TLSO Bulletin

APRIL 2019

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

Inside This Issue

1. Staffing news

The TLSO welcomes a new member of staff, Nadine Morgan, who joins us as an eLearning Technologist for University of Manchester Worldwide (UMW).

2. TLSO policies, procedures and website

- **Basic Guide to Mitigating Circumstances**

The 'Basic Guide to Mitigating Circumstances' (http://documents.manchester.ac.uk/display.aspx?DocID=23886) has been updated so that it is now an easy to follow one page 'factsheet' and its style is consistent with the other Basic Guides (on Academic Appeals and Complaints).

Information for students on mitigating circumstances, including a link to the Basic Guide can be found at: http://www.studentsupport.manchester.ac.uk/study-support/mitigating-circumstances/

Information for staff members can be found on the TLSO webpage on mitigating circumstances at: https://staffnet.manchester.ac.uk/tlso/policy-guidance/assessment/reaching-decisions-from-assessment/mitigating-circumstances/

- **Updates to the Policy on Additional Costs**

At the April 2019 meeting of Senate, proposed updates were agreed to the '*Policy on additional costs incurred by students on undergraduate and postgraduate taught programmes*'. This followed discussion at the Teaching and Learning Group (TLG) in February 2019 and previous consultation with Faculties in 2018. The main changes to the policy are detailed below:

- *the title of the policy has been updated from 'Policy on Additional Costs incurred by students on undergraduate and postgraduate taught programmes' to 'Policy on Additional Costs incurred for taught programmes';*

- *removal of some of the background information to the policy;*
- *clarification that any unavoidable additional compulsory costs totalling more than 1% of the annual home undergraduate fee per annum must be made clear to students at the point of application and in the programme handbook;*
- *removal of the paragraph mentioning Schools having to provide a 'low cost or free' option to compulsory additional costs, as the wording has been updated to contain a cap of 1% of the home undergraduate fee per annum (as mentioned above);*
- *confirmation that the cost of any compulsory printing must be met by the School, including cases where a School considers online submission of dissertations as inappropriate and requires hard copies;*
- *the paragraph relating to placements and field courses has been removed as such practices should be covered by the main general principle that any unavoidable additional costs totalling more than 1% of the home undergraduate fee per annum must be made clear at the point of application and in programme handbooks, with details of what these specific costs are.*

The updated Policy can be found on the TLSO website at: https://staffnet.manchester.ac.uk/tlso/policy-guidance/teaching-and-learning/learning/additional-costs/, with the direct link to the PDF version of the Policy at: http://documents.manchester.ac.uk/display.aspx?DocID=19217

Schools/Faculties are asked to start implementing the updated version from now on (as from April 2019); communications have been sent to Heads of School Operations, Heads of School Teaching Learning and Student Experience, Faculty Associate Deans/Vice Deans for Teaching and Learning, etc.

- **Updates to Policy on Submission of Work for Summative Assessment and associated Guidance on Late Submission**

At the February 2019 meeting of Senate, proposed updates were agreed to the '*Policy on Submission of Work for Summative Assessment*'.

The main updates to the policy are as follows:

- *clarification of the main principle of the Policy: that arrangements and procedures for the submission of work for summative assessment should be equitable and transparent;*
- *removal of the principle of having different penalties for late submission of large and smaller pieces of work (the penalties for large pieces of work being a set institutional sliding scale, and penalties for smaller pieces of work being set by Schools/Faculties).* ***This has been replaced by the principle of a standard sliding scale of penalties, which must be used for large pieces of work (e.g. dissertations or projects of 30 credits or more), and will be the default arrangement for smaller pieces of work, unless alternative arrangements are agreed with the relevant Faculty;***
- *the late submission penalty only relates to first attempts rather than referrals;*
- *a slight update to the sliding scale for penalties for late submission, in that the wording now states "**the mark awarded will reduce by 10% of the maximum amount available per 24 hours…the work would continue to attract further penalties for each 24 hours the work is late, until the assignment is submitted or no marks remain**", rather than the original wording of "the mark awarded will reduce by 10 marks per day for 5 days (assuming a 0 -100 marking scale), after which a mark of zero will be awarded";*
- *the addition of a new paragraph on penalties for going over length, which states that "Schools must have appropriate procedures in place for dealing with work exceeding the required length and must publicise it to students at the start of each semester";*

2. TLSO policies, procedures and website (continued)

- *removal of wording relating to alternative methods of submission where Schools require hard copy printing, where the costs must be met by the School. This wording is contained within the Policy on Additional Costs.*
- *a link to the Guidance for Disability Advisory and Support Services (DASS) Related Automatic Extensions has been added to the document.*

The associated '*Guidance on Late Submission*' was previously approved by the Teaching and Learning Group (TLG) in November 2018, following updates proposed by the TLG Policy and Guidance Subgroup.

The main updates to the Guidance are:

- *Clarification that marks are now deducted by 10% of the maximum amount available per 24 hours, until no marks remain (rather than 10 marks per day late for up to 5 days, after which a mark of 0 was recorded);*
- *Clarification that there are no further resit/referral opportunities for referred assignments that are submitted late;*
- *Removal of the table showing examples of mark deductions, as it was not deemed to be necessary;*
- *Confirmation that, for programmes with PSRB requirements, where students need a mark/credit for PSRB purposes, they should still be given a mark for work submitted late, if that is a PSRB requirement;*
- *Confirmation that, for students whose original mark was a pass, but whose mark falls below a pass as a result of a late penalty, students won't be asked to resubmit, but that their mark will be dealt with as per normal resit/referral procedures, as the late penalty would mean that the students' mark will be treated as a referral;*
- *Similarly, for marks which were originally in the compensation zone before the deduction of a late penalty, normal compensation procedures apply to the treatment of the mark after the late penalty is applied;*
- *Clarification that work submitted more than 10 calendar days (240 hours) late will be deemed as non-submission and automatically given a mark of zero;*
- *Work submitted within 10 calendar days (240 hours) should be marked and feedback provided, but work submitted after 10 calendar days does not need to be marked or feedback provided, though Schools can choose to do so;*
- *Clarification that students should be clearly informed of deadlines and the penalties/implications of late submission applicable to specific pieces of work/assignments.*
- *Students should also be informed that, if they submit a referred assignment late, a mark of zero will automatically be given.*

Updated versions of both the *Policy on Submission of Work for Summative Assessment* and the *Guidance on Late Submission* are to be **implemented from September 2019;** communications have been sent to Heads of School Operations, Heads of School Teaching Learning and Student Experience, Faculty Associate Deans/Vice Deans for Teaching and Learning, etc. along with PDF versions of the updated documents.

The updated versions of the documents will be published to the TLSO website and the University Documents system in the summer, using the existing url addresses (replacing the current versions that are now showing):

- o Policy on Submission of Work for Summative Assessment
  https://www.staffnet.manchester.ac.uk/tlso/policy-guidance/assessment/practice-of-assessment/submission-of-work/ and
  http://documents.manchester.ac.uk/display.aspx?DocID=24561
- o Guidance on Late Submission
  https://www.staffnet.manchester.ac.uk/tlso/policy-guidance/assessment/practice-of-assessment/late-submission/ and
  http://documents.manchester.ac.uk/display.aspx?DocID=29825

In the interim period, the updated versions can also be seen on the TLSO's Consultations webpage:
https://www.staffnet.manchester.ac.uk/tlso/news/consultations/

- **Procedure for Protecting the Interests of Students in the Event of Industrial Action and/ or Action Short of a Strike**

  The procedure has been amended as a result of a review of good practice from OIA summaries of national complaints, arising from industrial action.

  The following additions have been made to the procedure to ensure clarity on how complaints will be processed and under the conditions which refunds will be considered:

  Student Complaints relating to Industrial Action

  - *Student complaints as a result of industrial action should be dealt with in accordance with Regulation XVIII (Student Complaints) procedure: http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=1893*

  - *When investigating complaints resulting from industrial action, consideration should be given to how alternatives to the cancelled learning opportunities were delivered, particularly in the context of the individual student's specific learning needs.*

  Refunds and Compensation

  - *The University will not offer a refund of tuition fees, unless an investigation of a formal complaint finds that a suitable alternative to cancelled learning opportunities has not been delivered.*

  The updated procedure can be found at:
  http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=35659

3. Submissions invited for University Teaching Excellence Awards 2019

Teaching Excellence Awards recognise individuals' significant and sustained commitment to teaching, learning and the student academic experience over recent years.

Do you have a track record of excellent achievement in teaching, learning and student experience activity? Could you be one of the 2019 Teaching Excellence Award winners?

Teaching Excellence Awards recognise individuals' significant and sustained commitment to teaching, learning and the student academic experience over recent years.

Both academic and related colleagues, at undergraduate and postgraduate levels, are eligible to apply. Cases should include evidence of an academically rigorous approach, coherence and evaluation of activity.

The Award consists of a £5000 grant to be used by recipients over a period of up to three years to develop teaching and learning activities or to support their own career development in this area.

Professor Kersti Börjars, Associate Vice-President (Teaching, Learning and Students) chairs the cross-university panel which makes up to 6 full awards annually and may also issue commendations.

Key dates and contacts
- Faculty of Science and Engineering - submissions to louise.walker@manchester.ac.uk by Thursday, 25 April 2019
- Faculty of Humanities – submissions to helen.davenport@manchester.ac.uk by Wednesday, 24 April 2019
- Faculty of Biology, Medicine and Health – submissions to tephanie.beck@manchester.ac.uk by Tuesday 7th May 2019
- Submission for PS and Cultural Institutions – submissions to teaching.excellence@manchester.ac.uk by Wednesday, 24 April 2019

An awards ceremony will be held in July 2019.

For further information and application form
- Teaching excellence awards

4. Differential Attainment Project (March 2017 – March 2019)

The Differential Attainment Working Group presented its final report to TLG on 25 March 2019.

The Differential Attainment Project sought to identify explanatory factors for undergraduate student groups for whom degree attainment is out of line with expectation at the UoM. These groups were targeted based on an in-depth analysis of graduation data from 2013/14, compared with other Russell Group (RG) institutions:

- Live-at-Home students (students living in their own or parental home)
- Students from a Black, Asian or other Minority Ethnic background (Home)
- International students (non-EU)
- Mature students (21 years or older on entry)

The project took two main approaches:

- Topic-based investigations into structures and policies (for example, Placement Year and Attainment or What can student Appeals tell us about the factors impacting undergraduate student attainment?)
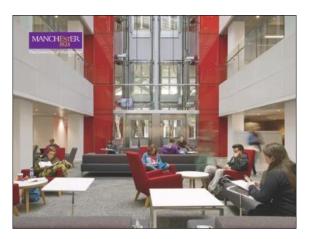
  and

- Practical interventions in partnership with target Schools / Discipline Areas / Students' Union, (for example, MathSoc as a vehicle to promote Student Inclusion and Belonging, the Living at Home Students' Residential, or MACE: Academic Advising – a blended approach).

The project drew on support from Data Analysts, Learning Technologists, Graduate Interns, My Learning Essentials, Library staff, and other specialist consultants.

More: The full Report of the Differential Attainment Project, as well as Pilot Project Overview and Reports, can be found on the DAP webpages:
https://www.staffnet.manchester.ac.uk/tlso/teaching-excellence/teaching-research/differential-attainment/pilot-projects/

A Resources Page is also in development:
https://www.staffnet.manchester.ac.uk/tlso/teaching-excellence/teaching-research/differential-attainment/resources/

Contact: Emma Sanders, Teaching and Learning Adviser (Attainment)
emma.c.sanders@manchester.ac.uk

5. Information Guidance – Quick Update

Did you know that the University has a policy on the '**Acceptable Use of IT facilities and Services**'?

Did you know that University owned mobile devices, such as laptops, tablets and smartphones need to be encrypted, password or PIN protected and have the remote wipe facility enabled?

Did you know that any transmissions containing commercial or promotional material need to make provision for recipients to opt-out of receiving such communications?

Did you know that it you should avoid actions that undermine security controls designed to protect systems and data, such as failing to screen-lock unattended computers, or allowing family members to access University facilities using staff login credentials?

Did you know that emails related to University work should not be sent or received using third-party webmail services (e.g. Hotmail, Gmail)?

Find out more at: http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=16277

6. University of Manchester Worldwide (UMW)

- **Guidance for setting entry requirements for UMW-delivered courses**

As part of the programme approval process, there is a requirement to set out entry criteria to the course at a fairly early stage. This is to support the planning and implementation of marketing and recruitment activity and so that candidates can, to some extent, self-select on the basis of their suitability.

Whilst the setting of entry criteria for online and blended courses is very similar to that for those on-campus, it is important to be cognisant of the audience for part-time, off-campus courses, of whom many will be working professionals, may not have taken a traditional education path and who may be returning to education, and to take account of that in terms of how the quality of potential students is assessed.

Entry requirements onto programmes are usually made up of the following criteria:
- Academic qualifications

- Route for entry for candidates without a first degree

- Mode of entry to courses for non-degree route applicants

- Professional and other qualifications (e.g. GMAT; GRE; CIMA qualifications etc.)

- Professional Experience

- Statement of Purpose

- References

For full details of the entry requirements for UMW courses, please see:
http://documents.manchester.ac.uk/display.aspx?DocID=42606

7. Degree Apprenticeships

This note presents our recent experiences regarding setting up Degree Apprenticeship programmes, with advice on contacts if you require more information.

Institutional Provider

The University was approved as a provider of Degree Apprenticeships (DA) in January 2018. Since then the MSc Management Practice and the Global MBA, both in AMBS, have been approved for delivery.

Programme Approval

The programme approval process has been amended in the Faculty of Humanities to allow for the extra requirements when considering degree apprenticeship programmes. DA's must map to the necessary apprenticeship standards, we must abide by stringent regulatory and legal requirements and the administration of the Individual Learning Records (ILRs) is very complex. Whilst we support the development of new DA's, the pilots have identified a number of challenges.

There are two types of DA, non-integrated and integrated. Non-Integrated DA's allow an external end-point assessment (EPA) organisation to be appointed. An integrated DA, will embed the EPA within the programme and requires the programme team to apply to be put on the Register of End Point Assessors.

There are a number of additional administrative processes that must be followed before programmes can run and levy payments received. These include registration of the students onto the Education & Skills Funding Agency (ESFA) Digital Accounts Service, set up and completion of Individual Learner Records (ILRS) and creation of legal contracts. In addition, programmes are required to be set up both on Campus Solutions as per university process and be registered onto the ESFA Course Directory.

Once a programme has been successfully set up, legal contracts are in place and students registered, the levy payments will be received into the university bank account every month. This is a key difference to our usual funding arrangements, where fees are provided up front.

For these reasons, it is essential that colleagues considering developing a DA should contact their Faculty Teaching & Learning team at the very earliest stages.

8. Peer Support

- **Peer Support's 21st Annual Celebration Evening**

On Wednesday 3rd April 2019, Peer Support held its Annual Celebration Evening at the Renaissance Hotel. The event celebrated all the achievements of our students and staff who help us provide a form of Peer Support, either Peer Assisted Study Sessions (PASS) or Peer Mentoring to every first year undergraduate at the University of Manchester, along with a variety of other Peer-led initiatives.

8. Peer Support (continued)

Our theme this year centred around the history of Peer Support, with a focus on the Annual Celebration Evening turning 21. To bring this theme to life, we enlisted helpers from across TLSO to help us create our centrepieces, which contained images of John Owens illuminated by fairy lights. Peer Support cannot thank the colleagues in TLSO enough for volunteering and coming to the Mezzanine to help create these beautiful decorations on the run up to the event!

On the night, Civil Engineering PASS won the annual Video Competition, which involved Peer Support schemes submitting videos around the theme: 'Why should students become Leaders/Mentors for their scheme'. Russian Studies PASS won the Recruitment Materials competition with their poster, which was based around the same theme and saw schemes submit GIFs as well as posters. The winners of these competitions could not have been decided without the help of TLSO colleagues who took the time to watch the competing videos/recruitment materials and vote; so again, thank you to all of our TLSO volunteers, who helped Peer Support decide the winners!

We also had the privilege of being joined by Lemn Sissay, Chancellor of the University, who gave an inspiring speech about the value of Peer Support and supporting one another. He also presented 15 Outstanding Contribution Awards across 23 individuals who went above and beyond in their contribution to Peer-led activities. A panel of students and staff across all three faculties chose the winners. Our winners were:

- **PASS Leaders**: Natalie Porter (Aerospace Engineering); Jessica Layton and Sarah Kaye (Chemistry) and Bethany Seaborn (Mechanical Engineering).
- **Peer Mentors**: Courtney Keene and Jessica Bostock (Geography).
- **Student Coordinators**: Lucy Talbot and Michael Rothwell-Williams (Chemical Engineering PASS); Ben Lister and Costanza Maria Improta (Computer Science Year 1 PASS); Igor Wodiany and Nick Park (Computer Science Year 2 PASS); Ann Williams (Geography Peer Mentoring); Wei-Po Chen (Material Science PASS); Vivienne Tiu (Mechanical Engineering PASS); Rohan Iyer (Music Peer Mentoring); Callum Mogridge and Elise Rødseth (Psychology Peer Mentoring); and Ariane Dellavalle, Iñaki Garate Roldan, Sophie Richardson and Yuhong Sun (School of Biological Sciences PASS).
- **Staff Coordinators**: Doron Cohen (Psychology Peer Mentoring).

We also announced the winners of our brand new Scheme Awards this year.

Peer Support revitalised the traditional Scheme Awards this year to more widely recognise the different amazing achievements across different areas. The playing field for winning an award is now more even across all our PASS, Peer Mentoring and various other Peer-led groups. Now, no matter the size or resources, every Peer-led Scheme has the chance to win an Award!

8. Peer Support (continued)

Our five new Scheme Awards were disseminated slightly differently this year, as each scheme had to submit their own nomination for an award, with the option to nominate themselves. In total, we received 23 nominations for a Scheme Award(s) and our winners are below:

- **Newcomer of the Year:** Volunteering Champions
- **Legacy Award:** Physics and Astronomy PASS (Runner up: Aerospace Engineering PASS)
- **Community of the Year Award:** Psychology Peer Mentoring (Runner up: Mechanical Engineering PASS)
- **Innovator of the Year Award:** Geography Peer Mentoring (Runner up: Chemical Engineering PASS)
- **Unsung Scheme of the Year Award:** Nursing Year 2 Peer Mentoring (Runner up: Fashion Business PASS)

Towards the end of the evening, Peer Support held a raffle where staff and students had the chance to win a popcorn machine, a Bluetooth speaker and even a pineapple lilo! The proceeds are going to Undergraduate Access Scholarships at the University and £86 was raised in total - we hope that next year will be even bigger and better!

The energy in the room was electric and it was amazing for everyone to get together to celebrate the many successes and achievements across Peer Support! We want to thank all who came and supported the event, and for those who volunteered their time, whether it was to help create decorations or help with registration on the night! And finally, thank you to all who have given their time to Peer Support this year.

We are now looking forward to Peer Support Celebration Evening 2020!

9. i3HS Hub within the Faculty of BMH

The i3HS Hub (Integrated Interdisciplinary Innovations in Healthcare Science) is a multidisciplinary project to promote teaching and research across disciplines for population health benefit through data sciences. More information, including its latest newsletter, is available at:

https://sites.manchester.ac.uk/i3hshub/