Senate Handbook

Postgraduate Students' Handbook

This Handbook supplements Regulations governed by Senate.

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

Please note that this Handbook contains important information for all postgraduate students who are registered on or after 1 August 2024. This Handbook (previously known as the General Student Handbook) supersedes all previous Postgraduate Students' Handbooks issued by the University. It also incorporates the previously published Apprenticeship Students' Handbook.

Contents

Major changes to this document since version 16.0 (August 2024):
- Removal of reference to Togetherall
- Removal of US Dollar and Euro bank account details
- Revised section on intellectual property and copyright
- Revised section on work outside of study

INTRODUCTION

This Handbook is published by Education Services and provides important information and guidance for all registered postgraduate students of the University[1]. A separate Senate Handbook (the Undergraduate Students' Handbook) exists for undergraduate students. 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 website.

The information in this handbook is of a general nature and is applicable to all postgraduate students, whether you are based on the Cranfield campus, at the Defence Academy site 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 your Faculty, 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, Campus Services, Library Services and IT. It does not cover social, medical and recreational facilities, details of which are published separately on the intranet. This Handbook also contains information specifically intended for students studying as part of an apprenticeship in Appendix A[2].

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. Any revisions will be publicised to you through announcements on the intranet and messages in the eBulletin.

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 following people:

Faculty of Engineering and Applied Sciences
Claire Bellis   Aerospace, Transport and Manufacturing Themes
James Kidd   Cranfield Defence and Security Theme
Catriona Rolfe   Water, Energy, and Environment Themes

Faculty of Business and Management
Sally Hutchings

Education Services
Rebecca Smyth   Senior Assistant Registrar - Academic Administration
Connie Greening   Senior Assistant Registrar - Head of Registry Services

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

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

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[1] This Handbook was previously known as the General Student Handbook.
[2] This information was previously published in the Apprenticeship Students' Handbook.

GENERAL MATTERS

1.1   Public Health matters

We are committed to providing you with an outstanding, practical education and are working hard to make that a reality, while keeping you safe and healthy.

If it is necessary for the University to make changes to the way our courses are delivered or sites operate because of a public health emergency, the health, safety and wellbeing of our students and staff will always remain our number one priority. We will communicate any changes/updates as soon as possible via your Cranfield email address. We will also ensure that you can continue to complete your studies.

You are expected to follow all guidance issued by both the University and the UK Government in relation to public health (or the appropriate guidance in any country in which you are based), and any actions which may endanger the health and safety of yourself or others may be considered as a disciplinary offence.

1.2   Communication channels

1.2.1   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, Library Services, IT), and academic Faculties. All of these will have useful information and instructions to share with you and will do so through our main communication channels

- Intranet (see section 1.2) – here you will find general information and guidance as well as regular announcements

- **EVE student portal** – through the portal you will be asked to complete tasks and activities

- Email – messages will be sent to your **@cranfield.ac.uk** account

It is therefore important that you frequently access these channels. Please ensure you regularly visit the University intranet and access your @cranfield.ac.uk email account (or ensure mail is forwarded on to you by setting up email auto-forwarding).

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).

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", and will meet with you regularly to review your progress with you. Your Supervisor will also alert you to other sources of information and support, usually including a Faculty research office contact. Further details are available in the Research Students' Handbook.

1.2.2 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 or work address. See https://webapps2.cranfield.ac.uk/Email4Life/ for more details.

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, Student Experience, and the Alumni Office.

1.2.3 The intranet

In addition to any VLE, the intranet is a key information resource for all students. Daily news feeds and events occurring around the University are publicised here and you are advised to visit it 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 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 wellbeing and support

Look here for advice on managing your studies

Look here for advice on life on campus

In the "Advice" section you will find the full range of Senate Handbooks, alongside other online advice and support covering all aspects of being a student at Cranfield University. You are strongly encouraged to familiarise yourself with the guidance available to you.

1.2.4 Your feedback to the University

At Cranfield University, we aim to provide as many opportunities as possible for you to ask questions, provide feedback and have your voice heard – we call this the 'Student Voice'. Further information is published on the Student Voice intranet page. More details on Student Voice can also be found in section 19.2 of this Handbook.

1.3   Cranfield's Values

Cranfield has four core values that 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, and also referred to throughout this Handbook.

These values have informed our Student Charter, which details the partnership between Cranfield, our students and the Cranfield Students' Association.

1.4   Expectations of students (code of conduct)

The University expects all students to agree to and abide by various policies and guidance to support the day-to-day embodiment of these values, to allow you to succeed in your studies and to promote a safe and welcoming environment for all members of the University.

Cranfield has a zero-tolerance approach towards any form of harassment or abusive, aggressive or offensive behaviour towards any members of the University, including staff, fellow students and visitors. Any such incidents will be dealt with through the Student Disciplinary Procedure.

The following code of conduct sets out the main responsibilities and expectations of you as a student at Cranfield or MK:U (but is not exhaustive).

As a student you are expected to:

Behavioural matters
- treat all members of the University fairly with dignity and respect, regardless of any differences. You must not engage in any form of discrimination, harassment, sexual misconduct, bullying or victimisation as set out in our Dignity at Cranfield policy.
- meet the behavioural standards of the University, and not engage in any behaviour which is deemed inappropriate. This includes behaviour covered in the Dignity at Cranfield policy, and any other behaviour considered to be; offensive, malicious, dishonest, disorderly, dangerous, which causes damage, endangers the health and safety of yourself or others or which brings the University into disrepute. The Senate Handbook on Student Disciplinary Procedures sets this out further, with non-exhaustive examples of behaviour considered inappropriate.

Academic Matters
- ensure that you uphold academic integrity in all of your studies and assessed work, including maintaining research integrity (for all students), ensure that you understand what constitutes academic misconduct and ensure that all submitted work is your own, as set out in the Senate Handbook on Academic Misconduct.
- ensure that you complete the mandatory eRAPs training on Academic Misconduct where required to do so.
- ensure that you attend/engage with all scheduled learning opportunities, as set out in the Student Engagement Policy.
- proactively manage any circumstances which prevent you from completing any assessment (either at all or to the best of your abilities) as set out in the Exceptional Circumstances policy in the relevant Senate Handbooks for Undergraduate, Postgraduate Taught and Research students.
- ensure that you submit all assessments or review paperwork on time.
- engage appropriately with relevant course staff and your supervisor(s) to ensure that you meet the requirements of your course and of your research project.
- ensure you follow the correct procedures for ethical approval of any research undertaken as set out in the relevant Senate Handbooks for Undergraduate, Postgraduate Taught and Research students.
- if you are a research student, follow the correct procedures for data management, responsible innovation and record keeping as set out in the Research Students' Senate Handbook.

Personal matters
- proactively seek support and advice from the Student Wellbeing and Disability Service if required, as set out in the Undergraduate and Postgraduate Students' Handbooks;
- proactively manage any change in circumstances that you may have, including the need to suspend your studies or change to part-time or full-time study (as set out in the Senate Handbook on Changes to Registration);
- ensure that you adhere to all health and safety advice and guidance, that you respect the campus security arrangements and staff (including carrying and showing when requested your student ID) and ensure that you do not trespass in areas which are permanently or temporarily restricted (including the airport and any military ranges and landing sites), as set out in the Undergraduate and Postgraduate Students' Handbooks;
- if you are a research student, follow the correct procedures for requesting leave (annual leave, sick leave and maternity/paternity leave) as set out in the Research Students' Senate Handbook;
- if you are studying on a UK visa, abide by the terms and restrictions of that visa so that your right to remain in the UK is not compromised.

Other matters
- adhere to the University's and the Office for Students' policies and guidance on Freedom of Speech as set out in the [Undergraduate](#) and [Postgraduate](#) Students' Handbooks;
- if you are living in Cranfield accommodation, treat your accommodation with respect and consideration, as set out in the [Undergraduate](#) and [Postgraduate](#) Students' Handbooks;
- ensure that you pay all monies owing (tuition fees, accommodation fees) etc. by the specified date, and be proactive in dealing with or alerting the relevant teams to any issue that may prevent this.
- For apprentices, be aware that you are representing both yourself and your employer whilst you are a student at Cranfield.

Cranfield 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](#), for students who are unhappy with an aspect of their time at the University, 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). You are expected to follow the correct processes set out in the above Handbooks, including to whom complaints and appeals should be submitted.

1.5   Emergency contact details

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

You should provide your emergency contact's:

Mobile / landline phone number
Email address

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

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

1.6   Student Protection Plan

Like all universities in England, Cranfield is required by the Office for Students (OfS) to publish and maintain a Student Protection Plan, which sets out what measures we have in place to protect students should a risk to the continuation of your studies arise, and details how we would mitigate any risk. The full [Student Protection Plan](#) can be found on the University website.

2   Academic Organisation of the University

The University is headed by the Chief Executive and Vice-Chancellor, Professor Dame Karen Holford CBE. On academic matters, she is supported by following Officers of the University:

Deputy Vice-Chancellor (Head of the Faculty of Engineering and Applied Sciences)	Professor Dame Helen Atkinson CBE
Deputy Vice-Chancellor (Head of the Faculty of Business and Management)	Professor David Oglethorpe
Pro-Vice-Chancellor (Education)	Professor Sean Tyrrel
Pro-Vice-Chancellor (Research and Innovation)	Professor Leon Terry
Pro-Vice-Chancellor (Shrivenham)	Professor Mark Richardson
Pro-Vice-Chancellor/CEO MK:U	Professor Lynette Ryals OBE

Other Officers of the University support the Vice-Chancellor on operations, governance and finance.

The academic work of the University is delivered in Faculties and in MK:U, based primarily at the campus at Cranfield or the Defence Academy site at Shrivenham, or Bouverie House in Milton Keynes, under the oversight of Senate with respect to education and research.

As a postgraduate student, your education activities are overseen by a Deputy Vice-Chancellor (Head of Faculty) and a Pro-Vice-Chancellor (Education or Research and Innovation).

Within each Faculty, 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):

Faculty of Engineering and Applied Sciences

Directors of Education	Directors of Research
Dr Gill Drew	Professor Wilfred Otten
Dr Laura Lacey	Andrew Shortland
Dr Rob Mayer	Professor Antonios Tsourdos

Faculty of Business and Management

Director of Education	Director of Research
Professor Catarina Figueira	Professor Michael Bourlakis

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, Student Wellbeing and Disability Support, Library Services, Information Technology and Facilities.

3   Student Representation and Unions

Students are encouraged to engage with the University and wider community in a number of ways, which supports our Cranfield value of **Impact**, by 'each play our part in making a difference'.

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 2024 – 2025 is Muhammet Sen. The Cranfield campus and the Shrivenham site 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 Faculty 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.

3.3   Student representation within Faculties

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

Each Faculty 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 Faculties and courses. You should speak to your Faculty directly to find out more information about your representatives.

Course representatives communicate with the CSA via their CSA Faculty 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 and national elections: **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: if you wish to register to vote you are required by law to register for these rights yourself.

If you have separate UK home and term-time addresses you may register to vote at each address, however you may only vote once in each election (i.e. you may vote in local elections at each address but can only vote once in any national election (referendums or general elections).

4   General Conduct and Behaviour

This section of the Handbook outlines what we expect of our students and relates to all four of our Cranfield values.
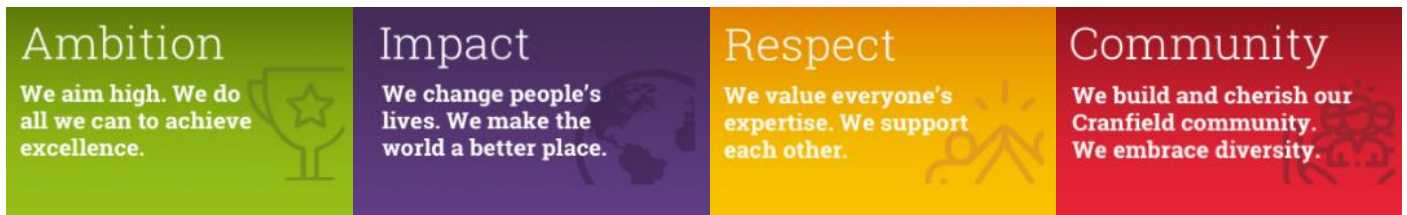
4.1   Our Student Charter

The charter details the partnership between Cranfield, our 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.

4.2   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 thesis), including the submission of academic work of another person as if it were your own and without acknowledgement (i.e. plagiarism).

The University has a zero-tolerance policy on abusive, intimidating or threatening behaviour towards staff, and any such instances will be considered under the University's Student Disciplinary Procedures.

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 on the intranet under the section headed "Student handbooks".

The Senate Handbooks that relate specifically to disciplinary matters are:

- Senate Handbook on Student 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, Student Wellbeing and Disability Support or from the CSA.

Students are required to ensure that they return any equipment that has been loaned to them by the University prior to the end of their time with the University. Failure to do so may result in disciplinary action being taken.

4.3   Behavioural misconduct

All students are expected to behave with respect to all members of the University (staff and fellow students), as well as to any visitors, 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.

The Senate Handbook (available on the intranet) that relates specifically to acceptable behaviour is the Senate Handbook on Disciplinary Procedures.

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 People and Culture team.

> **Shrivenham**
>
> All Shrivenham students and staff are bound by Shrivenham Station Standing Orders, Routine Orders, the Cranfield University Code of Conduct and, for military personnel, King'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 King'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, King's Regulations, the Armed Forces Act or the Cranfield University Code of Conduct (as applicable) may result in exclusion from the establishment.

All students and staff have access to Report and Support, an online tool to report confidentially and disclose behaviour that they've witnessed or personally experienced that is inappropriate, either at the University or on University business/activity elsewhere and to report any safeguarding concerns. This can be done anonymously or by providing contact details so that an Advisor can get in touch to offer support. (https://reportandsupport.cranfield.ac.uk/)

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 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 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 Prevent Duty and 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. 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.

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

• 	Senate Handbook on Complaints

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

4.7   Student conduct in accommodation

Cranfield

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.

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.

Shrivenham

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.

or contact:

accommodation.shriv@cranfield.ac.uk

The remaining information about university-owned accommodation below applies solely to the Cranfield campus.

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.

If you (and your dependents and visitors) are living in or visiting University-owned accommodation, you are expected to conduct yourself 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 you signed upon accepting your accommodation. Some examples of misconduct are:

- behaviour which is violent, disorderly or wilful, which places University property, associated equipment, yourself, staff or other 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 reflects 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 three metres of any University building. At the Defence Academy, Shrivenham, smoking or vaping is not permitted anywhere onsite, as part of the Ministry of Defence's commitment to a smoke-free estate. Persons wishing to smoke or vape must exit the Defence Academy site to do so.

The full University no smoking policy can be found on the intranet.

4.9   Children on site

Should the need arise to bring children (under the age of 18) 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 (or at Shrivenham, Serco or MOD 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.

The University has a policy on students who are under the age of 18 at the time of their registration which can be found on the University website.

4.10 Animals on site

You are not permitted to bring domestic pets or other animals onto either the Cranfield Campus or the Shrivenham site, 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.

4.11 Report + Support

The University has an online tool called 'Report + Support' which enables you to make the University aware of any inappropriate behaviours, such as bullying, harassment and discrimination, that you may experience or witness, and to report any safeguarding concerns.. It complements support already in place and the various ways in which you can raise concerns. This can be done anonymously or by providing contact details so you can get support from a trained advisor at the University.

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

5 Engagement and Attendance

The University has a formal [Student Engagement Policy](#) which sets out the processes and expectations for monitoring, recording and reporting on student engagement and 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/engagement 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/Student visa for monitoring, recording and reporting engagement. Although often lectures and teaching sessions are recorded, these are intended as learning aids and not substitutes for attendance.

The University treats formal face–to-face interaction with an Academic member of staff as an academic engagement. Face-to-face interactions are measured through defined contact points.

According to the UKVI's Student sponsor guidance, Student sponsors should report to the UKVI any full or part-time student who stops academically engaging.

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

5.1 Research students

A meeting between you and your supervisor(s) should take place at least once per month (for full-time students, or once every two months for part-time students), and be documented by you. You should provide a record of the meeting within the agreed timescale (normally two weeks) to your Supervisor and Student Academic Support (SAS) Lead (via the VLE), who will record that the meeting has taken place. These records should document your understanding of your interaction with your supervisor and any upcoming actions. This will provide a record for yourself and give your supervisor an indication of whether you fully understood the discussions.

Should you miss a number of consecutive meetings your supervisor will work with the SAS team to investigate why meetings have been missed and what the next appropriate steps may be. If you are on a Student/Tier 4 visa, the SAS team will notify the Student Immigration team, who will contact you requesting that you contact Student Immigration within a defined time frame. If you do not contact the Student Immigration team, the withdrawal of your Student/Tier 4 sponsorship would commence. During this process your supervisor will be kept informed of any actions and outcomes.

5.2 Taught students

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

5.2.1 Contact points

For taught modules, a module register will be completed, which is stored centrally by the SAS team.

For group projects you will need to sign the group meeting attendance sign-in sheets, which will be stored centrally by the SAS team.

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

5.2.2 Interventions

If you miss a number of consecutive contact points your SAS team, in liaison with your Course Director, will look into why meetings have been missed and what the next appropriate steps may be. If you are on a Student/Tier 4 visa, your SAS team will notify the Student Immigration team, who will contact you requesting that you contact Student Immigration within a defined time frame. If you do not contact the Student Immigration team, the withdrawal of your Student/Tier 4 sponsorship would commence. During this process, your Course Director/group supervisor/supervisor will be kept informed of actions and outcomes.

6   Medical and Welfare Services

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

It is therefore important to register with an NHS 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.

Counselling Services

A professional and confidential counselling service is available to all students free of charge, offering up to six sessions, to help with social, personal or emotional concerns. Contact the Student Wellbeing and Disability Support service for further information and to be referred for counselling.

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.
A separate Senate Handbook on Student Welfare is available both online and on the intranet, and you should ensure you have read and understand the guidance and policies contained within it.

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.

The University's Privacy Policy can be found here:
https://www.cranfield.ac.uk/governance-and-policies/policies-and-regulations/privacy-policy.

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. UK research councils, an employer or a scholarship provider). If you are 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.

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), which is managed by Jisc.   A Statement from HESA/Jisc explaining how this data is used can be found here.

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 your 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.

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 they are 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. Recorded lectures are intended as learning aids and not substitutes for attendance.

The dissemination or posting of any lecture recordings, other recordings or teaching materials on any online forum (including but not limited to social media platforms and study aid websites) is strictly prohibited, and is considered a disciplinary offence.

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   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. 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.

Tuition fees are non-refundable for any reason, including a decision by yourself to leave the University part way through your course, or should you fail to achieve your intended (or any lower) academic award at any stage of your study.

The Student Finance Team (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:

GBP   Bank Code: 60-06-56
          Account: 00516228
IBAN: GB38 NWBK 6006 5600 5162 28   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 online at: https://webpayments.cranfield.ac.uk

8.2   Council Tax

If you are studying full-time, you 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.

Self-service letters are available from EVE confirming your student status to assist in applying for Council Tax concessions. Where the self-service letter contains insufficient information for its intended purpose please request in person or by email:

Cranfield   **Shrivenham**

Building 45   Room 27 Wellington Hall
registrysr@cranfield.ac.uk   registrysr@cranfield.ac.uk

8.3   UK TV licencing laws

If you are using equipment to watch live TV, whether via terrestrial or internet providers, you are required to purchase a TV licence. For further information, and to purchase a Government TV Licence, please visit: www.tvlicensing.co.uk.

8.4   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 (including the project phase for taught students).

Taught Students

The University is mindful that you may need to work part-time to support yourself during your studies, however you are restricted to working no more than 18 hours per week. If you are a full-time student, you are also 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.

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.

Research Students

All full-time students may undertake paid work for the University while completing Research work (this includes teaching, invigilating and additional research work) when this is compatible with their training and provided that this is approved by their Supervisors. The total time spent should not interfere with the progress of the doctorate and the amount of time is at the student's and Supervisor's discretion, but this should be no more than six hours in any week. Students may also work up to 12 hours a week for Cranfield Universities sister companies Cranfield Quality Services Ltd and Cranfield Conference Centre Ltd as such work is usually outside of standard university working hours.

International students

If you are in the UK on a UKVI visa (either as a Tier 4 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 number 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.

8.5   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](#).

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

Cranfield A health and safety guide for all students studying at the Cranfield campus can be found here: https://intranet.cranfield.ac.uk/safety/Pages/Default.aspx	**Shrivenham** A health and safety guide for all students studying at the Defence Academy can be found here: https://intranet.cranfield.ac.uk/safety/Pages/Default.aspx In addition to the general University Health and Safety policy and procedures, site specific arrangements are in place at the Defence Academy.

9.2 Health and safety on University sites

Due to the operational nature of both the Cranfield campus and Shrivenham site, you are expected to act sensibly and with due regard to your own health and safety, and that of others at all times. Actions which endanger either the health and safety of yourself or others, or which may harm the safe operation of services on site (whether University run or not), may result in disciplinary action being taken against you.

Cranfield Cranfield has a fully operational airport on campus. You are not permitted under any circumstances to enter the airport, airfield or runways unless as part of a pre-arranged learning opportunity. Trespass on the airport site poses a significant health and safety risk to yourself and others, and is a disciplinary offence.	**Shrivenham** The whole of the Shrivenham site is a working Ministry of Defence (MoD) site, with military vehicles, helicopter landing sites and live ammunition and ordnances. You must adhere to all notices, instructions and station orders at all times.

The use of personal drones at either site is not permitted. Cranfield only operates drones for approved research purposes and only as a pre-planned controlled operation.

9.3 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 about both locations. Body worn CCTV cameras are in use by security staff at the Cranfield campus.

9.4 Health and safety in Cranfield campus accommodation

The fire alarm in the halls of residence is a high-pitched intermittent note sounding throughout the building. When an alarm sounds, you 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 the 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.

9.5 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 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 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 UNO 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: https://intranet.cranfield.ac.uk/estates/Transport/Pages/default.aspx	**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

The University also encourages staff and students to share their car journeys to campus with other members of the University. The University operates a lift share scheme, details of which can be found here: https://liftshare.com/uk/community/cranfield. To sign up you will need to use your University email address and follow the instructions to find car share partners from your local area.

10.2 Road safety and the law

If you are cycling, running or walking, please make sure that:

- you read the rules for cyclist stated in the Highway Code.
- you cycle on the <u>left</u> side of the road. Cycling on the right is illegal.
- if you are cycling/running/walking 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 or the Fitness Centre.

If you are from outside the UK and are bringing your own vehicle into the country, please make sure you check your 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 using the online vehicle registration form, https://intranet.cranfield.ac.uk/estates/Pages/Carparking.aspx. Each vehicle you use to travel to the campus needs to be registered.

The Security team work with First Parking to manage parking on campus, which includes the power to issue parking fines. Any vehicle parked inappropriately or failing to register will receive a warning and repeat offenders may receive a Parking Charge Notice (see below).
Full details can be found on the intranet:
https://intranet.cranfield.ac.uk/estates/Pages/Carparking.aspx

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.

Speed limits at both locations are 20 miles per hour or lower 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

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 if you are travelling outside the UK on University business only. This insurance does not cover incidental holiday travel.

If you are travelling abroad in this capacity, you should request your Faculty complete an online Travel Notification Form on your 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 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. 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 reflected in our values Respect and Community.

Our commitment 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 age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation, nationality, ethnic or national origin, political beliefs, social background, family circumstance, 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 disabilities, specific learning differences and mental and physical health conditions 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 (available on the intranet) that relate specifically to equality and diversity are:

- Senate Handbook on Student Welfare
- Senate Handbook on Complaints
- Senate 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 (for students on award-bearing courses), complete your programme of study (for students on non-award-bearing courses), 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. Your period of study will include any taught modules, assessments, group projects, research and research projects you undertake.

Registration by a student indicates that they:

- 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 their studies with due application and diligence
- will agree to any medical examinations relevant to the undertaking of their 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 appraised 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.

You should familiarise yourself with your course or study requirement outlined in University, Faculty and course-level information.

University-level expectations are outlined in Senate Handbooks (available on the intranet). You are advised at the outset of your studies to familiarise yourself with:

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

13.2 Management of changes in circumstances

The Senate 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 Faculty. Subsequently, a formal request for change must be submitted for approval.

Changes to registration must be approved by the University 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.

14   Student Work and Assessment

14.1 Copyright and Intellectual Property Rights

The University has a formal policy on Copyright Intellectual Property (IP) and copyright, which can be found on the intranet.

Copyright

Cranfield requires students to assign ownership of the copyright of any student Thesis (taught or research) to the University. This is to ensure that the University has control of publication of a student Thesis because it might be necessary to impose a publication embargo for confidentiality or security requirements. Ownership of the copyright of a thesis does not apply to any invention described within it (see intellectual property below).

Intellectual Property

There are differences in the IP arrangements for taught and research students as set out below.

Taught Students

Students enrolled on taught courses will usually own the IP that they create as a result of their own endeavours. Cranfield will be granted a free of charge license to use any IP that is created by students enrolled on taught courses.

Students that are enrolled on taught courses may be required to assign ownership of IP they create within a project or the Dissertation part of the Taught Course to Cranfield if :

   a) the content of the project or Dissertation is part of a programme of research lead by Cranfield Employees;, or
   b) The Student's academic supervisor is deemed to be a contributor to any invention created within the project or Dissertation;, or
   c) The project or Dissertation is sponsored by a Third Party.

Research Students

Students enrolled on Research Courses at Cranfield are required to enter into a Studentship Agreement at the outset of their course, which will clearly define terms regarding ownership of IP created within the course and the associated rights.   Third Party sponsors of Research Courses often require ownership of and rights to IP arising during a project that they sponsor.

All students

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 its logos for private businesses or enterprises (including student societies) without written permission.

14.2 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 (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.

As part of your online registration task, you are asked to confirm, via the University's student portal (EVE), that you have received advice on plagiarism and understand what constitutes an academic offence. Most students are also required to undertake the online module on referencing & plagiarism (eRAP). Where required to complete it, non-completion of the eRAP module is not a valid defence for any academic misconduct offence.

In addition, any examination (whether a taught assessment or a research student progress review meeting or viva) must be undertaken solely by yourself - partners, family members or friends are not permitted to attend any examination or contribute to it on your behalf.

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.

Artificial Intelligence generative tools

Cranfield University awards academic qualifications to individuals on the basis of their own academic achievements. Assessments are designed to assess an individual's knowledge, skills and abilities at a level appropriate to their award. Fundamentally, it is your responsibility to ensure that work submitted for assessment is your own.

The submission of the work of others without attribution is an attempt to deceive the examiner, is considered to be plagiarism, and will be investigated as a form of academic misconduct. In this context, the Senate Handbook on Academic Misconduct refers to unattributed material sourced from the internet and that generated by software used to "disguise the use of another's work as your own".

The attributed use of AI generated or modified material is permissible in principle. This means that you must acknowledge all use of AI tools, state what you have used them for, and acknowledge any AI-generated text. This should include an acknowledgement if you have made use of non-standard grammar-checking tools. If in doubt you should ask your supervisor for advice. The Library provides guidance on how to correctly acknowledge the use of AI generative materials.

AI tools include those that perform spelling and grammar checks and changes, which may change what you have written so much that it is no longer clear that you are the author.

It is essential that you make yourself aware of the significant risks associated with the excessive and indiscriminate use of AI-generated text. AI generative material can contain errors. Remember, it is your performance against the intended learning outcomes that we are assessing. There are significant risks associated with the use of material generated by AI tools which may not have correctly drawn on, referenced, or attributed material that has been used. It is essential that you take responsibility for the full and proper checking and referencing of original source data.

It is essential that you take responsibility for the full and proper checking and referencing of original source data. In this context, the Senate Handbook on Academic Misconduct refers to improper or incomplete referencing as plagiarism.

For research students, your thesis and interim progress reports in particular are the prime means of assessment. It is essential that you are able to demonstrate within your own written work your own original contribution to your field of research.

In addition, students preparing manuscripts need to be aware of the risk in using AI-generated content in research publications. Increasing numbers of publishers are issuing guidelines specifying that:

- AI tools will not be accepted as a credited author on a research paper. Authorship attribution carries accountability for the work undertaken, and AI tools cannot take this responsibility.
- Researchers using AI tools should document this use in the methods or acknowledgements sections (or within the introduction or another appropriate section).

Further guidance on the use of AI generative tools can be found on the dedicated pages on the intranet.

14.3 Examinations and assessments

The University assessment rules and guidelines are available to you in the Senate Handbook on Assessment Rules (Postgraduate 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 Senate Handbook on Assessment Rules (Postgraduate 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)

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 Assessment Rules for Taught Courses 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
- 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 given at section 2.3 of the Assessment Rules for Taught Courses Handbook**.

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 Part C of the Assessment Rules for Taught Courses Handbook. Please note: all stated submission times are based on the UK timezone.

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;
- 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 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.

You are required to submit your work electronically (unless otherwise stated) by the deadline given in your course handbooks and as shown on your VLE. 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, prior to the assessment deadline, email the work, an explanation of the issue and screenshots showing the problem faced to your Course Director, copying in 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 examinations. Any such communication must be made to the Academic Registrar.

Detailed instructions for candidates undertaking written examinations are issued annually in the Senate 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 them from the examination if they fail 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 through the exceptional circumstances procedure.

Exceptionally, the University will consider requests after examination dates or submission dates but will not do so once marks have been released for the assessment (even if you subsequently are deemed to have performed badly). If a request is made following the examination or submission

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 specific learning needs and/or disabilities which warrant alternative examination 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.

After completion of written examinations and/or presentation of their thesis or other written work, a candidate must hold themselves 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 their contact details.

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

14.4 Feedback

If you are a taught student, you should receive details of your course's assessment and feedback strategy at induction. This should include an overview of how you can expect to be assessed and explain the course's Intended Learning Outcomes (ILOs).

In addition, at the beginning of each taught module you should receive an Assessment and Feedback Schedule which will provide 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. The marks shown in your VLE are for that piece of assessment, however they do not take account of any capping or other penalties that may be applied to any assessment. your complete provisional marks will be shown in EVE. All marks are considered provisional until they have been confirmed by a Board of Examiners.

14.5 Research ethics

To ensure our research conforms with appropriate ethical principles and standards, if you are undertaking research as part of your studies (including for taught students as part of a group, work-based or individual research project or thesis), you will need to submit your research proposals for ethical approval through the University's online research ethics approval system (CURES)[3]: 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.

You must complete an application for ethical approval prior to undertaking any research to make sure your proposed research conforms with ethical principles and standards. Evidence of your ethical approval must be submitted with your thesis - any thesis submitted without evidence of ethical approval will not be examined. The University will not normally grant retrospective ethical approval. Please see the Assessment Rules for Postgraduate Taught Courses and Research Students' Handbook for further details.

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[3] An alternative system may be used for students studying with a partner organisation

14.6 Research students

Students registered for courses leading to the degrees of PhD, EngD, DBA, 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". You should note the University's policy on the responsibilities of postgraduate research students and of supervisors, as set out in the Senate Research Students' Handbook.

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

You will be sent an email prompt advising that you should give three months' notice in writing before you submit your thesis; 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. If you do not submit at the end of the initial period of registration, you have no automatic right to remain in accommodation that was allocated to you as a normal full-time student, or to have your registration extended, or have your 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 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. Details of the procedures can be found on the intranet.

As 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:

- Senate Handbook on Academic Appeals
- 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 their 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 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.

17   Membership of Cranfield Alumni

As a 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 shortly after the beginning of your course. The Alumni Relations and Development Office can be contacted at: alumni@cranfield.ac.uk or visit them in person in Building 111 on the Cranfield campus.

LEARNING SUPPORT AND STUDENT EXPERIENCE

18 Education Services

18.1 Location

The Registry is based in Building 45 on the Cranfield campus, and in 27 Wellington Hall at the Defence Academy, Shrivenham. Student Academic Support (SAS) teams are embedded in each Faculty: each course will have a SAS Lead who is able to assist with your queries. Many of the services offered by Education Services are also offered online through the intranet (see under "Student handbooks").

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 your Faculty. 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
- 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 Immigration advice and services

If you are an international student, any advice and guidance, particularly if you are on a student visa, is provided by the Student Immigration 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 to the UK Government.

If you are registered with the University on a Student/Tier 4 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 team in Education Services if you have concerns about your current or future immigration status.

18.4 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.

19   Student Experience

The University is committed to providing the best experience it can to our students, as demonstrated in our values of Impact, Respect and Community.

The University has a Student Experience professional service unit, which is committed and focused on enhancing the experience of everyone studying at Cranfield – whether you are a taught student, researcher or on a professional/executive programme - and finding innovative and creative ways to have real impact.

Teams within Student Experience focus on education innovation, Library services, welfare, wellbeing, employability and looking at life beyond Cranfield, with long-term career planning.

You have the opportunity to shape the Cranfield experience for yourself and future students. The Student Experience team aim to provide as many opportunities as possible for you to ask questions, provide feedback and have your voice heard. 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.

19.1   Student Wellbeing and Disability Support

During your time at Cranfield 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), referral to counselling services, complaints and appeals, networking with other students and general advice on managing your wellbeing. Dedicated Learning Support Officers in the team coordinate reasonable adjustments for students with disabilities, specific learning differences and mental and physical health conditions.

The Student Wellbeing and Disability Support service is based in building 45 on the Cranfield campus, and in Barrington library at Shrivenham and is available to all students. For further information on drop in times, scheduled appointments and ways to contact: studentsupport@cranfield.ac.uk.

19.2   Student Voice

You have the opportunity to shape the Cranfield 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 intranet. In response to your feedback, we have invested 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 through the online form or 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

20   IT and Library Services

Our IT and Library 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. If you are studying part-time or away from the campus, you will find our technology solutions are designed to fully support your academic experience and you will also be offered modified library services to meet your particular needs. Support is also offered to anyone with disabilities, including adjustments to services where appropriate.

You are also offered one-to-one and group training to help you make the most of using both IT and library services.

20.1   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.

You are provided with access to facilities such as email, file storage, virtual learning environment, 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 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.

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.

20.2   Library services

There are two libraries on the Cranfield campus: Kings Norton Library (Building 55) and the School of Management Library on the first floor of Building 111. At Shrivenham, Barrington Library is building 67, next to the Defence Academy Sports Hall.

The libraries provide a dynamic collection of online and print materials to meet the evolving needs of faculty and students. They offer access to a comprehensive range of subject databases, full-text journals and online books, all available 24/7 through the Library Services website. They also hold print collections of books, journals and reports. If you need an item that is not available in print or online, the efficient interlibrary loans service can help you borrow them from elsewhere.

Your Teaching and Learning Librarian (for Master's students) or Research Support Librarian (for research students) is your main point of contact within the Library. They understand your course or area of research and have close links with your academic staff. They offer group and one-to-one teaching tailored to your needs to help you get the most out of the library services and resources that are available. Online training courses are also available. These sessions not only enhance your academic success but are also valued by employers, benefiting your future career progression. Additionally the study skills team can help you develop essential skills such as writing, communication, researching, critical thinking and using academic language.

Beyond providing information, the libraries play a crucial role in helping to raise the visibility and impact of research undertaken at Cranfield. Library staff are available to offer advice and support on the best places to document your research process, and publish your research and data.

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

All students are expected to comply with the [rules and regulations for Library Services](#) and the [conditions of use for the Library Services' online resources](#).

21 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.

Cranfield	Shrivenham
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.	Careers resources are located in the Barrington Library.

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.

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 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.

22 Disability and Learning Support

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

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

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

LSO's offer students one-to-one consultations, either in person, by phone or online via Microsoft Teams, where you can discuss:

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

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

Upon receipt of your supporting documentation the LSO will create a Student Support Plan which will document any reasonable adjustments required for you to support your studies. This will then be sent to the relevant staff for the adjustments to be put into place. Academic and support staff will only be sent details of the reasonable adjustments required; details of your condition will not be shared. It's important to let the university know as soon as possible if you have a learning support need or believe you may have a condition that meets the criteria under the Equality Act 2010. This will enable the LSO's to arrange support or implement reasonable adjustment to support your studies.

In addition, the LSO can provide general advice on dyslexia and other Specific Learning Differences (SpLDs). For UK students who are eligible for funding, the LSO can also assist with completing Disabled Students Allowance application forms. For Apprenticeship students, advice can be given on ESFA funded support.

To arrange an appointment with an LSO contact Student Wellbeing and Disability Support by email (studentsupport@cranfield.ac.uk). Appointments are available in person, by phone or online via Microsoft Teams. For further information, videos and FAQs please see our Learning Support intranet page (https://intranet.cranfield.ac.uk/Students/Pages/LearningSupport.aspx)

23   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.

23.1   Safeguarding of children and adults 'at risk'

The University has a specific policy on safeguarding children and adults at risk, which can be found in the Senate Handbook on Student Welfare and on the University website and intranet. For the purposes of this policy, a child is defined as a person (including students) under the age of 18. This policy considers a adult at risk 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 themself, or unable to protect themself 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.

23.2   Prevent

Part of the University's responsibilities 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: The promotion or advancement of an ideology based on violence, hatred or intolerance, that aims to:
1.   negate or destroy the fundamental rights and freedoms of others; or
2.   undermine, overturn or replace the UK's system of liberal parliamentary democracy and democratic rights; or

3.   intentionally create a permissive environment for others to achieve the results in (1) or (2).

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

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

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.

23.3 What to do if you are worried about a student

The University cares for the welfare of its students and has statutory obligations in regard to the government's Prevent agenda.

Where you have concerns about the behaviour of another student that you feel the University should be aware of (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?

Change in academic performance:

Missed exams / deadlines
More withdrawn or anxious
Change in engagement

Change in appearance:

Lack of self-care
Sudden weight change
Signs of self-harm
Cuts or bruises

Change in behaviour Uncharacteristically:

Loud / erratic
Quiet / withdrawn
Disruptive in class / campus accommodation

Other information:

They have gone missing
Illegal drug use/alcohol abuse
Concern from classmates,
Information from colleagues
Concern from family
Student disclosures an issue

Do you have all the information?

No

Consult colleagues who may also have concerns:

- SAS Lead,
- Apprenticeship office,
- Course Director,
- Supervisor,
- Learning Support Officer,
- Student Advisor

Yes

Contact the Student Wellbeing and Disability Support team:

studentsupport@cranfield.ac.uk

The Student Wellbeing and Disability Support team will:

- Log the concern
- Make enquiries regarding the student's welfare, maintaining confidentiality where appropriate
- Assess risk
- Discuss course of action with key staff which may include:
  - ❖ Offering advice to help staff continue in their support of the student
  - ❖ Contacting next of kin, police wellbeing check
  - ❖ Escalate case through internal procedures including Fitness to Study, Prevent duty, Safeguarding, Security Controller
  - ❖ Guided referral to counselling, mental health services or external agencies.

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.

23.4 Risk Assessments

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

23.4.1 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.

23.4.2 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.

23.4.3 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.

23.4.4 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.

23.4.5 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.

23.5 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.

23.6 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.

Appendix A – Apprenticeship Students

A1   Introduction

This part of the Handbook provides information for students studying as part of an apprenticeship programme, towards a postgraduate (Level 7) award with Cranfield University. Cranfield University is the Apprenticeship Training Provider, registered with the Education and Skills Funding Agency (ESFA) for both Level 6 and Level 7 awards. This part is also applicable to apprentices studying on a non-award-bearing apprenticeship[4].

At Cranfield we offer a number of different types of apprenticeships. Although these apprenticeships have different characteristics, they are all usually referred to under the umbrella term 'apprenticeships', with the academic element following the University's assessment rules (the exception being Non-award Apprenticeships, where there is no academic award element, and which may be referred to separately). These apprenticeships may be offered at either Level 6 or Level 7. All apprentices on these apprenticeships are considered students of the University.

The types of apprenticeships we offer are:

Integrated Apprenticeships, where apprentices will work towards completion of their apprenticeship and an academic award. Completion of the apprenticeship and completion of the academic award are linked, and completion of either is dependent on completion of both elements.

Non-integrated Apprenticeships, where apprentices will work towards completion of their apprenticeship and towards an academic award. The academic award and apprenticeship are not co-dependent, with apprentices assessed for the final outcome of both elements independently.

Credit-accumulation Apprenticeships, where apprentices will work towards completion of their apprenticeship, and earn academic credit as part of their apprenticeship training. This credit may then be transferred towards an academic award (which may or may not require further study).

Non-award Apprenticeships, where apprentices will work towards completion of their apprenticeship only, with no credit accumulation or academic award linked to the apprenticeship.

Students studying as part of an apprenticeship programme are registered students at Cranfield University. Students studying for a Level 6 apprenticeship with MK:U are bound by Cranfield's rules and regulations, as set out in this and other Senate Handbooks. Any functions or duties or processes referred to in this Handbook (or other relevant Handbooks) may be undertaken by Cranfield staff on behalf of MK:U.

This Students' Handbook should be your primary source of information and guidance on being a student at Cranfield. In addition, the Assessment Rules for Postgraduate Taught Courses Handbook provides information on the University's assessment rules and the expectations placed on you as a student (for those studying towards an academic award).

There are, however, additional requirements for students registered on apprenticeship programmes.

An apprenticeship is a job with training. Through your apprenticeship you will gain the technical knowledge, practical experience and wider Knowledge, Skills and Behaviours you need for your immediate job and future career. As an apprentice you will gain this through formal off-the-job training and the opportunity to practise these new skills in a real work environment. Your programme at Cranfield/MK:U has been developed to meet the requirements of an Apprenticeship

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[4] Sections relating to academic awards do not apply to apprentices on non-award-bearing courses. Non-award-bearing courses are those which do not result in a Cranfield award. IfATE define some apprenticeship standards as 'non-degree qualification apprenticeship standards' (e.g., Senior Leader) which may lead to a Cranfield award.

Standard. Apprenticeships have different and additional regulatory requirements to meet the needs of the Education and Skills Funding Agency (ESFA) and the Institute for Apprenticeships and Technical Education (IfATE).

Each Standard sets out the Knowledge, Skills and Behaviours required for your occupation, and is accompanied by an Assessment Plan, which describes how you will be assessed against the Standard. Full details of all Apprenticeship Standards and their Assessment Plans can be accessed via the IfATE website.

All Standards define:

Skills & Competencies: The Standard will define the range of skills and competencies that the apprentice needs to practise and acquire in order to do the job to a specified standard. These skills are largely acquired and practised in the workplace. Your employer will sign off these skills prior to your End-point Assessment.

Knowledge & Understanding: The Standard will define the knowledge and understanding that you will need to acquire and apply in order to carry out your role effectively and become occupationally competent. Cranfield University, as the Training Provider, will provide you with the taught academic elements of your apprenticeship qualification.

Behaviours: The Standard will define the behaviours that you will need to demonstrate in order to become occupationally competent. This may include behaviours such as leadership techniques, emotional intelligence, reflection and valuing diversity, etc.

It is a requirement of your apprenticeship that your employer contractually agrees to facilitate at least 6 hours per week off-the-job training – this is the minimum amount of time that should be spent on occupational off-the-job training during your apprenticeship. This can include lectures, online-learning, simulation exercises, shadowing, mentoring, industry visits, learning support and writing assignments. It does not include: progress reviews; training outside of your paid working hours; exams; or study required in connection with achieving separate Level 2 English and Maths qualifications. Some apprenticeships may have an off-the-job training requirement of more than 6 hours, which will be agreed in the Training Plan with the employer.

The Apprenticeships Office is the team responsible for the regulatory and compliance aspects of all apprenticeship programmes (the things that differentiate an apprenticeship from a standard undergraduate or postgraduate qualification), and are the primary source of advice, information and guidance regarding all apprenticeships (both undergraduate and postgraduate). They will be able to advise you on apprenticeship eligibility, funding, changes in circumstances, Gateway and End-point Assessment.

Specialist student support services and academic guidance are provided by the various teams across the University in line with core academic programmes and as described in the Postgraduate Student Handbook and Undergraduate Students' Handbook.

A2 Eligibility

Due to the method of funding for an apprenticeship, there are restrictions on eligibility that all training providers have to comply with.

To use funds in the employer's apprenticeship service account or government-employer co-investment, the individual must:

- Be able to complete the full apprenticeship programme within the time they have available in their contract of employment or visa (if applicable). If the student is unable to complete the apprenticeship in the time available, it cannot be funded.

- Not be asked to contribute financially to the cost of training, on-programme or end-point assessment. This includes both where the individual has completed the programme successfully and where they have left the programme early. Costs include any co-investment or additional training and assessment costs, above the funding band, that the employer has paid directly to the main provider where this is part of the agreed apprenticeship. This does not include travel, subsistence or accommodation costs which can be paid by the apprentice.
- Not use a student loan to pay for their apprenticeship. Where an individual transfers on to an apprenticeship from a full-time further education or higher education course, and that course has been funded by a student loan, the loan must be terminated by the individual.
- Not benefit from funding from an employer's apprenticeship service account or government-employer co-investment for any part of their programme where either the provider or another party claim funding from another government department or agency for the same purpose. This includes any funding for that individual from the European Social Fund, the Education and Skills Funding Agency or Jobcentre Plus.
- Not benefit from funding for any part of their programme that duplicates training or assessment they have received from any other source.
- Spend at least 50% of their working hours in England over the duration of the apprenticeship.
- Have the right to work in England.
- Have an eligible residency status (further information on eligible residency can be obtained from the Apprenticeships Office).

As an apprentice, a change in your circumstances may affect your eligibility to continue with your apprenticeship - any change in circumstances should be discussed as soon as possible with the Apprenticeships Office.

A3 Financial and Legal Matters

Cranfield University contracts with employers for the delivery of apprenticeship programmes. Funding for apprenticeship programmes is via the Apprenticeship Levy. Some apprenticeship programmes will have an additional top-up fee payable by the employer.

Levy-paying employers will use funds available in their levy pot. Non-levy employers will co-fund the apprenticeships with the government. All contracts (Employer Agreements, Apprenticeship Agreements and Commitment Statements) are required to be in place prior to an apprentice's registration and commencement of their programme. Any changes in circumstances that impact on an apprenticeship programme will be discussed with employers as the contracting partner.

Commitment statements and agreements must be kept up to date and new documents signed when sent out in a timely manner. Non-compliance will require a withdrawal from the apprenticeship programme.

A4 Data Protection and Privacy

Cranfield will share information about engagement, progress and achievement of students on apprenticeship programmes with employers at regular intervals, as set out in the University's Student Privacy Notice.

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), which is managed by Jisc.   A Statement from HESA/Jisc explaining how this data is used can be found here.

A5 Being a Registered Apprentice Student

By registering on an apprenticeship programme, you indicate that you and your employer will:

- accept the additional requirements of being an Apprentice on a levy-funded programme as per the Commitment Statement;
- accept the requirement to complete all aspects of the Apprenticeship (up to and including End-point Assessment);
- ensure that the Apprenticeships Office is kept informed of all changes in circumstances that could impact on your apprenticeship, including but not limited to:
  - a period away from work longer than 4 calendar weeks;
  - a change in employer;
  - a change in job role;
  - a change in number of working hours;
  - a change in location of main work address;
  - a withdrawal from the apprenticeship;
  - a redundancy.
- accept that failure to inform the Apprenticeships Office of any changes in circumstances in a timely manner may place both your academic qualification and your apprenticeship qualification at risk through non-compliance.

Registration of an apprentice requires:

- the Employer-Provider contract to be signed by both parties;
- the Employer-Employee-Provider Commitment Statement to be signed by all parties;
- a copy of the Employer-Employee Apprenticeship Agreement to be signed by both parties;
- the apprentice to be approved on the Apprenticeship Service so that levy payments can be accessed.

If you complete your apprenticeship programme, confirmation of your award and certificate (for those studying for an academic award) and your transcript will only be released once all elements of the apprenticeship training programme have been successfully completed, including the End-point Assessment.

Students studying for an academic award

Should you, for whatever reason, be unable to continue with your apprenticeship programme due to ineligibility for funding from the Education & Skills Funding Agency[5], your registration on the associated degree course would cease and you would no longer be eligible to complete the apprenticeship programme or any associated academic award. Following withdrawal from a postgraduate apprenticeship programme, any applications to re-join Cranfield as a self-funded/sponsored student with academic credit will be considered on a case-by-case basis[6], and in line with the University's published rules around transfer of academic credit.

Should you leave the university midway through a degree apprenticeship course you would receive learning credits for any modules you have successfully completed (and for postgraduate apprentices, where applicable, any lower academic award[7]) which could be used as evidence of prior learning for admittance to a postgraduate course at Cranfield or, for undergraduates, to another awarding institution - undergraduate apprentices are not able to re-join the University on a self-funded basis.

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[5] For example, you leave your current employer, and your new employer will not continue your apprenticeship, or your place of work is no longer in England, or your current employer terminates your apprenticeship or non-engagement with the programme.

[6] This option is not available for undergraduate students.

[7] There are no available lower awards for undergraduate apprentices.

A6   Attendance

All apprentices are expected to comply with the University's [Student Engagement Policy](). This policy covers all taught students, including apprentices and defines how engagement is measured.

The University expects apprentices to engage with their studies and to attend the various learning opportunities provided by their course. The University believes this is key to successful completion of any apprenticeship. Any student may have their registration suspended or terminated because of concerns about their attendance/engagement, taking into account ESFA funding rules which stipulate active off-the-job learning per calendar month.

The University treats formal face-to-face or live-online interaction with an academic member of staff as academic engagement. Face-to-face or live-online interactions are measured through defined contact points, including completion of the taught module registers and contact with an academic member of staff. Concerns over non-engagement will be discussed at Tripartite Reviews, and may prevent an apprentice progressing to Gateway.

A7   Management of Changes in Circumstances

All changes in circumstances should be referred to the Apprenticeships Office (mailto:Apprenticeships@cranfield.ac.uk) in the first instance in order that they can advise you on the implications of any changes in circumstance to your apprenticeship. Should a formal change of circumstances be required the Apprenticeships Office will work with your Student and Academic Support (SAS) Lead to manage the process (as set out in the [Senate Handbook – Changes to Registration)]() for you.

Due to the funding rules that govern apprenticeships, there are significant differences in the processes for managing withdrawals, change of employer, periods away from work (including maternity, paternity, shared parental leave and suspension of study for periods of 4 weeks or more) or redundancy. It is essential that all changes are discussed with the Apprenticeships Office as soon as possible and prior to any decisions or action being taken so that they can advise you and your employer appropriately.

All formal requests for a modification to an apprenticeship programme such as a period away from work that requires a break in learning, withdrawal or change of employer will be shared with your current employer.

The following minimum timescales are required to ensure continuation of your apprenticeship programme.

- Change of Employer – 4 weeks' notice to the Apprenticeships Office. If we are not able to contract with your new employer prior to your start date then you will become ineligible for the apprenticeship and will be withdrawn.
- Change of Employer – a change of employer cannot take place during the final 6 months before the planned End-point Assessment date. Any changes that take place in this period will result in withdrawal from the apprenticeship programme (including academic qualification).
- Redundancy – 1 week before the effective date of redundancy.
- Suspension of study – 3 weeks' notice and suspension is not permitted after the training period (taught delivery) has finished.

A8 E-Portfolio

The University will provide you with an e-portfolio (MaytasHub or PebblePad) for the collection and collation of your evidence required to meet the Knowledge, Skills and Behaviours (KSBs) outlined in the Standard and in the Assessment Plan. Your e-portfolio will also be used for the recording of your off-the-job hours. Hours should be logged on a regular basis but at least once every calendar month as a minimum. Failure to log hours could result in your apprenticeship being terminated due to lack of activity.

You will be expected to provide a number of pieces of evidence (dependent on the Standard) which clearly show how you meet the KSBs giving the context, outcomes, your reflections and insights when applying your learning in your work.

Note: A number of guides will be available to you on your e-portfolio to support your evidence collation and progress towards Gateway and End-point Assessment. These will be available when you log on to the e-portfolio system.

Your progress against the KSBs will be reviewed and shared with your employer at various milestones throughout your apprenticeship journey.

A9 Level 2 Maths and English

All Higher Level (levels 3-7) Apprentices in England are required to provide suitable evidence of Level 2 Maths and English achievement by the time they reach Gateway and prior to End-point Assessment.

All apprentices will be required to sit an initial assessment of their maths and English to determine current working level. Those that are assessed as working at or above Level 2, and have provided acceptable evidence of achievement of a Level 2 qualification (as per list of acceptable qualifications here) are not required to undertake further study.

If apprentices do not have acceptable evidence of achievement or are assessed as not currently working at Level 2 they will be required to sit a diagnostic test to establish areas of focus and they will be required to undertake a functional skills qualification in maths and/or English.

Please note that Degree certificates (unless the words 'mathematics' or 'English' are in the title) and IELTS certificates are not deemed acceptable by the Education and Skills Funding Agency.

The above requirements are set by the Education and Skills Funding Agency; Cranfield are required to obtain and record the evidence as described and are not able to offer any flexibility, however we can offer advice on obtaining evidence where it is missing.

In addition, as part of the Cranfield University entry requirements apprentices may be required to provide proof of their English language proficiency in order to meet the University's entry criteria - full details can be found on the University's website.

A10 Communication Channels

The Apprenticeships Office, along with the rest of the University, will contact you via your Cranfield University email account regularly throughout your course. Emails from the Apprenticeships Office will include advice, guidance and information relating to your programme and will often require your action or response to meet the regulatory requirements for Apprenticeships. You should ensure that you regularly check your Cranfield University email account, which may be forwarded to another account if you wish. Guidance on how to set up such forwarding is available on the intranet. Exceptionally, where no response has been received to emails sent to your Cranfield University email address, the Apprenticeships Office may contact you using your workplace email address if necessary. Details of other staff who may contact you during your apprenticeship are given in the

Undergraduate and Postgraduate Student Handbooks. Information provided to apprentices will also be shared with employers where appropriate.

In addition to the standard communication channels, you will receive messages, announcements and guidance through your e-portfolio platform alongside the announcements guidance and feedback received through the Virtual Learning Environment (VLE) as part of your academic course and through the app (for MK:U undergraduate apprentices) and intranet (for Cranfield postgraduate apprentices).

Apprentices should sign up for email for life to ensure they continue to receive emails following the end of your study period at the University. Details can be found here: Email 4 Life (cranfield.ac.uk).

A11 Student Support

Apprentices have access to the full range of support offered to non-apprentice students.

Details of the support available can be found in earlier sections of this Handbook and the Student Welfare Handbook.

A12 Comments, Concerns or Complaints by Students

All comments, concerns or complaints relating to the delivery of the apprenticeship elements of your programme should be referred to the Apprenticeships Office in the first instance. These will be managed in line with the principles described in the Senate Handbook on Student Complaints.

Where a concern or complaint cannot be resolved at a local level by the Apprenticeships Office, apprentices will be referred to the formal Stage 2 complaints process, as outlined in the Senate Handbook on Student Complaints.

If you have a comment, concern or complaint relating to your academic course or any other aspect of your time at the University you should contact a member of your course team in the first instance as outlined in the Senate Handbook on Student Complaints.

The University has a separate policy for concerns or complaints about the provision offered to apprentices made by employers, which can be found on the University's website. This process aims to resolve concerns or complaints informally and swiftly, but does, however, provide a route for a formal investigation process should a swift and informal resolution not be possible.

A13 Apprenticeship Compliance and Regulations

Apprenticeships are regulated by the Education and Skills Funding Agency (ESFA). Cranfield (the Training Provider) and your employer are both required to inform ESFA of changes in circumstances that impact on your apprenticeship eligibility. Where eligibility for funding of an apprenticeship programme ceases due to a change in circumstances, the University is required to withdraw students from the programme. Following withdrawal from a postgraduate apprenticeship programme, any applications to re-join Cranfield as a self-funded/sponsored student with academic credit will be considered on a case-by-case basis.

If you believe that your eligibility may be impacted by a change in circumstances, please contact Apprenticeships@cranfield.ac.uk to discuss your options.

A14 End-point Assessment

All apprenticeship programmes have an End-point Assessment (EPA). This is a formal, independent assessment of your performance against the Apprenticeship Standard. Each Apprenticeship Standard has an Assessment Plan which sets out the detailed requirements of the Standard. Typically, the EPA comprises two or three components: a Project, a Professional discussion linked to a portfolio of evidence and, for some, a practical assessment. The Knowledge, Skills and Behaviours (as outlined in the apprenticeship standard) are clearly linked to each assessment component. All components of an Assessment Plan need to be passed to successfully achieve the Apprenticeship. This requires all of the Knowledge, Skills and Behaviours to be met to a satisfactory level.

At the end of the training period (academic programme), each apprentice will go through Gateway to assess their readiness for EPA. Successful Gateway requires evidenced achievement of:

- level 2 Maths and English;
- employer confirmation that the apprentice has achieved the required level of competence;
- any academic or professional award as required in the Assessment Plan or the achievement of a set number of academic credits for Integrated Degree Apprenticeships;
- completion of the portfolio of evidence;
- Completion of the off-the-job activity log that meets or exceeds the value required in the individual Training Plan;
- other requirements as described in the individual Apprenticeship Standard Assessment Plan.

On successfully passing through Gateway, you will proceed to the End-point Assessment itself. End-point Assessments are carried out by Independent Assessors assigned by the End-point Assessment Organisation (EPAO). Where there is a choice of EPAO, it is made by your employer at the beginning of your apprenticeship; Cranfield University and MK:U are wholly independent of this decision. Where your apprenticeship forms part of an integrated degree apprenticeship the EPAO will be Cranfield University. The Assessment Plan will describe the specific arrangements for your particular apprenticeship and will state who will be involved (some Apprenticeship Standards require an employer representative whilst others have an Independent Assessor only).

We will provide support and guidance to maximise the chance of success and a timely completion of your End-point Assessment.

Should you fail to meet the required levels in your EPA, we expect that you will accept the opportunity for further attempts, subject to the Assessment Plan rules that govern the Apprenticeship Standard (these rules vary between different apprenticeship standards). Both the Employer and Cranfield University as the Provider (or MK:U on Cranfield's behalf) will work with you to secure successful completion. We cannot guarantee that individuals undergoing referral or resit attempts will be able to graduate with their original cohort.

Upon successful completion of the EPA, the EPAO will apply for Apprenticeship Completion.

Students who are unsuccessful in completing their End-point Assessment have the right to appeal against the outcome decision. EPA appeals are managed by the EPAO responsible for administering the EPA, with each EPAO having its own appeals process. A fee may be charged by the EPAO for any appeal.

A15 Award of Degrees and Graduation

For students studying for an academic award as part of their apprenticeship, confirmation of your award, your certificate and your transcript will be released once all elements of the apprenticeship training programme have been successfully completed, including the End-point Assessment.

You will be invited to attend the next available graduation ceremony to celebrate your achievements at that time.

A16 Contact Details

The Apprenticeships Office:

Mailbox: Apprenticeships@cranfield.ac.uk

A17 Further Information

Further information on apprenticeship delivery, regulations and guidance can be accessed via the following links:

- Education and Skills Funding Agency – this is the overarching government department responsible for the management of apprenticeships in England.

- Apprenticeship Funding Rules for employers.   This document will provide the latest set of funding rules for apprentices which all employers are operating under.

- Institute for Apprenticeships and Technical Education – for information on all Apprenticeship Standards and Assessment Plans.

- IfATE - https://www.instituteforapprenticeships.org/apprenticeship-standards/.

- National Apprenticeship Service Helpdesk.

- For general advice or guidance, this government service can be contacted via email: helpdesk@manage-apprenticeships.service.gov.uk or by telephone 08000 150 600 (opening hours are 8am to 8pm Monday to Friday).

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