

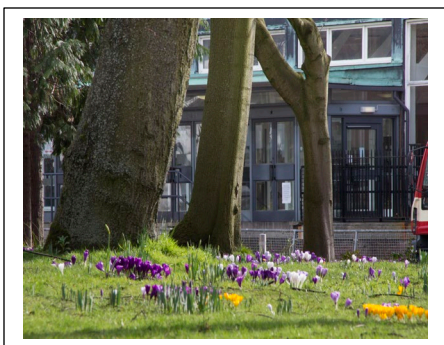
MARCH 2019

TLSO Bulletin

The Bulletin of the University of Manchester's Teaching and Learning Support Office

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1. Staffing news

The TLSO has recently welcomed two new members of staff:

- Nasser Latif, Teaching and Learning Manager (Student Success & Engagement)
- Chris Wade, who joins us as a Learning Technologist in the Distance Learning team.

2. TLSO Website/policy and procedure changes

• Updates to Regulation XVIII (Student Complaints Procedure)

The Student Complaints Procedure has been amended to accommodate changes to the Policy on Dignity at Work and Study, which were approved by HR Sub Committee in October 2018. The Dignity at Work and Study Procedure for Students has been withdrawn and formal Dignity at Work and Study Complaints from students will now be dealt with via Regulation XVIII. The updated version of Regulation XVIII is available at:

- <http://documents.manchester.ac.uk/display.aspx?DocID=1893>

The Student Complaints Form has also been updated and is available at:

- <http://documents.manchester.ac.uk/display.aspx?DocID=1894>

• Basic Guide to Student Complaints and Basic Guide to Academic Appeals

The 'Basic Guide to Student Complaints' has been updated to reflect the changes to Regulation XVIII (Student Complaints Procedure) and now takes the form of an easy to follow one page 'factsheet'. It can be found at:

- <http://documents.manchester.ac.uk/display.aspx?DocID=23875>

The 'Basic Guide to Academic Appeals' has also been updated to ensure consistency of style. It can be found at:

- <http://documents.manchester.ac.uk/display.aspx?DocID=23874>

2. TLSO Website/policy and procedure changes (continued)



Student-facing information on complaints and appeals, including the regulations, forms and basic guides can be found at:

- <http://www.studentsupport.manchester.ac.uk/study-support/complaints/>
- <http://www.studentsupport.manchester.ac.uk/study-support/appeals/>

Information for staff relating to academic appeals, complaints and misconduct can be found on the TLSO website at:

- <https://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/>

Please can colleagues ensure that any information held locally is updated accordingly.

- **Annual report to Senate regarding student appeals, complaints and discipline**

The Annual Report of Student Appeals, Student Complaints and Student Discipline Cases for 2017-18 was recently presented to Senate. The Annual Report details the number and nature of formal academic appeals, complaints, discipline and fitness to practise cases handled each academic year and is required under the Regulations for the relevant areas. The data reported relate only to formal cases and do not include cases which are resolved informally.

A summary and a link to the full report (as well as reports from previous years) can be found at:

- <https://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/reportstosenate/>

3. Peer Support

- **Peer Support: Training and Recruiting Student Volunteers**

Peer Support have begun training the new cohort of Peer Mentors in preparation for September! Last year, 937 students trained to become Peer Mentors during the training period and this year we are hoping to achieve a similar goal with even more Peer Mentors needed to help first-year undergraduate students transition into university life. This year, due to the vast number of students receiving training and the volume of training sessions, Manchester Graduate Talent (MGT) Interns have been crucial in helping us kick off our Peer Mentor training season by co-delivering sessions with the Student Engagement Graduate Interns who work primarily on Peer Support. We value the time and effort volunteered by the MGT Interns and would like to thank them for supporting us during this busy and exciting training season.

The Peer Mentor training programme itself is undertaking an extensive redevelopment this academic year; students will now receive more in-depth training across three different sessions. The training has a stronger focus building connections and relationships, as well as expanding student knowledge of the university services available and being able to signpost first year students to these services.

In addition to this, PASS Leader Training and Student Coordinator Training are undergoing further developments ready for the next training season to start in Weeks 7-8. The Peer Support Team are working hard to further develop the additional resources for use by the 19/20 cohort of PASS Leaders and Student Coordinators, which includes the development of training booklets and the respective Blackboard Communities. All of this will result in over 1700 students becoming trained and ready to provide pastoral and academic support to every first year undergraduate student in

3. Peer Support (continued)

- **Celebration Evening – Save the Date!**

This year, Peer Support's 21st Annual Celebration Evening will be taking place on **Wednesday 3rd April 2019!** We host this event every year to reward and recognise our student volunteers and we are already planning the event, printing certificates and ordering decorations for the annual celebration.

Save the date and hope to see you there!



4. Information from other areas of the University: Student Immigration Team, Student Admissions and Administration Division

- **Continuer (Student) CAS – new process**

Following a consultation with faculty representatives, from 1st February 2019, all continuer CAS will be produced by the Student Immigration Team under the delegated authority of Schools. This means that the decision whether or not to issue a CAS remains with Schools, and Schools remain responsible for attendance monitoring for the duration of the newly issued CAS.

Students should be directed to their programme administrator in the first instance in order to discuss the CAS request, and if it is decided that a CAS is required, a [CCR1 form](#) should be completed ensuring that both the student and staff declaration sections have been populated. The CCR1 form can be filled out electronically or a paper copy can be printed out and completed. Forms should be returned to the Student Immigration Team by email at visa@manchester.ac.uk using the subject 'CCR1 form'.

4. Information from other areas of the University: Student Immigration Team, Student Admissions and Administration Division (continued)

Upon receipt of the form we will check that all the required sections have been completed and any incomplete forms will be returned to the School for further action. Complete forms will be checked by our team to ensure that the student is eligible for a CAS (in accordance with the immigration rules).

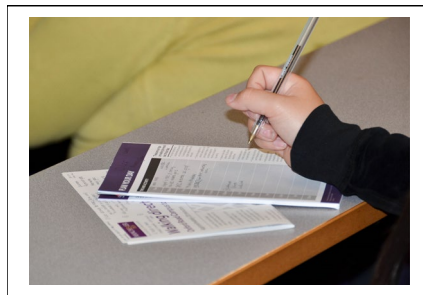
If a CAS can be issued then a member of the Student Immigration Team will produce the CAS and it will be uploaded and sent to UKVI. Students will continue to receive a CAS statement based on the Campus Solutions CAS template. A copy will also be held in the Student Document Centre.

If a CAS cannot be issued to a student we will inform the programme administrator and the student and discuss any possible options.

For further information about the process and guidance on completing the CCR1 form please visit the Student Immigration Team's intranet site:

- o <http://www.saa.manchester.ac.uk/student-immigration/creatingcas/castypes/>

Or contact the team directly via email visa@manchester.ac.uk



5. Contact

If you are aware of other staff members who would like to be added to the TLSO Bulletin mailing list to receive future editions of the Bulletin, please contact Miriam Graham (email m.graham@manchester.ac.uk).

If you are from a Collaborative Partner and you are having difficulties accessing any of the linked documents or web pages, please also contact Miriam Graham (m.graham@manchester.ac.uk).

The TLSO website is available at: <http://www.staffnet.manchester.ac.uk/tlso/>

