should discuss their circumstances with the relevant Learning Support Officer.

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

After completion of written examinations and/or presentation of his or her thesis or other written work, a candidate must hold himself or herself available to attend for oral examination or to reply to examiners' questions by correspondence, if and when required, and must for this purpose ensure that Registry has his or her contact details.

Guidance notes concerning the oral examination of research students can be found in the Senate Handbook on Managing Research Students.

14.4 Research Ethics

To ensure our research conforms with appropriate ethical principles and standards, all students undertaking research as part of their studies need to submit their research proposals for ethical approval through the University's online research ethics approval system (CURES) <https://intranet.cranfield.ac.uk/researchethics/Pages/default.aspx>. The University's policy is that all research projects must get ethical approval before you start to collect data. It is important that you do this to make sure your proposed research conforms with ethical principles and standards and because any thesis or assignment submitted without ethical approval will not be examined. It is University Policy not to grant retrospective ethical approval.

14.5 Research Students

Students registered for courses leading to the degrees of PhD, EngD, DBA, DM or MPhil, and those undertaking MSc courses which consist principally of an individual supervised programme of research (i.e. "MSc by research"), are known as "Research Students". All such students should note the University's policy on the responsibilities of postgraduate research students and of their supervisors, as set out in the Senate Handbook on Managing Research Students.

Research students should note the importance of completing their work within the period of registration, and of submitting their theses on time. Research students must submit their thesis by the last day of registration. An additional fee is required for any additional period of registration.

All research students will be sent an email prompt advising that they should give three months' notice in writing before they submit their theses; forms for this purpose are available from Registry. This helps to ensure that suitable examiners are identified and appointed in good time. Failure to give due notice may result in a delay in the examination of the thesis. Research students who do not submit at the end of the initial period of registration have no automatic right to remain in accommodation that was allocated to them as normal full-time students, or to have their registration extended, or have their work examined if handed in at a later date. Extensions to either registration (if further research is required) or extensions to the thesis hand-in-date must be applied for in advance.

15 Appeals against Academic Failure

There are appeals procedures that may be used by students against decisions made by examiners whose 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. Details of the procedures can be found on the intranet.

Because procedures for complaint and redress during the study period (which should normally be dealt with as and when they arise) exist (see section 4.6), 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 Handbooks that relate specifically to academic appeals are:

- Student Handbook on Academic Appeals (Taught Courses)
- Student Handbook on Academic Appeals (Research Students)
- Senate Handbook on Academic Misconduct

16 Award of Degrees and Graduation

The award of a degree or other academic distinction is entirely dependent on you satisfying the examiners that the award is merited. 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.

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 (for taught awards) or thesis examiners (for research awards). The achievement of an academic distinction is celebrated at the formal Graduation ceremony presided over by the Chancellor and honorary guests.

A transcript (or an electronic record of student achievement) will also 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, in relation to taught courses using the marking scale specified in each course handbook. In addition, it will record the overall result.

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 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.

17 Membership of Cranfield Alumni

As a student of Cranfield University you are already part of the diverse, dynamic and unique Cranfield University network. You 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; and access to our range of social networks, providing opportunities to interact and engage with alumni.

You will receive your login details for the portal shortly after the beginning of your course. The Alumni Relations and Development Office can be contacted on extension 4324, at alumni@cranfield.ac.uk, or in Building 111 on Cranfield campus.

LEARNING SUPPORT

18 Education Services

18.1 Location

Education Services is based in building 45 on the Cranfield campus, and in the Slim Building at the Defence Academy, Shrivenham. Many of the services offered by Education Services are also offered online through the intranet (see under “Academic Matters”), so you don’t need to visit the offices for most of your needs.

18.2 General services

Any matters relating to changes to your registration and studies are normally managed directly with your Student and Academic Support Lead and academic advisers in the School. 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.

Generally, Education Services also provides to you on request official confirmation of your studies and other official documentation you or your sponsors may need. This includes:

- confirmation statements of your status with the University
- letters for local councils, to apply for council tax exemption
- 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 cards;
- manage formal student complaints and academic appeals;
- formally receive your final thesis submission if you are a research student;
- 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.

18.3 The Student Advice Centre

During your time at Cranfield you will have access to a wide range of support services. The Student Advice Centre is a central point of contact offering professional and confidential advice to help you navigate student life and access the appropriate resources.

The Student Advisers offer information, advice and guidance on a wide range of academic and personal issues including; how to meet academic challenges, specific support needs (e.g. childcare, disability), complaints and appeals, networking with other students and general advice on welfare matters.

The Student Advice Centre is based in Education Services, building 45 on the Cranfield campus, and in the Slim building at Shrivenham and is available to all students, either full-time or part-time.

For further information on drop in times, scheduled appointments and ways to contact the Student Advice Centre please see the intranet. Alternatively, contact studentadvice@cranfield.ac.uk.

18.4 Immigration advice and services

Advice and guidance to international students, and particularly students on Tier 4 or student visas, is provided by the Student Immigration and Funding team, based in Education Services at the Cranfield campus.

International students must adhere to the immigration rules for their particular visa. Students should take responsibility to ensure that they have the correct immigration status which enables them to study in the UK for the full duration of the course.

Under the Tier 4 (General) rules of the Points Based System of immigration, Cranfield University is required to report changes in circumstance to the UK Government.

Students registered with the University on a Tier 4 visa must comply with all of their conditions of entry into the UK. The University will maintain regular oversight of your studies to review whether you are complying with those conditions. Tier 4 students who withdraw or suspend their registration are usually required by the UK Government to leave the UK as soon as possible.

Further information can be found on the intranet. Alternatively, contact 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.

19 Information Services

Information Services has core functions related to managing and delivering both ICT and library services to support education and research.

Information Services offer high levels of customer service from helpful, knowledgeable staff who are committed to supporting your learning and research. They undertake to deal with all customers openly, fairly, and with empathy for the individual situation. Part time learners and those studying away from the campus will find our technology solutions are designed to fully support their academic experience and they will also be offered modified library services to meet their particular needs. Support is also offered to students with disabilities, including adjustments to services where appropriate.

In addition Information Services also provides one-to-one and group training to help you make the most of using both IT and library services.

19.1 IT facilities

Flexible modern learning spaces suitable for both individual and group study, with high speed campus networking and wireless coverage, contribute to the study environment at Cranfield.

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

Students 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.

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

Shrivenham

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

Further details of these policies are available on the Defence Academy intranet <http://dais/businesssupport/ISHelp/Forms/Categories.aspx>

19.2 Library services

The libraries aim to provide online content and library stock which evolves to meet the needs of faculty and students. They provide access to a comprehensive range of subject databases, full-text electronic journals, electronic books, and an efficient document delivery service. Where possible, all electronic resources are accessible and searchable online from anywhere. They also hold print collections of books, journals and reports.

Subject areas have a dedicated Information Specialist who will be the main point of contact for students within the Library. Each Information Specialist understands the course or area of research and has close links with the academic staff in the area in which they specialise. They offer group and one-to-one training tailored to students' particular needs to help them get the most out of the library services and resources that are available to them. The libraries also provide a number of current awareness services to help keep students up-to-date in their academic discipline.

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

The libraries are not only an important source of information but also play a major role in helping to raise the visibility and impact of research undertaken at Cranfield. Staff members are happy to provide advice and support on the best places to publish your research.

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.

Cranfield

There are two libraries on the Cranfield campus: the Kings Norton Library (Building 55) and the Management Information and Resource Centre (MIRC), which is located on the first floor of the School of Management (Building 111). For their rules and regulations please log in to <https://intranet.cranfield.ac.uk/Library/Cranfield/pages/default.aspx>

Shrivenham

The Barrington Library is located in building 67. For the Library regulations please see <http://barrington.cranfield.ac.uk/help/library-regulations>

20 Career Development Services

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

Careers support from the University Career Development Service is available to all students and you are encouraged to proactively engage with our team throughout your studies.

Cranfield

Careers resources for SATM and SWEE are located in the Kings Norton Library. Careers resources for SOM are located on the 1st floor of building 111.

Shrivenham

Careers resources are located in the Barrington Library.

It is the priority of the Career Development Service to help you secure the type of role that you aspire to fulfil after graduation, 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.

In addition, the support and industry links that Course Directors and Supervisors 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 Service intranet pages or at <https://www.cranfield.ac.uk/study/careers-service>.

21 Disability and Learning Support

The University has Learning Support Officers at Cranfield and Shrivvenham to act as the initial point of contact to provide support for disabled students. The Learning Support Officers are part of the Student Advice Centre and can offer information, advice and guidance to students and academic staff on all aspects of disability, mental health concerns, other health conditions and learning support.

Students who have declared their learning or disability support needs on their application form will be contacted by the relevant Learning Support Officer before registration to arrange a meeting to discuss the support available and any assistance required. If you believe you should have been contacted by a Learning Support Officer but have not been, please try and make contact with them as soon as possible: their names and email addresses are listed below.

Students who require support but have omitted to declare a disability on their application form or students who become disabled during the course of their studies must contact their Learning Support Officer as soon as practicable to discuss their 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 Learning Support Agreement 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 support available
- organising dyslexia screening tests, and full diagnostic assessments where necessary assessments and support with needs
- for UK students who are entitled to the funding, help with completing Disabled Students Allowance application forms
- arranging specific examination and other academic adjustments (upon receipt of appropriate evidence).

The Learning Support Officers for Cranfield and Shrivvenham are as follows:

Learning Support Officer for Cranfield Pauline Buck (p.buck@cranfield.ac.uk)

Learning Support Officer for Shrivvenham Emma Stevens (e.stevens@cranfield.ac.uk)

Assistant Registrar (Student Support) Fran Radcliffe (f.radcliffe@cranfield.ac.uk)

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