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The University of Manchester

School of Arts, Languages and Cultures

Undergraduate Handbook 2021-22

Handbook link: <http://documents.manchester.ac.uk/display.aspx?DocID=50514>

Teaching, Learning and Student Experience Team

School of Arts, Languages and Cultures

Faculty of Humanities, the University of Manchester

<http://www.alc.manchester.ac.uk>



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The Student Charter

<http://www.yoursay.manchester.ac.uk/student-charter/>

One of the University's three core goals is "To provide a superb higher education and learning experience to outstanding students, irrespective of their backgrounds, and to produce graduates distinguished by their intellectual capabilities, employability, leadership qualities, and their ability and ambition to contribute to society" (from [the University of Manchester Strategic Vision 2020](#)). Our Student Charter, developed jointly by the University and the [Students' Union](#), is an important part of how we establish and maintain clear mutual expectations for the experience of all undergraduate and taught postgraduates. It sets out what we can expect from each other as partners in a learning community.

The Charter provides an overview of the Manchester experience and refers to [regulations, policies and procedures](#); it is not a detailed personal agreement or contract.

The content and implementation of the Charter are reviewed annually. If you would like to make any comments or suggestions on the Charter then please e-mail studentcharter@manchester.ac.uk.

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Guide to handbook

The Handbook contains important information regarding your programme, including but not exclusively: key staff contacts, degree regulations, important dates, teaching arrangements, an overview of communication channels within the school and work and engagement requirements.

All information relating to the programmes in this handbook is correct at the time of publication and we will use all reasonable endeavours to deliver the programmes accordingly. However, it may be necessary to make changes to the programmes in particular circumstances (as indicated in Section 5.1 of the Student Terms & Conditions 2020-21), including changes which may need to be implemented in response to the significant challenges presented by the pandemic. Please be assured that the University will act in the best interests of students and will take all reasonable and proportionate steps to mitigate the impact of the pandemic on teaching, learning and assessment.

Students will be notified of any material changes in a timely and effective manner and students are also encouraged to regularly check My Manchester and their Department's communications channels for up to date information relating to COVID-19 which may affect their studies.

We'd recommend that you bookmark the following web page to keep up to date with questions around the University's response to the pandemic:

<https://www.manchester.ac.uk/coronavirus/support-current-students/coronavirus-faqs/>

It will be assumed that you have read and understood the contents of this Handbook. Please talk to your Academic Advisor or Programme Director if anything is not clear to you.

Part 1 presents information about Getting Started and Introductions to the School and wider University, and gives details of key contacts and sources of support which you can turn to for further advice.

Part 2 gives more detail on the Teaching and Learning on your programme.

The online version of the Programme Handbook is to be regarded as the definitive version.

Handbook link: <http://documents.manchester.ac.uk/display.aspx?DocID=50514>

My Manchester

My Manchester brings all your online university services together in one place. From My Manchester you can access the student self-service system, which allows you to view your timetable, select course units and access your grades for assessed work. My Manchester also allows you to access University services including Blackboard and your University library account. To access My Manchester fully, you will firstly need to register online at my.manchester.ac.uk



SALC Essentials is a series of online courses covering Health and Safety, Academic Malpractice Awareness and Wellbeing & Diversity, which form part of your induction. You need to ensure you complete these courses before **Friday 29 October 2021**. You can find these courses via the below links or from your [Blackboard homepage](#). Please note that you can only access these courses once you are fully registered. You can register online [here](#).

- Health and Safety
- Academic Malpractice Awareness
- Wellbeing & Diversity

PART 1 GETTING STARTED AND INTRODUCTIONS

1 Introduction to the School of Arts, Languages and Cultures

The School of Arts, Languages and Cultures (SALC) brings together an exceptionally diverse and successful concentration of teachers and researchers with the ambition of positioning the Arts at the core of the University's mission and at the forefront of its international reputation.

Attracting the best teaching and research talent, the School aims to give our students a learning and teaching experience of the highest quality where they are taught and guided by inspiring academics, making our graduates highly sought after by employers.

We have a strong commitment to social responsibility and public engagement and seek to create and develop knowledge that makes a difference both to those researching and studying in the School and in the wider world. Staff are engaged in a broad field of scholarship in arts, languages, and cultures and we are committed to inter- and multi-disciplinarity at all levels of study and research. All students have the chance to take course units from across the School and I would urge you to make the most of this exciting opportunity during your time with us.

Our two major research institutes are the John Rylands Research Institute (JRRI) which makes use of the rich archives of the neo-Gothic John Rylands Library on Deansgate, and the Humanitarian and Conflict Response Institute (HCRI) which conducts rigorous research on the impact and outcomes of contemporary and historical crises. This is in addition to several other research centres including the Centre for Digital Humanities, the Centre for Jewish Studies, the Centre for New Writing and the Institute for Cultural Practices (ICP).

The School is home to over 5,500 undergraduates and postgraduates, and it employs around 350 academic staff, more than a dozen postdoctoral research fellows, and a large cohort of teaching assistants, all supported by around 100 professional support services staff.

Teaching and research in the School are supported by rich resources within the University, in the collections of The University of Manchester Library (including the aforementioned world-famous John Rylands Library), the Ahmed Iqbal Ullah Race Relations Resource Centre, the Manchester Museum and the Whitworth Art Gallery, as well as in other distinguished Manchester archives and museums. The Manchester Digital Collections platform is also available to you, for exploring high-quality images of cultural collections and research projects at The University of Manchester.

The School also has its own cultural assets such as The Martin Harris Centre for Music and Drama. Outside the University, we have excellent links with a range of cultural partners such as Contact theatre, HOME, The Royal Exchange, the Hallé Orchestra, the Instituto Cervantes, the Alliance Française, and the Società Dante Alighieri. Our Creative Manchester initiative is a platform that champions culture and creativity. It connects the University and its cultural institutions to the creative and cultural economy, building opportunities for students and the community.

Follow, connect, share and engage.

Creative Manchester



1.1 Key contacts and responsibilities

SALC Student Intranet

The Student Intranet will be updated throughout the year with important information relating to your programme, exams, support services and much more. We recommend you bookmark the link for easy access: <https://www.alc.manchester.ac.uk/student-intranet/>

Student Support and Engagement Officers

Our team of Student Support and Engagement Officers are on hand if you need them and they may contact you from time to time to check everything is ok so keep an eye out for any communications from them.

salcstudents@manchester.ac.uk

Programme Director

The Programme Director's role is to ensure the smooth running of all the degree programmes for which they are responsible, and the welfare, conduct and progress of students on it. This involves overseeing the student course-unit evaluation process, considering changes and improvements to the courses offered, and ensuring adherence to the guidelines set out in the University's Academic Standards Code of Practice.

To contact your programme director, please see:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/contact-us/>

Programme Administration Team

Your Programme Administration team can answer any of your administrative queries or refer you to the appropriate service.

To contact your programme administration team, please see:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/contact-us/>

Your Academic Advisor

Your Academic Advisor is an academic staff member assigned to support you through your course. You can arrange a meeting with your Academic Advisor at any point throughout the year, or drop in during their office hours. You should aim to meet your Academic Advisor at least once per semester.

Your Academic Advisor will be confirmed by the end of week 2. Your Programme Administrator will confirm the arrangements via email.

Student Support and Guidance Office

The SSGO team have extensive experience of supporting students and can advise you of your options and which support services you should contact to obtain more specialised and targeted help if necessary.

salc-studentsupport@manchester.ac.uk

Head of School: Professor Thomas Schmidt - email: HoS_SALC@manchester.ac.uk

The Head of School has ultimate responsibility for all aspects of academic activity within the School. Students should contact HoS_SALC@manchester.ac.uk if they wish to make an appointment.

Director of Teaching, Learning and Students: Dr Aashish Velkar

The Director of Teaching, Learning and Students is responsible to the Head of School for maintaining the academic standards of each of the School's degree programmes. To see Dr Velkar please contact Stephanie Holmes stephanie.holmes@manchester.ac.uk to make an appointment.

Associate Director for Academic Advising and Employability: Dr Ruth Morello maria-ruth.morello@manchester.ac.uk

Associate Director for eLearning, Flexible Honours and Teaching Innovation: Dr Hannah Cobb - email: hannah.cobb@manchester.ac.uk

Associate Director for Assessment: Dr Stephen Mossman - email: stephen.mossman@manchester.ac.uk

Associate Director for Residence Abroad and International Study: Dr Vladimir Kapor – email: vladimir.kapor@manchester.ac.uk

Professional Services Staff:

Head of Teaching, Learning and Student Experience Emma Wilson – emma.wilson@manchester.ac.uk

Programmes Manager Fiona Fraser - fiona.fraser@manchester.ac.uk

Student Support and Guidance Manager Sara Latham - sara.latham@manchester.ac.uk

Residence Abroad and Placements Manager Shàdy Nowrouz – shady.nowrouz@manchester.ac.uk

Teaching, Learning and Student Experience Manager Jen Haworth – jennifer.haworth@manchester.ac.uk

Teaching, Learning and Student Experience Manager Joel Louffi – joel.louffi@manchester.ac.uk

1.2 Communications within the School of Arts, Languages and Cultures

Information is communicated to students normally by email, the student intranet, social media platforms, the SALC Students blog, Blackboard and via noticeboards. Important or urgent messages may sometimes be sent to your mobile number as a text. Please note the following:

- a) Email messages initiated by staff in the School (both academic and administrative) will be sent to your University email address. All messages sent to you via email distribution lists will include your University email address.
- b) You are required to check your University email account on a regular basis. It is your responsibility to ensure that you read with minimal delay all messages sent to your University email address. **Failure to read messages delivered to your University email account will not be accepted as a legitimate excuse if you fail to act on information that has been sent to you.**

- c) You must send all email communication to staff from your University account. All emails to staff should be written in a polite professional tone.
- d) Please include your student ID and degree programme in the subject header of your email, this will help us to deal with your email more quickly.
- e) **Important Note:** If you send a message from a private email address, you should be aware that, due to the increasing problems of spam and viruses, a member of staff may sometimes have legitimate cause for suspicion about your message, and may therefore be obliged to delete it without opening it. This is especially likely to apply if your name and the subject matter of your message are not clearly identified in the email address and header. **In all such cases any failures of communication are your own responsibility.**
- f) Standards of communication, professionalism, and courtesy also apply to other forums such as the Blackboard discussion spaces, Unit Surveys, and committee participation. Where you are invited to provide feedback on peers or staff members, it should always be respectful, constructive, and inclusive.

1.3 Changes to your personal information recorded in the Student System

It is your responsibility to ensure that the Student System is kept up to date with changes to your recorded personal or programme details. Any change of personal details must be completed online via My Manchester. If you are unsure of how to do this you should ask your Programme Administrator. Incorrect information can lead to problems with your fees and funding, at Examination times and with other official processes.

Please see section *Teaching, Learning and Progression / Course and Programme Changes* for information on course unit and degree programme changes.

1.4 The Faculty of Humanities

The Faculty of Humanities encompasses academic areas as diverse as Arts, Education, Law, Social Sciences and Business & Management and is the largest Faculty in the University. With nearly 17,000 students and almost 2000 academic and professional service staff, it is the largest Faculty of the Humanities in the UK and is equivalent to a medium-sized university.

The Faculty has four Schools: Arts, Languages and Cultures; Environment, Education and Development; Social Sciences; and the Alliance Manchester Business School. The organisational culture of these Schools provides opportunities for increased collaboration throughout the Faculty and for regional, national and international engagement.

The Faculty is the interface between the discipline-based Schools and the University and is headed by a Dean who is supported by a team of Vice-Deans.

Our students are at the heart of this Faculty, and we explore every opportunity to enhance the opportunities for you. With a focus on teaching that is innovative and high quality, we equip our graduates with the skills to thrive in the working world, while also enabling you to understand that world, your place in it, and to contribute in the widest possible sense to addressing and meeting the societal challenges that you will encounter.

The work of the Faculty involves co-ordinating and developing activities to respond effectively to Institutional or external initiatives or activities, encouraging best practice across Schools and facilitating the seamless operation of processes across School, Faculty and University boundaries to help make your experience at Manchester the best it can be.

The Faculty is committed to gathering student views on the provision of teaching and learning and centrally operated areas of the University (such as Library; Estates; IT; Careers; eLearning) and as a student you can feed into this process via managed workshops, consultation groups etc.

The focus of your involvement as a student is likely, however, to be the disciplinary grouping, i.e. the School within which your studies are based. Or, in the case of students on interdisciplinary programmes: the office which is responsible for administering your programme.

You may have contact with the Faculty if you have a problem that cannot be resolved at a local level within the School or Programme Office. For example: appeals or disciplinary matters. Otherwise, it is entirely possible to complete a course of study without ever interacting directly with the Faculty.

1.5 The University of Manchester Alumni Community

We're proud to have the largest global alumni community of any campus-based University in the UK, with half a million graduates around the world.

We're here to help graduates maintain a lifelong connection with us, Manchester and each other; to continue friendships, share experiences and inspire students.

Many of our alumni are helping the next generation of graduates by volunteering their time and expertise. Our alumni volunteers will be here to mentor you, give you careers advice at events, provide internships and placements, and act as hosts for our Global Graduates programme. This will give you the high-quality experience and transferable skills that are vital in ensuring a return on investment into a degree. Use the careers service to make the most out of The University of Manchester's alumni community.

Some alumni also support the University financially, enabling students and researchers to contribute towards a more progressive, responsible world. These donations help us offer Access Scholarships to high-achieving undergraduate students who come to us from backgrounds that under-represented in higher education.

You can also find graduates holding senior positions in business, academia, politics, industry and the media, including:

*Lord Terence Burns
Chairman, OFCOM*

*Professor Brian Cox OBE
Physicist and Science Communicator*

*Frances O'Grady
General Secretary of the TUC*

*Jesse Armstrong and Sam Bain
Writers of television comedies – Peep Show and Fresh Meat*

*Benedict Cumberbatch CBE
Actor*

*Gareth Williams and Bonamy Grimes MBE
Skyscanner co-founders*

*Chuka Umunna MP
Former Shadow Secretary of State for Business, Innovation and Skill
Member, Change UK – The Independent Group*

*Parineeti Chopra
Actor*

*Professor Dame Sally Davies
UK Government's Chief Medical Officer for England*

*Sophie Raworth
BBC News broadcaster*

*Teo Chee Hean
Senior Minister & Coordinating Minister for National Security, Singapore*

*Toby Jones
Actor*

*Orlando von Einsiedel
Award-winning film director*

*Professor Danielle George MBE
Radio frequency engineer*

*Tom Bloxham MBE
Founder of Urban Splash and former Chancellor of the University*

1.6 Dates of Semesters and Exams

Key university dates including welcome week, teaching weeks and examination periods can be found here:

<https://www.manchester.ac.uk/discover/key-dates/>

Please note the following:

Reading week: Reading week takes place in week 6 of teaching in semester 1 – for academic year 21/22, this falls week commencing Monday 1 November 2021. The School's Reading week in semester 1 will not normally have classes scheduled; however, some departments (including those in other schools) may run teaching sessions or other compulsory activities during this period. You are expected to remain studying in Manchester and take full advantage of the library and other learning facilities during reading week.

Dissertation Submission Date: 12pm, Thursday 28th April 2022

Resit Examination / Submission Period: In 2021/22, the Resit Examination / Submission Period takes place in the weeks commencing Monday 22 and Monday 29 August 2022. You must ensure that you are available for the whole of the Re-sit Examination / Submission Period should you fail any of your course units (this does not apply to final year students) or if you have deferred assessment (first-sit) as a result of accepted mitigating circumstances (all students). Holidays, work, residence abroad or work placements are not acceptable reasons for you to miss a referred (re-sit) or deferred examination or other assessment.

Weekends, Bank Holidays and Christmas vacation: The majority of the School and University offices will be closed at weekends, Bank Holidays and for a period during the Christmas Vacation.

You can find information on the UKs Bank Holidays here:

<https://www.gov.uk/bank-holidays>.

In academic year 2021/22, the majority of the University's offices will also be closed on Friday 24 December 2021 and will reopen on Tuesday 4 January 2022.

2 Programmes of Study

2.1 Programmes within the School of Arts Languages and Cultures

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/your-programme/>

2.2 Regulations for Undergraduate Degree Awards

Degree Regulations relating to Undergraduate programmes are approved by Senate. They contain the regulations specific to your programme of study, including details concerning assessment and progression, reassessment and classification.

You can find all information; including supporting documents here:

<http://www.regulations.manchester.ac.uk/undergraduate-degree-regulations/>

2.3 Programme Structure, Aims and Learning Outcomes

You can contact your programme administrator for the full programme specification for your degree programme which outlines the general aims and intended learning outcomes of the degree programme. Further information about programme structures and course unit selection can be found in the section *Teaching, Learning and Progression*.

The three or four year degree is divided into levels. At each level of your degree you are required to earn 120 credits. Most course units are worth 20 credits each (some are worth 10 credits). **Please note** that a 20 credit course is assumed by the School (and accordingly assessed by the subject area) to require 200 hours of your work (including contact hours, private study, preparation of written work and writing of examinations). Within each academic year a student may normally follow courses totalling **not more than 70 credits in any one semester**. This requirement is to ensure that in any one academic year you do not overburden yourself by doing a disproportionate amount of work within a single semester. Each course is assigned to a particular 'Level', each Level corresponding in effect to a year of the degree programme. You will normally take courses as follows:

In year 1	Level 1 coded courses
In year 2	Level 2 coded courses
Final year	Level 3 coded courses

Languages: The course units owned by the subject areas listed below (this does not include course units run through the University Language Centre) are all coded at Level 5. If you are taking a language as part of your degree programme, or as a Minor, then please note that language units, which are coded with '5', should be included within the credit total for your current level of study (unless otherwise indicated by your programme structure).

Arabic and Middle Eastern Studies, Chinese Studies, French Studies, German Studies, Italian Studies, Japanese Studies, Russian Studies, and Spanish, Portuguese and Latin American Studies

You are normally permitted to take a maximum of 20 credits at the lower level; your programme structure will make it clear if this is permitted for your degree programme.

The levels of your degree programme are designed to ensure that progression is built into your course, in other words that you progress from a relatively elementary level in year 1, through intermediate in year 2, to an advanced level in your final year. For more specific information on the aims and objectives of each level of attainment please see the course unit database available in My Manchester.

Your programme structure shows you which core, compulsory and optional course units you will take in each year of your degree programme. You can find the programme structures for 2020/21 here:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/your-programme/>

Please note: it is your responsibility to ensure that you are registered for the correct units, that you don't take the same unit again at a different level, and that you are registered for the correct number of credits across each semester and level of your degree programme.

Information on the course units, programme structures and course unit selection can be found in section *Teaching, Learning and Progression / Course Unit Selection*.

Please also note in particular the regulations which apply to all compulsory Modern language units:

Beginners' modern language semester 1 units are compulsory and as such require a pass mark of 40% or above at the first sitting in order to progress to the next level in semester 2. Students who fail to meet this requirement will be able to discuss their options with their relevant Programme Director and may be able to move onto a non-language degree

award. Students who move onto the non-language degree award will still need to reach the pass mark for the unit in the resit assessment in order to achieve the credits for progression to the next year of study, but the pass mark (which can be compensated) will only be used for progression purposes and will not result in the student being moved back onto the language degree award. Students who fail the resit can carry the credit into the following year, provided they have met all the other requirements for progression, and will be required to choose an alternative unit to core language. Students who do not meet the required pass mark at the first sitting and do not move onto the non-language degree award will not be able to progress into semester 2 of the degree programme and will therefore be excluded.

All other compulsory language units require a pass mark of 40% or above. Those students who fail to achieve this mark at the first attempt must resit the course unit. Students who fail this unit in the resit assessment will not be able to carry the credits into a subsequent year of study. Students will be able to discuss their options with their relevant Programme Director and may be able to move onto the non-language degree award. If the latter route is approved, the resit mark can be compensated, or the student can carry the credit, provided they have met all the other requirements for progression. Students who do not meet the required pass mark and do not move onto the non-language degree award will not be able to progress into the next year of the degree programme and will therefore be excluded.

2.4 Flexible Honours

Level 1 students studying on a single honours programme will have the option to study a Minor subject alongside their main subject. Your first year will give you the opportunity to explore your chosen subjects in tandem as well as thinking more broadly about your future. At the end of your first year, various options will be available, including: choosing to continue with your subject combination, deciding not to pursue the Minor subject, and formalising your discipline combination as a Major / Minor degree title. If you find that you no longer want to study your Minor subject you can also revert back to your original Single Honours degree.

<http://www.alc.manchester.ac.uk/study/undergraduate/flexible-honours/>

2.4.1 What is a 'Minor'?

A full Single Honours degree comprises 120 credits per year, with at least 80 credits gained from your main subject area.

If you study a Minor alongside your Single Honours subject, this will account for 40 credits of your total 120 credits per year.

Your Single Honours subject will then account for the remaining 80 credits. Your Single Honours subject will be referred to as your 'Major' subject, to help distinguish between the weighting of subjects in your degree.

Please note that the units which make up your Minor subject are counted towards your 120 credits for the year, the same rules and regulations apply to these units as to your Major subject area. You must pass the units in order to progress to the next level.

If you study your Minor throughout the course, it will be formally recognised in your final degree title.

If you have any questions about Flexible Honours please contact us:

Email Flexhons.support@manchester.ac.uk

Find out more

<http://www.alc.manchester.ac.uk/study/undergraduate/flexible-honours/>

2.5 Placements Scheme

Placements are designed to help you understand how your learning will translate in a live, workplace context, with students who have completed a placement being highly sought after by employers. As well as providing practical work experience, a placement offers you the chance to explore and define your career path, and to understand the kind of roles and responsibilities that play to your strengths.

The School's Placements Scheme is open to all SALC students on a 3-year undergraduate degree programme i.e. one which does not already include a placement year (study or work) as part of the programme. You will be briefed on the opportunity to undertake a placement year during your first year and invited to register your interest at the beginning of year two. Eligible students will then be supported by the Residence Abroad and Placements Office and the Careers Service to secure a suitable position before undertaking the approved placement following the successful completion of year two, and subsequently therefore moving on to a four year degree programme (the third year being spent on the Placement).

Eligibility criteria

In order to progress onto the four-year placement programme, you'll need to meet the following application criteria:

- Achieving an overall average of 55% or higher at Level 1.
- A satisfactory academic reference. The academic will normally be the student's Academic Advisor or Programme Director. This will include a review of any disciplinary warnings.
- A review of the student's academic engagement and attendance at Level 1*.

*In making our decision, we would normally expect students' academic engagement and attendance to be in line with the section on 'Engagement' in the SALC UG Handbook. If mitigating circumstances have affected your Level 1 and therefore your engagement and attendance, we would encourage you to still consider an application and get in touch with your Academic Advisor and / or the SALC Placements Team to discuss this further.

If you have any questions about the Placements Scheme, please email: salc-placements@manchester.ac.uk

There is also an online Placements Scheme Resources Hub which can be accessed via 'My Communities' on Blackboard.

Find out more:

<https://www.alc.manchester.ac.uk/study/undergraduate/work-placements/>

2.6 Residence Abroad

All of the degree programmes for which the studying of a Language is a core part of the programme involve a compulsory period of residence abroad in the country/countries of the target language(s). Studying or working abroad is an excellent opportunity to see the world, and experience new cultures.

Any queries regarding residence abroad issues should be directed to the following members of staff:

Associate Director for Residence Abroad and International Study: Dr Vladimir Kapor (vladimir.kapor@manchester.ac.uk)

Residence Abroad Office: residenceabroad@manchester.ac.uk; Tel: +44 (0) 161 275 8123

Please note that students are expected to regularly check their University email account and Residence Abroad Blackboard site for important updates including dates of information sessions/briefings.

2.7 Fieldtrips

Fieldtrips can be an important part of your experience as a student of the School of Arts, Languages and Cultures. This year, things may need to be altered depending on whether it is safe for students to undertake fieldtrips and you will be informed accordingly by the Course Unit Director.

Please read your course unit handbooks carefully and, if the course unit you are taking involves a fieldtrip, note whether costs for the fieldtrip are covered by the department or whether you are expected to cover the costs yourself.

The department covers travel and entrance fees for fieldtrips where possible. For some fieldtrips you will need to make a contribution to the cost of travel and entrance fees. These contributions will be kept to a minimum and will be in line with the Policy on Additional Costs <http://documents.manchester.ac.uk/display.aspx?DocID=19217>. If you are taking a course unit which involves a fieldtrip the course unit handbook will state clearly whether travel and entrance fees are covered.

3 Support arrangements and getting advice

Your first point of call for information should be this Programme Handbook or the School's Undergraduate Student Intranet:

<http://www.alc.manchester.ac.uk/studentintranet/undergraduate/>

Both will give you details of the most appropriate source of help: for example, on the variety of support services available to you; on the regulations regarding assessment or the submission of assessed coursework or how to raise a concern or make a complaint. If the answer is not provided within your handbook or on the intranet pages, please contact your Programme Administration Team:

On email or live on our Instant Chat:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/contact-us/>

Speak to staff member at the Samuel Alexander South Foyer Reception (number 67 on the campus map, entrance opposite Devas Street), or by phone on 0161 275 8976

You can also contact your Peer Mentor or Student Representative; their details can be obtained from your Programme Administrator.

General information regarding the range of services provided for students by the University can be found at:

<https://www.studentsupport.manchester.ac.uk/>

3.1 Contacting Academic Staff

Members of academic staff operate a system of consultation hours, setting aside two hours per week during term time when they are available to see students. Times for consultation hours will be made available to you and if the times available are not possible for you, you are encouraged to make an appointment directly with the member of staff.

Contact details for all academic staff across the University can be found at: <http://directory.manchester.ac.uk/>

3.2 Your Academic Advisor

A member of staff will be appointed as your Academic Advisor. Your Academic Advisor is concerned with your general welfare, and is available to give you help and advice on all academic matters, and can direct you on where to find support for personal matters. You are strongly encouraged to attend all meetings and activities scheduled by your Academic Advisor, and can request additional meetings during their weekly consultation hours. Developing a good relationship with your Academic Advisor is crucial to success in your chosen programme of study. If you cannot make the scheduled consultation hours then you should contact your Advisor to arrange another suitable time.

3.3 School Student Support & Guidance Office

The School's Student Support & Guidance Office is based in Room A15 on the ground floor of the Samuel Alexander Building. The team can provide support and general advice on the following areas:

- General support issues or concerns (e.g. health or other issues affecting your studies)
- Disability support queries
- Attendance issues
- Mitigating circumstances
- Interrupting your programme of study
- Appeals and Complaints
- Withdrawing from your programme of study

The team can also help you to access help and support from the following central University support services, full details of which are listed in the section *Support Arrangements and Getting Advice*:

- Counselling Service
- Disability Advisory and Support Service (DASS)
- International Advice Team
- Occupational Health
- Student Services Centre
- Students' Union Advice Centre

If you are having problems don't keep them to yourself, contact the Student Support and Guidance Office for advice and support.

The main office (A15 Samuel Alexander Building) is open from 10am to 4pm from Monday to Friday; there is no need for an appointment. Staff may also be available at other times if you want to make an appointment in advance or see a member of staff in private.

Full contact details are available on the student intranet:
<http://www.alc.manchester.ac.uk/studentintranet/support/>

Email salc-studentsupport@manchester.ac.uk

Telephone 0161 306 1665

3.4 Dignity at Work and Study

The University of Manchester does not tolerate any form of harassment, discrimination or bullying. If you believe that you are being bullied or harassed, you can contact a Harassment Advisor. Harassment Advisors provide confidential support and information to students and staff on the University's policy and will be able to explain the options available to you. For further information on reporting a complaint of this nature see: <https://www.reportandsupport.manchester.ac.uk/>

3.5 Your Health and Safety

You must not interfere with or misuse anything, object, structure or system of work provided by the University of Manchester in the interests of health and safety.

You must familiarise yourself with the procedures for dealing with an emergency, including what to do on discovery of a fire, and fire exit-points. You are also required to familiarise yourself with the Health and Safety at Work regulations, extracts of which are posted in all School buildings. Anyone requiring first aid for themselves or for others should contact one of the first aiders situated in the building. Their names and telephone numbers are posted in commonly used areas. The Head of School is responsible for Health and Safety within the School.

Level 1 and new students to the University will be required to complete the Health and Safety module, part of SALC Essentials, an online suite of courses covering Health and Safety, Wellbeing and Academic Malpractice and Plagiarism, available to you via Blackboard. Please ensure that you have completed this before the end of October 2021.

3.6 University Support Services

If you feel that you would like to contact University Support Services directly, and not via the School, or you want to talk to somebody outside the School, please see details below and here:

<http://www.studentsupport.manchester.ac.uk/>

University Counselling and Mental Health Service

The Counselling and Mental Health Service is available to all students at the University of Manchester. The service provides confidential counselling by a team of professional counsellors for students who want help with personal problems affecting their studies or well-being. It is a free service. You can contact the Counselling Service via their website to make an appointment.

Website: <http://www.studentnet.manchester.ac.uk/counselling/>

University Disability Advisory and Support Service

The University has a Disability Advisory and Support Service (DASS), whose aim is to assist students, both prospective and current, who are affected by substantial and long-term conditions. If you register with DASS the team can assess and identify your needs whilst studying at the University. DASS offer a wide range of support to students and they will meet with you to discuss the support that suits you as an individual.

The Disability Advisory and Support Service will inform the academic School of your

condition (with your consent) and suggest ways in which the School and academic staff can support you throughout your duration of your studies. When discussing your support, DASS will ask whether you would prefer not to disclose details of your disability/support needs to the School. Please note that if you choose to limit disclosure in this way, it will affect the support that the School is able to provide. Further information can be found here: <http://www.dso.manchester.ac.uk/what-support-can-i-get/>

In addition to this the DASS also:

- a) Deal with enquiries from prospective students with regard to all aspects of their disability-related support whilst at the university
- b) Assist students with applications to their funding body (e.g. LEA, NHS, GSCC) for Disabled Students' Allowance and undertake assessments of their support needs
- c) Liaise with other members of staff in the university to ensure that they can facilitate the needs of disabled students
- d) Operate an Equipment Loan scheme for students
- e) Assist students to organise personal helpers and support workers, if appropriate
- f) Undertake dyslexia screenings for students who think they may have dyslexia
- g) Advise on external sources of financial support and assistance and help with application to these funds

For further information visit the Disability Advisory and Support Service website at: <http://www.dass.manchester.ac.uk/>

If you register with DASS, you may receive automatic extensions for written work as part of your University Support Plan. More information about these is available here: <http://www.dso.manchester.ac.uk/autoext/>

Examinations support may be put in place, if it is identified as appropriate during your assessment with DASS. In order to be considered for exam support you will need to be fully registered and have your University Support Plan in place. If you are not already fully registered with DASS and you wish to be considered for Examinations Support, or you feel that your existing support recommendations should be reviewed, please note that there is a deadline before each of the main examination periods in January, May and August. In order to be considered, you will need to ensure that you meet with an adviser before the deadline. Deadline dates for 2020-21 will be circulated by email and available on the DASS website: <http://www.dass.manchester.ac.uk/what-support-can-i-get/exams/>

The School has a Disability Support Coordinator who is based within the Student Support and Guidance Office. The Disability Coordinator acts as a central contact point for students within the School who have queries about their support and as a liaison between the DASS and the School. For further information please refer to our website: <http://www.alc.manchester.ac.uk/studentintranet/support/disability/>

Students Union Advice Centre

The Students Union has advisers who can help with all kinds of matters ranging from finances to housing and welfare issues. The Advice Centre is on the first floor in the Student Union Building, and is open Monday to Friday, 10am to 4pm, term time and vacation. Appointments can be made via the Student Union Reception. Further information is available here: <https://manchesterstudentsunion.com/advice>

Study Skills websites

The University Library has an award winning study skills programme called My Learning Essentials. Full details are available on the Library's website:

<http://www.library.manchester.ac.uk/academicsupport/mylearningessentials/>

University support for mature students

The Burlington Society is the University society for mature students and postgraduate students. For further information please see:

Website: <https://www.facebook.com/groups/burlington.society>

For further information on support for mature students, please see:

<http://www.manchester.ac.uk/study/undergraduate/mature-students/>

University Support for international students

The International Society is a busy centre for international students based in the Greater Manchester area. It is located on Oxford Road (see map of campus). Manchester has more students from abroad than anywhere else in Britain, other than London, and International Society members come from all over the world.

Website: <http://www.internationalsociety.org.uk/>

3.7 Student Services Centre

The Student Services Centre can offer help and advice about tuition fee assessments or payments, Council Tax exemption, examinations, graduation ceremonies and official documents such as transcripts.

The Centre is located on Burlington Street (campus map reference 57: <http://www.manchester.ac.uk/aboutus/travel/maps/az/>). Tel: +44(0)161 275 5000 or email ssc@manchester.ac.uk

<http://www.studentsupport.manchester.ac.uk/finances/tuition-fees/>

<http://www.studentsupport.manchester.ac.uk/finances/>

3.8 Careers Service

The Careers Service offers a range of activities for UG and PG students from practical help with CVs, applications and preparing for interviews through to helping students decide what they want to do after graduation and help with getting work experience/placements along the way.

By visiting [About CareerConnect \(The University of Manchester\)](#), students can access the full menu of events and find part-time jobs, placements, work experience/internships and graduate job opportunities. Careers Consultants from the Careers Service also deliver activity at Faculty and School/Programme level.

Currently, all services have been moved online so students can access the full range of services, including an extensive programme of [webinar workshops/lunchtime live](#) sessions with employers. Once guidance is received, services will return to on-campus delivery as deemed appropriate.

Students should visit the Careers Service website to get full details of how to access our services:

<https://www.careers.manchester.ac.uk/>

3.9 IT Services within the Faculty of Humanities

The facilities

Students at The University of Manchester enjoy access to a wide range of high-quality IT services provided across campus. Within The Faculty of Humanities, there are many computers located within Faculty buildings available for student use, complementing the computers provided by the University in public clusters – including at Owens Park halls of residence, the libraries and the Alan Gilbert Learning Commons.

These include printing, scanning and copying, and access to a wide range of general use and course specific software on the Windows operating system.

The clusters provide access to services offered by schools, faculties and central service providers such as IT Services and the University Library. PC clusters in the Faculty may also provide additional software not available in the central PC clusters.

- [PC clusters on campus](#)

Keeping you safe

To allow for effective social distancing measures that the UK government has introduced, the University's PC clusters will be operating at a reduced capacity until a time when social distancing measures are no longer needed. Details of PC clusters across campus and their capacities will be updated on the PC cluster webpages above.

There will be clear signage at entrances, computer equipment such as keyboards, mice, PCs and printers will be cleaned and sanitised regularly throughout the day, and there will be hand sanitisation stations available that you are encouraged to use.

Remote access is enabled for some students on many of the PC clusters. This allows students to log into a University computer from wherever they are. Details of remote access to University PC clusters can be found here.

- [Remote access to PC clusters](#)

Wi-Fi is installed across campus enabling students to access IT services on campus from their laptops or mobile devices. The eduroam network is the recommended service.

- [eduroam](#)

Software

Students can download the Microsoft Office software suite (including Word, PowerPoint, Excel and more) for free, to use on their own computers and mobile devices.

- [Microsoft Office 365](#)

There are also hundreds of software packages in use around the University. Find out which ones are available to you:

- [Applications](#)

Help and advice is available from our Support Centre which can be contacted by phone or via the Support Portal.

- [IT help and support](#)

The return of face-to-face IT support at walk-up support desks on campus is under discussion on how to do that safely, and more information will be posted on IT Services' walk-up support page when this is available:

- [Walk-up IT support](#)

The return of face-to-face IT support at walk-up support desks on campus is under discussion on how to do that safely, and more information will be posted on IT Services' walk-up support page when this is available:

[Walk-up IT support](#)

3.10 The University Language Centre

The University Language Centre

The University Language Centre provides courses and language learning resources for students from a wide variety of disciplines wishing to include a modern languages element within their studies. It also offers a wide range of courses and services for international students for whom English is not a first language.

Language courses

Offered as part of the University Language Centre's institution-wide language programme (LEAP), these courses are available to students from across the University and may be studied on a credit or on a non-credit basis to complement your degree. The following languages are being offered in 2021/22:

- Arabic
- French
- German
- Hebrew
- Japanese
- Persian
- Polish
- Russian
- Spanish
- Turkish
- Urdu

For more information on the full range of languages and levels that are available, please consult the University Language Centre website via the link given below.

<https://www.alc.manchester.ac.uk/study/university-language-centre-leap-courses/>

Academic Success Programme: English Language Support

At the University Language Centre, we believe clear academic English is key to your success – whether or not English is your first language. Our Academic Success Programme enhances your academic writing to help you to reach your study goals. We offer a blended programme of workshops and online support, and our experienced tutors will help you get the most out of your studies by exploring the key features of written academic English. A particular emphasis is placed on communicating well with your intended audience. We also aim to boost your confidence to work independently in English.

Please visit our website to find out more and to register for workshops:

www.manchester.ac.uk/academicsuccessprogramme

Open Learning Facilities

The University Language Centre's open learning facilities, situated in the Samuel Alexander Building, offer:

- A well stocked library of materials in text, audio, DVD and CD-ROM formats
- Materials in more than 80 languages
- Two suites of dedicated multimedia PCs for computer aided language learning, DVD playback and access to TVoverIP (for viewing live satellite channels via the University network)
- Booths with LCD screens for group viewing of DVDs
- A conversation room for group work and voice recordings
- Short-term loan of digital recorders, cameras, webcams, etc
- Support and advice for learners from expert staff and through on-line resources
- Access to the Face-to-Face scheme: This is a reciprocal language learning scheme, in which students can meet with native speakers of the language they are learning. International students find that this is a good way to meet home students and to become more integrated into the University. Home students can prepare themselves for study abroad by finding out about their partners' home universities and cultures. Students can arrange the face-to-face meetings online.

A full guide to the University Language Centre's courses, services and its language learning resources is available at: <http://www.languagecentre.manchester.ac.uk>

3.11 Study Abroad Office

Study abroad and exchange programmes allow international undergraduate students to spend time in Manchester, and Manchester students to experience life at an overseas university.

Study abroad and coronavirus

Some aspects of the study abroad/exchange programme may be impacted by the COVID-19 pandemic.

<https://www.manchester.ac.uk/study/international/study-abroad-programmes/coronavirus/>

*Please note that students studying on a Joint language degree programme complete their third year on a residence abroad and therefore the semester only study abroad option is not relevant to them. This does not affect students who are studying a language as a Minor under the Flexible Honours scheme.

4 Student Feedback and Representation

4.1 Course/Programme Evaluation

The University runs a centrally coordinated survey (Unit Surveys) for all UG course units taken by full-time students at the University of Manchester. The results of the survey are used to feed into the planning and resource allocation systems of the University, and to facilitate trend analysis, and are published, at a general level, to the University. Detailed results on each individual course will be transmitted to Schools and used to inform quality

assurance. Towards the end of every semester you will be asked to complete a Unit Survey for each course you have taken. Overviews of the surveys will be reviewed at the Staff Student Liaison Committees (SSLC), programme- and school- level teaching and learning committees, and will form part of each subject area's annual monitoring exercise which feeds into the Student Experience Action Plan for the School. You can download an app onto your Apple or Android device to complete your survey. A one-time download of the survey Evaluation Kit survey app will last for the whole time you're at University.

The data on student satisfaction with teaching are therefore important, but they are also flawed. A significant body of research has demonstrated that student evaluations are biased against certain groups, most prominently (but not exclusively) women and ethnic and racial minorities. Like the feedback you receive on your work, the comments will be most effective if they reflect on the substance of your experience of the course – what helped you to learn and what obstacles there were – and avoid personalising or generalising. **As with all communications at the University, we expect feedback in Unit Surveys to be provided in a respectful, professional, and constructive manner.**

The University is also surveyed as part of the annual National Student Survey for final year students. The survey is run by IPSOS Mori on behalf of the Higher Education Funding Council for England (HEFCE). Results are used to inform improvements to the student experience, compile University league tables and to inform future students' choice of University/course.

4.2 Committee Structure and Student Representation

The University of Manchester is committed to receiving and responding to student feedback in order to bring about improvement in the quality of the student experience and development of learning and teaching within the institution.

Student representation covers a diverse range of activities and structures and student feedback can be provided by a number of different means, for example, through programme evaluation questionnaires, the academic advisor system or through students being present at Staff-Student Liaison Committees or Programme Committees. Representation enables dialogue between the student body and staff in order to aid development of programmes of study, the student experience and the quality of the institution as a whole. This dialogue can take place in both formal and informal structures and circumstances.

In common with other schools, the School of Arts, Languages and Cultures is governed through a combination of bodies representing schools, staff and students. There is a School Board, which is held at least twice a year on which staff from all areas of the School, academic and support staff are represented. The School Board is consultative and involves a broad range of staff. The School's Policy and Resources Committee consists of the Head of School, Head of School Administration, Directors, and Heads of Departments and assists the Head of School on issues of policy and resourcing. The School also has an Advisory Group comprising the Head of School, School Directors and the Head of School Administration, which meets regularly.

4.3 Undergraduate Committee Structure

The **Undergraduate Programmes Committee** consists of the Director of Teaching, Learning and Students, the Teaching and Learning Management Team, and Programme Directors representing each Department in the School. Student representatives are invited and encouraged to sit on this Committee.

The **Assessment Committee** meets four times each academic year to discuss School policy and procedure relating to examinations and assessed coursework. The Committee is chaired by the SALC Associate Director for Assessment and has representation across all subject areas in the School.

In addition, each Department has a **Teaching and Learning or Programmes committee** which discusses undergraduate and postgraduate taught matters relating to that Department. Student representatives are invited and encouraged to sit on this Committee.

Each Department also has a **Staff-Student Liaison Committee**. This is a consultative body, which deals with both academic and non-academic matters relevant to each subject area. These usually have student representatives from each undergraduate year chosen early in the first semester. Student members represent their year and are expected to be proactive in bringing ideas and problems to the notice of the committee.

Student representatives in each Department will often have a noticeboard and often areas on the Department's Blackboard pages. If you have a problem or view you wish to air on any aspect of subject provision, you can contact your year group's Student Representative, who will put your issue, if appropriate, on the agenda of the next SSLC meeting. Student representatives are also invited to attend the **School Staff-Student Consultative Committee**, which is chaired by the Head of School and meets at least three times a year.

If you wish to become a Student Representative, please contact your Programme Administration Office.

PART 2 TEACHING, LEARNING AND PROGRAMME INFORMATION

5 Teaching, Learning and Progression

5.1 Registration

Registering online is a crucial part of becoming a student of The University of Manchester. You must register annually, whether you're new to the University or returning for another year; and until you register, you are not a member of the University and cannot access any of our services - including attending lectures and seminars and using the University Library. If you are experiencing any issues with your registration, please contact your Programme Administration Team.

Please note that if you do not meet Registration deadlines you will be liable for a late registration charge of £200 and you may be withdrawn or interrupted from your degree programme. Registration deadlines depend on the start month of your degree programme.

For further advice on Registration, see the Welcome pages:

<http://www.welcome.manchester.ac.uk/>

5.2 Induction

In addition to registering with the University, during the first few weeks of the academic year all students will participate in Welcome Week and Induction activities, which will include meetings within the Department, an opportunity to meet with your Academic Advisor, attend academic events and meet with students from your own year and from other years on your degree programme.

If at any stage you are feeling at all uncertain or lost, please speak to someone – our Student Experience Officers, your Academic Advisor, a Peer Mentor, or Programme Administrator.

5.3 Course Unit Selection

Course unit descriptors of current courses offered at all levels can be found on the University [Course Unit Information Portal](#) via My Manchester. my.manchester.ac.uk

Full details on how to navigate these screens can be accessed via the [SALC Student Intranet](#)

Your programme structure shows you which core, compulsory and optional course units you will take in each year of your degree programme, it is your responsibility to ensure that you are registered for the correct units, and the correct number of credits for your degree programme. **Please ensure that you have a balance of credits across each semester with no more than 70 credits in a semester and no less than 50.**

You can find your programme structure documents here:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/your-programme/>

If your programme structure allows free choice, you can find the following additional information to help you with your selection.

- For free choice units available in the **School of Arts Languages and Cultures** please see: <https://www.alc.manchester.ac.uk/student-intranet/undergraduate/course-unit-selection/free-choice/>

- For free choice units available from the **University College for Interdisciplinary Learning***, please see:
<http://www.college.manchester.ac.uk/units/>
- For free choice units available from the **University Language Centre* (LEAP)**, please see:
- <https://www.alc.manchester.ac.uk/study/university-language-centre-leap-courses/>

*Please note that for students studying a language as part of their degree as a single honours or joint hours programme, there are restrictions on the selection of language units as free choice. Please refer to the guidance document – section on free choice - here:

Single Hons - <http://documents.manchester.ac.uk/display.aspx?DocID=43085>

Joint Hons - <http://documents.manchester.ac.uk/display.aspx?DocID=43094>

Please note:

- *the selection of course units available changes from year to year – what is shown for the current year may not necessarily be what is on offer when you reach later years of the programme.*
- *details on the course units may change from year to year, such as assessment, teaching methods etc., but the information shown when you select the unit should not change for that year.*
- *popular courses fill up quickly and it is recommended that you make your selections as early as possible once course unit selection opens up – you will receive information from your programme administration team about when this is.*
- *the School reserves the right to cancel course units if the required number of students is not reached. Students will be informed in good time about how to make alternative selections.*

Understanding a Course Code

Courses within the School of Arts, Languages and Cultures include:

Subject CODE	Subject area
AHCP	Art History and Visual Studies
AMER	American Studies
CHIN	Chinese
CAHE	Classics, and Ancient History, Archaeology and Egyptology
DIGI	Digital Humanities
DRAM	Drama
ENGL	English Literature
FREN	French
GERM	German
HIST	History
ITAL	Italian

Subject CODE	Subject area
JAPA	Japanese
LALC	School-wide Language Courses
LELA	Linguistics and English Language
MEST	Middle Eastern Studies
MUSC	Music
RELT	Religions and Theology
RUSS	Russian Studies
SALC	School-wide courses
SPLA	Spanish, Portuguese and Latin American
WRLD	World Literatures
UCIL	University College for Interdisciplinary Learning
UL**	University Language Centre (LEAP)

Each code is broken into four letters (noted above) identifying the subject area and 5 numbers which identify both the Level (year of study) and the Semester the course unit is offered in.

The first numerical digit in the code shows the Level it is taught at:

- 1 = First year
- 2 = Second year
- 3 = Third year
- 5 = Language

You should usually take course units which correspond with your current year of study e.g. second years take 2**** numbered course units and final year students take 3**** course units.

The semester a course is taught in is identified by the last digit in the course code:

- 0 = Year Long course
- 1 = First semester
- 2 = Second semester

EXAMPLE – RELT30221

RELT	3	0	2	2	1
Subject Area (Religions & Theology)	Level – 3 (A course unit for final year students)	Unique numerical identifier	Unique numerical identifier	Unique numerical identifier	Semester 1 – A course running in semester 1

Signing up to optional course units is done through an online enrolment process via the Student System. A number of guidance documents are available on the SALC Student Intranet to support you to undertake course selection:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/course-unit-selection/>

Most degree programmes also offer students the opportunity to participate in exchange programmes and study abroad for a semester or a year. Please contact your Programme Director or Administrator for more information.

5.4 Understanding your Timetable

Once you have completed the online enrolment process your personalised timetable will be available through the timetabling portal in My Manchester. Getting to grips with how to understand your timetable is a key part of your induction to University and you must check it weekly for the most up to date room information. Please see our guide on how to use your timetable: <http://documents.manchester.ac.uk/display.aspx?DocID=50832>

5.5 Course or Programme Changes

5.5.1 Changing course units

You must follow your degree programme structure when choosing your course units and therefore you are only able to change optional course units.

Please note that a change of course unit will not be approved later than the end of the second teaching week of the semester in which the unit is taught. This includes changing from a semester 1 to a semester 2 course.

Please note that a change to a year-long unit (those with a code ending in **0**) will not be approved later than the end of the second teaching week **in Semester 1**.

If you are experiencing problems with an optional course you should discuss the situation with your Academic Advisor, Programme Director or Programme Administrator as soon as possible. **Under no circumstances should you stop attending a course unit on the assumption that you will be able to take another one in the following semester.**

If you do wish to change a course unit you are enrolled for, you should follow the procedure below. Please also see the Selecting Your Units section of the SALC Student Intranet:

<https://www.alc.manchester.ac.uk/student-intranet/undergraduate/course-unit-selection/>

- a) Consult with your Programme Administrator check that you can take the course you wish to substitute. (Does your programme structure allow it? Is the course full? Can you meet any pre-requisites? Is there a timetable clash?).
- b) Complete the change of course via Self-Service, or request the change by your Programme Administrator.

5.5.2 Changing to another degree programme

If you are considering changing to another degree programme within the University of Manchester, you must first consult your Academic Advisor, Programme Director or Administrator.

The formal procedure for changing your degree programme (to a programme within the University of Manchester) is as follows:

- a) Check with your funding provider that the proposed change is acceptable.
- b) International Students should contact the International Advice Team in the Student Services Centre to clarify how a course change will affect your immigration status and entitlements (please note any changes to the number of years of the programme).
- c) Consult the Admissions Officer or Programme Director for the programme you wish to join; you will need confirmation of your previous qualifications and a transcript of grades to date of your current degree programme. If the admissions officer confirms that you are able to move onto the degree programme, you should contact your **current** Programme Administrator to discuss the formal process for that department.

Please note that a change of degree programme will only be approved within the first two weeks of a semester or at the end of a semester, unless you are able to transfer units

already taken. Where relevant, you may be charged for any units you have already taken in previous semesters.

Under no circumstances should you stop attending a course unit on the assumption that you will be able to take another one in the following semester.

Please note that at the end of Semester 1 it will not be possible to leave a year long course unit (those with a code ending in 0) without being charged the full amount for that unit.

If you are changing programme between two schools at the university an internal transfer can be arranged as described above. However, you will not be able to receive an early exit award for any credits achieved.

If you have achieved enough credits to meet the award criteria and would like it to be awarded, you will need to withdraw from the University and apply for a new programme through UCAS and **not** via the internal transfer process outlined above. Both options can affect funding and should be discussed with the student services centre and appropriate funding body before deciding: <https://www.manchester.ac.uk/study/international/why-manchester/student-support/student-services-centre/>

5.5.3 Changes to Programme Handbooks

While every effort is made to ensure that course and programme details are correct at the time of publication, changes are sometimes unavoidable (as a result, for instance, of changes in staffing arrangements or in Faculty/University regulations). If a change needs to be made to information published in this Handbook, you will be notified by email.

5.6 Teaching Contact Time in SALC

5.6.1 Contact Time

Undergraduate students will have the opportunity to spend approximately 25% of their time in activities which involve contact with a member or members of staff, and which may be provided at unit or programme level. Within that, there must be a minimum of 30 hours scheduled teaching and learning activities per 20 credit unit. A pro-rata calculation will be made for 10, 30 or 40 credit units. The following exceptions apply:

- a) Level 3 dissertations, and some other units involving one-to-one supervision and centring on guided independent learning, may offer fewer contact hours than a standard unit
- b) for students completing a period of residence abroad, or on placements
- a) course units may also be supported through a range of other kinds of formal or informal contact. Examples include:
 - visits to local art galleries
 - visits to local museums
 - workshops with outside speakers
 - one-off sessions to tie in with news events
 - film screenings
 - rehearsals
 - field work
 - master classes

NB: These will sometimes be offered at programme, discipline, or School level, rather than be attached to a particular course unit

5.6.2 Credit Rating and Work Time

Course units are normally credit-rated at 20 credits per course unit. One credit stands for 10 hours of work time. So in a 20 credit course you should expect to complete 200 hours of work time. As an example, this work time can be broken down as time spent in class, completing background reading and research, independent preparation for classes (including studying seminar texts, preparing formative assignments, reviewing lecture notes, and reflecting on learning) and assessment time plus preparation.

It should be emphasised that independent study time is an extremely important aspect of student learning in the Arts and Humanities disciplines, and contributes greatly to the educational experience. It involves directed reading and other exercises, working on essays, projects and presentations and revising for exams. Students may be working independently or in groups, making use of a variety of resources including libraries, archives, practice rooms, galleries, or historic sites.

In one semester a student normally takes 60 credits, which means that 600 hours of work time are expected per semester including teaching weeks, examination time, and pre-semester reading.

5.7 Engagement

The University records and monitors the engagement of **all** students to support their academic attainment and progression and to ensure student wellbeing. All students at the University of Manchester are expected to be independent learners and as such are active participants in their own learning experiences and must take responsibility for achieving their learning outcomes. Regular engagement will help to improve academic achievement and can facilitate the development of core skills such as teamwork and professional communication. The School has put in place procedures, with identified trigger points, that indicate when a student's engagement has become a concern or where a pattern of lack of engagement begins to raise concerns with regards to a student's wellbeing.

Please note: you should be spending about 200 hours on each 20 credit course unit.

This means that you should be spending:

SEVEN HOURS PER WEEK ON EACH YEAR-LONG 20-CREDIT COURSE UNIT

FOURTEEN HOURS PER WEEK ON EACH SEMESTER-LONG 20-CREDIT COURSE UNIT

Students are required to be in attendance throughout the academic year, including Reading Week in Semester 1 and both periods of revision and assessment. For this reason the School would not expect any student to take a holiday or period of unauthorised absence during term-time. If you are prevented by illness, accident or other circumstance beyond your control from attending any tutorial class, you should notify your Programme Administrator by email on the first day of your absence.

For an absence of less than 7 days, you should submit a self-certification of ill health form (signed by your GP or Medical Practice) to your Programme Administrator immediately after your return. As soon as you are able to, you should contact your tutor regarding the work that you have missed.

For an absence of more than 7 days, a letter from your GP or other medical professional or a 'fit note' must be obtained and submitted as soon as possible.

5.8 Certification of illness and absence from the University

It is a requirement of your registration with the University of Manchester that you register with a local General Practitioner. A list of GP practices can be obtained from the Occupational Health Centre (campus map no 38: <http://www.manchester.ac.uk/aboutus/travel/maps/az/>), any University hall of residence or a local pharmacy. You can also find information on the NHS website (<http://www.nhs.uk/Service-Search>). According to guidance issued by the General Medical Council, it would not be regarded as good practice for a family member to be the registered GP or to offer treatment except in the case of an emergency.

You should always consult your GP (or for emergencies the Accident and Emergency Department of a hospital) if your illness is severe, if it persists or if you are in any doubt about your health. You should also consult your GP if your illness means that you are absent from the University for more than 7 days, including a weekend. Please see details above for how to inform the University about your illness.

Please also see the section on *Mitigating Circumstances* if your work has been affected by illness.

5.9 Important Attendance Information for International Students - UKVI academic engagement requirements

Monitoring academic engagement - 2021/22 academic year

UK Visas and Immigration (UKVI) have extended concessions to normal attendance monitoring requirements for Student and Tier 4 visa holders until 6 April 2022 in response to the continuing disruption caused by Covid-19. However, please note that students with a visa in the UK are no longer permitted to study remotely and must attend in-person unless quarantining or self-isolating.

A student is considered to be academically engaging if they are actively and consistently following their course of study;

Where the student is not actively and consistently engaged, the School or department must annotate the student's record with the reason for the lack of academic engagement and the steps taken to ensure that the student re-engages with their study.

Where the student fails to re-engage with their studies within 60 days of the first escalation by the School or department, the University is obligated to withdraw the student unless the absence has been supported by the University and the student is still able to complete their course within their existing visa when they resume their studies. The UKVI notes that these situations should be rare and the evidence and reasoning fully documented as its compliance officers will monitor these exceptions.

Additional notes:

- Requirements apply to study abroad and other visiting students.

There is no requirement to monitor students during vacation periods for their course.

Further information

If you have any concerns about the UKVI academic engagement requirements, or your Tier 4 visa status, please contact visa@manchester.ac.uk

5.10 Consequences of Unsatisfactory Engagement or Attendance

Repeated unexplained (or unsatisfactorily explained) engagement or attendance will result in you being contacted by your Academic Advisor or Programme Director. This may result in a referral to the Student Support and Guidance Office or Central University Support Services for ongoing support, as required.

5.11 Interruptions to Study/Repeating Year

It is the expectation of the University that you will complete your programme in one continuous period of uninterrupted study. It is understood, however, that you may encounter personal difficulties or situations which may seriously disrupt your studies. In such instances, you may be granted a temporary interruption to your studies.

It is important to realise that we may not be able to provide an identical teaching, supervision and assessment experience on your return as would otherwise have been available. Programmes of study and regulations change to reflect developments in the subject, requirements of external bodies and the resources available to the University. While we will try to make reasonable provision for you following your interruption you need to realise that permission for an interruption is a privilege and not a right. Requests must meet the appropriate grounds and be approved by the School (please see details below).

During your period of interruption you will not be a registered student of the University and your right to be on University premises will be that of a member of the public. You may not undertake work on University premises as you are not covered by our insurance agreements. You should also note that you will lose onsite IT and student library access; however, you can retain remote email access to your student email account. You do need to ensure, however, that, if necessary, you save work and provide alternative forwarding contact email details to us.

If you fail to return and re-register at the expected date of return following an interruption, we will attempt to contact you but if we receive no response after 30 days following your expected date of return, we can deregister you from the student system.

The School expects all students to complete and submit an application to request an interruption **in advance**. If this is not possible (e.g. due to ill health) a request and appropriate evidence should be submitted before the end of teaching for the semester in which you are affected. Interruptions will not normally be granted retrospectively and you will be liable to pay the full tuition fee if you do not apply for an interruption within the appropriate semester or academic session. Please note that the interruptions mechanism is not intended to be used to enable students to repeat a year to improve their marks.

Before considering an interruption, you should bear in mind that we will not be able to guarantee that certain course units will be available when you return to study, following a period of interruption, as provision may change from year to year.

A period of interruption will be for no more than one year in the first instance. The School will consider requests for a further period of interruption **only in exceptional circumstances**.

In some circumstances, the School may recommend that a student consider taking a period of interruption from their studies. This is usually when a student has experienced significant health/personal problems and is struggling to complete assessments (with support already in place via mitigating circumstances and University Support Services, e.g. DASS if appropriate). The School cannot enforce an interruption of study, but students should bear

in mind that if they choose not to interrupt their studies, after it has been recommended by the School, they continue at their own risk. As noted above, a retrospective request to interrupt is unlikely to be approved if the School has previously made a recommendation to interrupt and a student has chosen to continue with their studies.

Where the School has significant concerns about a student's ability to continue studying (e.g. due to ill health) the School may refer a student's case to its Fitness to Study Panel. The School may also ask the student's permission to make a referral to the Student Occupational Health Service for further advice on their fitness to study.

For further information, please refer to:

<http://www.regulations.manchester.ac.uk/guidance-on-interruptions/>

<http://www.studentsupport.manchester.ac.uk/study-support/interruption-or-withdrawal/>

Acceptable grounds for an interruption:

The following circumstances are typical of what **may** be considered grounds for applying for an interruption to a programme:

- Serious physical or mental illness of the student;
- Death / serious illness of a partner; close family member or close friend;
- Unforeseeable or unpreventable events such as distress or injury caused by a serious accident; the effects of being the victim of a criminal act or the distress or serious disruption caused by fire, flood or other natural catastrophe;
- Extreme family or financial circumstances leading to stress;
- Breakdown of *essential* equipment where a student is unable to continue a project and the use of alternative equipment is not possible;
- Delays in obtaining ethical approval;
- Jury Service;
- Maternity or Adoption Leave (see below)
- Delays in progress due to unforeseen problems (e.g. moving of offices/buildings, supervisor changes) which are outside of the student's control

Maternity leave

Students may interrupt their studies for the purpose of maternity leave at any time from 28 weeks of the pregnancy for a maximum period of 12 months during their degree. The period of leave must be taken in one consecutive block.

Paternity leave

A total of two weeks paternity leave may be taken at any time during a partner's pregnancy or within three months following birth. The student must inform their Programme Director of this absence.

Adoption leave

Students who are adopting a child may interrupt their studies for a maximum 12 month period during their degree. The period of leave must be taken in one consecutive block.

Grounds that will not normally be accepted:

The following circumstances **will not** be regarded as grounds for applying for an interruption or an extension:

- The student or Programme Director was unaware of policy and application procedures for interruptions and/or extensions for courses. It is ultimately the student's responsibility to ensure that they are aware of all policies and procedures relevant to their degree;
- Work commitments;
- Further primary research and/or laboratory work;
- Temporary lectureships;
- Exchange visits;

- Voluntary service overseas;
- Expeditions/sport;
- Long-term holidays/vacations;
- Inadequate planning and time management;
- Normal pregnancy (excluding standard maternity leave entitlement);
- Difficulties with English language (including delays as a result of proofreading);
- Computer or other equipment failure where use of an alternative is possible or any loss of work was avoidable;

In exceptional circumstances, the School may grant interruptions where they would lead to clear benefits for the student's future career or further study. Such cases will be referred to the School's Director of Teaching and Learning for consideration.

How to apply for an interruption

Students must complete an Interruption request form, available from the Student Support & Guidance Office (contact details above). Relevant supporting evidence should be provided when the form is submitted. Please note you must continue to attend classes and submit/attend assessments including examinations while you await the outcome of your application, as it may not be successful.

The request will then be considered by the School's Director of Teaching and Learning. Students will be informed of the outcome of their application, in writing, by the Student Support & Guidance Office.

Student status during the interruption period

During a period of interruption you will not be a registered student of the University and your right to be on University premises will be that of a member of the public. During the period of interruption, a student's registration status is 'leave of absence' (LOA) and no tuition fees are payable. Where tuition fees have already been paid they will be refunded or held over by the University. For further information about tuition fees, please contact the University's Student Services Centre.

During the leave of absence period, students will not be entitled to supervision and will have limited access to University facilities: they will not be able to use swipe cards or the library but will have access to their student IT account, My Manchester, email and the Student System (Campus Solutions).

Returning from a period of interruption

In line with University guidance, students who have interrupted their programme on medical grounds will be required to provide medical evidence that they are fit to return and resume their studies. This must be provided in advance, at least one month prior to a student's intended date of return. Please note that it is the student's responsibility to ensure that this evidence is provided to the School. If evidence is not received in advance of the student's return, it may not be possible for the student to continue with their studies. All students must ensure that they complete academic and financial registration (including payment of tuition fees) when they return to study following a period of interruption.

Failure to return from a period of interruption

If a student fails to return and re-register after 30 days of their expected date of return following an interruption, and there has been no response to the School's efforts to contact the student, their student record will normally be withdrawn.

Requests to repeat a year of study

Please note that requests to repeat a year of study (or part year of study) will only be approved in exceptional circumstances. Students will not be permitted to repeat a year of study (or part year) in order to improve their marks. When considering a request the School

may check a student's engagement with their programme of study, their attendance record and any other relevant information including current marks. If the request involves a change of programme which would make it necessary for the student to restart Year 1, the School will also refer to A-Level results to check that the student meets the current entry requirements for the programme. The School will not be able to consider any request to repeat a year of study following the conclusion of teaching in semester 2. Students must continue to attend classes and submit/attend assessments, including examinations, while they await the outcome of an application as it may not be successful.

When considering requests, the School may decide that it can only offer a student the opportunity to repeat semester 2, rather than a whole year of study; this will normally be when a student has already successfully completed semester 1. Please note that it is not possible, within the University degree regulations, to carry marks over to any repeated year.

We recommend that you speak to your Academic Adviser and the Student Support & Guidance Office (Room A15, Samuel Alexander Building) before you make a formal request. Please note all students are required to pay tuition fees for any repeated year of study. If you are funded by Student Finance England, we recommend that you contact them to discuss the financial implications.

5.12 Withdrawing from your programme

If you are considering withdrawing from your programme of study, please ensure that you speak to your Academic Advisor, Programme Director and/or the Student Support & Guidance Office staff immediately. They will be able to offer you advice and support and may be able to present alternative options that you may wish to consider. You are also strongly advised to read the information available on My Manchester to help you in your decision-making:

<http://www.studentsupport.manchester.ac.uk/finances/funding-opportunities/all/changes-or-interruption-of-course/>

<http://www.studentsupport.manchester.ac.uk/study-support/interruption-or-withdrawal/>

If, for whatever reason, you firmly decide to withdraw from your programme of study, please ensure that you inform the Student Support & Guidance Office as soon as possible. We will ask you to complete a short form to confirm the reasons for your withdrawal. The School expects all students to complete and submit an application to request to withdraw from their studies at the point at which the decision is made. As a withdrawal from study may result in the refund of tuition fees, the School will not normally be able to record a retrospective withdrawal. The School is required to notify the University's Student Services Centre of your withdrawal and of your last date of attendance. If appropriate, this information will also be communicated to Student Finance England if you are in receipt of funding for your studies.

6 Learning resources

6.1 The University of Manchester Library and other Libraries

<http://www.library.manchester.ac.uk/>

The University of Manchester Library is one of only five National Research Libraries. With more than 4 million printed books and manuscripts, over 41,000 electronic journals and 500,000 electronic books, as well as several hundred databases, the library is one of the best-resourced academic libraries in the country.

The **Main Library** holds the principal collections that support teaching and research in the humanities, and the social sciences. A number of specialist site libraries also support the humanities and these are located across campus. The Library's Special Collections, one of the finest collections of manuscripts and early printed books in the UK, are housed in The John Rylands Library, Deansgate in the city centre.

The **Alan Gilbert Learning Commons** is open every day apart from Christmas Day and Boxing Day and a number of library sites extend their opening times in the run up to exams.

The **Art History and Archaeology Library** is located on Floor 4 of the Mansfield Cooper Building. It is open from 9.30am to 5.00pm during term time.

On the Library website there is a wealth of resources on a range of topics from using the printers and borrowing books to booking a PC or accessing resources off campus or making a Group Study Room booking.

The My Learning Essentials skills programme offers online resources, workshops and drop-ins designed to help to develop your academic, wellbeing and employability skills.

Make sure you never miss news on the Library's latest news and developments:

www.twitter.com/@UoMLibrary

John Rylands Library Deansgate

The John Rylands Library was founded by [Enriqueta Augustina Rylands](#) (d. 1908) in memory of her husband, [John Rylands](#). The special collections include medieval illuminated manuscripts and examples of early European printing. The library collections are regularly used in teaching by lecturers in the department.

<http://www.library.manchester.ac.uk/rylands/>

6.2 The Manchester Museum and Whitworth Art Gallery

The School of Arts, Languages and Cultures benefits from two of the University's key cultural assets: the Manchester Museum and the Whitworth Art Gallery. We encourage all of our students to consult their collections.

For details of both of these institutions, including access to their on-line catalogues and blogs, please make use of their websites:

<http://www.museum.manchester.ac.uk/>

<http://www.whitworth.manchester.ac.uk/>

6.3 Blackboard: courses and enrolments



Blackboard

Blackboard (Bb) is the web-based platform that we use across the institution to deliver our teaching, learning and assessment online. All of your course units and programme-wide spaces (where relevant) are delivered via Bb.

Access Bb via My Manchester <http://my.manchester.ac.uk/>. In Blackboard you will find:

- a list of all the course units you are registered to take, under the 'Course List',
- a list for Programme spaces or other 'Organisations', in the 'My Communities' list.

Your Bb course units will contain different elements, depending on how your tutor(s) have set them up. They may be used for hosting teaching materials, lecture handouts; for assessment including coursework submission, quizzes; for communication such as class announcements; for collaboration with your fellow students e.g. discussion boards or blogs; or other. If you have any queries about the content in your Bb spaces, please check with your tutor first.

You can find guidance on the various Bb tools as well as other eLearning tools we use at Manchester e.g. Turnitin, accessing the Manchester video portal or other in this page: <https://sites.manchester.ac.uk/humteachlearn/student-support>

If you like you can access Bb on your smartphone using the Bb Mobile Learn app. For guidance, see: https://help.blackboard.com/Mobile_Learn

When can I access the Blackboard sites for the units I am studying?

Courses become available to students one week before the start of teaching. For *most* courses in 2021/22 this is:

- Semester 1 and all-year courses: Monday, 20 September 2021
- Semester 2 courses: Monday, 31 January 2022

To ensure that you have access to all of your courses within Blackboard, you must be enrolled on them through the Student Records system. Once enrolled, your courses should appear on Blackboard from the dates above mentioned.

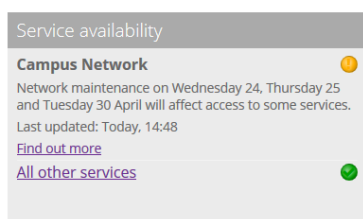
What can I do if I cannot find in Bb a course(s) unit I am enrolled on?

If you cannot see a course you expect to see, it may be because your tutor has not 'activated' the Blackboard site for that course unit, or it may be that your enrolment is not completed:

- contact your School Administrator to check that you are fully enrolled;
- check with your tutor that the Bb site has been activated (made available to students);

Note: If you decide to change your course enrolments (from one unit to another) there will also be a delay of up to 24 hours in acquiring your new courses and removing those you are no longer taking. If after enrolment or changing your enrolments your courses are not correctly listed in Bb after 24 hours, please contact the eLearning Team via the Support Portal <https://www.itservices.manchester.ac.uk/help/elearning/>

What if at some point during the year I cannot access Blackboard or Turnitin?



If during the duration of your studies you experience interruptions in IT or eLearning services such as Blackboard, Turnitin, or other,

1. Check the Service Availability information on IT services homepage: <http://www.itservices.manchester.ac.uk/> The Service Availability portlet will display whether there is any known disruptions and flag issues with a red or an orange circle (see image).

If you experience an issue that is not notified in the [Service Availability portal](#) contact your eLearning team via the Support Portal: <https://www.itservices.manchester.ac.uk/help/elearning/>

6.4 Study Skills

Unlike other forms of education, studying at university requires you to take responsibility for your own learning. This means that there is an expectation that you will undertake

independent study in the time when you are not in lectures or seminars e.g. following up lecture and seminar discussions with further reading, organising your notes, preparing assessments. If you are to benefit from the unique experience of university study, acquiring not only specialist knowledge but also the capacities for critical, analytical thought and clear self-expression, then you personally, and your peers collectively, must contribute to the creation of an active learning environment. Several key points to remember:

- 1) As an undergraduate at the University of Manchester, you are expected to act in a mature manner and to be respectful to lecturers, tutors, administrators and your fellow students.
- 2) You are expected to prepare adequately for lectures and seminars, whether by reading alone or by organising ideas for group discussion.
- 3) You are expected to actively participate in seminars, either in discussion, asking questions, or giving oral presentations.
- 4) Plan for assessment deadlines and do not leave assessments to the last minute.
- 5) The responsibility for managing your time falls to you, and you need to find the right balance between your workload and extra-curricular activities.
- 6) A degree is about skills acquisition and your intellectual development, not about amassing and regurgitating information and assessment outcomes.

Remember – success is not measured simply by the class of degree that you obtain, but by the effort you put in, and the personal improvement in understanding, skills and attitudes you achieve as an undergraduate. It is these qualities that will be commented on in references written by your tutors when you apply for work.

7 Academic Feedback

7.1 What is feedback?

Feedback is information which enables you to improve your skills. As such, it is a crucial part of the learning process, and is central to the academic relationship between tutor and student. As general principles, the School requires that written feedback should be typed, that it should give students the chance to improve their work, and that it should be provided in a timely manner.

For all formative assessments and assessed coursework, feedback will normally be provided within 15 working days after the final submission deadline (for a 20 credit unit). Please note that working days at the University do not include weekends, public holidays, exam periods or University holidays. Course Unit Directors will advise students if there will be a delay in the return of feedback.

7.1.1 Seven principles of good feedback practice have been identified:

- Facilitates the development of self-assessment (reflection) in learning
- Encourages teacher and peer dialogue around learning
- Helps clarify what good performance is (goals, criteria, expected standards)
- Provides opportunities to close the gap between current and desired performances
- Delivers high-quality information to students about their learning

- Encourages positive motivational beliefs and self-esteem
- Provides information to teachers that can be used to help shape teaching

Charles Juwah, Debra Macfarlane-Dick, Bob Matthew, David Nichol, David Ross and Brenda Smith, *Enhancing Student Learning through Effective Formative Feedback* (Higher Education Academy, 2004)

7.1.2 Academic staff in SALC aim to provide feedback which is:

- Prompt (where there is further assessment to be completed for a course unit, feedback will be provided to students no later than 15 working days (for a 20 credit unit) after the submission date and before the completion of the next assessment)
- Related to the learning outcomes of the assignment
- Individualised to the assignment and the student
- Oriented towards improving future performance

7.2 What means do subject areas in SALC use to provide feedback?

Feedback can be provided in a number of different ways. In SALC these may include:

- Written comments on coursework assessments, including essays, and on SALC feedback sheets – this may be in electronic format via Turnitin or by email.
- Advice given during and following discussion in seminars; this advice can be spoken or via email or other electronic means
- Advice given on a one-to-one basis during your Course Unit Director's or Academic Advisor's office hours
- Written and face to face (including virtual) feedback on examinations

The School's feedback forms are designed to enable tutors to give students feedback on both assessed and non-assessed coursework and examinations. Please see section *Assessment / Submission of Assessed Work* for further advice on how to submit your assessments and receive feedback. Marking of assessed coursework is carried out under conditions of anonymity, and your identity is not known until after the provisional mark has been recorded.

For online examinations, feedback can typically be viewed via Turnitin (submission portal) once marking is complete. Feedback may also be given through other submission formats on Blackboard, such as Voicethread and Blackboard Assignment submissions, depending on the nature of the assessment.

Your feedback will include an indicative mark. You should be aware that any mark given to you at this stage is provisional: it may go up or down during the moderation process.

Feedback on semester 2 examinations, dissertations and other 40 credit submissions is provided following the Examination Boards in June/July.

7.3 When is feedback given?

Feedback can be given at several points during your course unit, or degree programme, for example:

- As general advice given in class when discussing essay or presentation strategies.
- As part of an on-going discussion about research and writing (for example, during supervision meetings in preparation for an undergraduate dissertation).
- As oral or written comments after you have submitted a coursework essay/given a class presentation.

7.4 What is the difference between formative and summative feedback?

Formative feedback is feedback which you can use in order to help improve your performance in future assignments. Work that is purely formative does not carry a mark that counts towards your final course unit mark.

Summative feedback is feedback given on a piece of work where the mark counts towards your final course unit mark.

During your degree, you will find that feedback can be both formative and summative. This means that the mark you are given for the piece of work submitted counts towards your final course unit mark and that the comments you are given can help you to improve your performance in future assignments across a number of course units.

7.5 What happens if I want more feedback?

If, after you have received feedback on your work, you would like more information then you should contact your Course Unit Director or Academic Advisor. Course Unit Directors will:

- be available for up to two consultation hours per week during semester time (these hours will be communicated to you following the start of each course)
- make alternative arrangements to see students who are unable to make use of these consultation hours
- Aim to respond to student email queries within 3 working days

The University policy on Feedback can be found at:

<http://www.staffnet.manchester.ac.uk/tlso/policy-guidance/assessment/practice-of-assessment/feedback-to-students/>

8 Mitigating circumstances

8.1 What are mitigating circumstances?

Mitigating circumstances are personal or medical circumstances which are unforeseeable and unpreventable that could have a significant adverse effect on your academic performance. You should only submit a mitigating circumstances application if you consider it serious enough, and the timing critical, to have affected your performance in your assessed work and examinations.

For complete guidance on the acceptable grounds for mitigating circumstances and the application process in the School, please refer to the student intranet <http://www.alc.manchester.ac.uk/studentintranet/support/mitigatingcircumstances/>.

IT failure **may** be accepted as grounds for mitigating circumstances. However students are advised to back up all work regularly using their University P drive and not leave the completion of work so late that they are unable to use an alternative computer or printer. Further information on your P drive is available here: <http://www.itservices.manchester.ac.uk/ourservices/catalogue/email-calendar-collaboration/its-ourservices-catalogue-email-calendar-collaboration-collaborative-personal-storage/>. We strongly encourage you to save work to your P drive, instead of a removable storage device which could be corrupted/lost/stolen. In most cases, the P drive should provide sufficient storage, but in the case of large files, please seek advice from IT Services or your Course Unit Director.

Pregnancy

Events may arise during pregnancy that may constitute mitigating circumstances, and these need to be judged on a case by case basis. It is recommended by the Equality Challenge Unit (ECU), that, at a minimum, students are required to take two weeks' compulsory maternity-related absence, or four weeks if they are on placement in a factory. This is in line with employment law, and is to ensure the health and safety of the mother following birth.

You can find the full University Policy on Mitigating Circumstances here: <http://documents.manchester.ac.uk/display.aspx?DocID=4271>

8.2 How do I submit a mitigating circumstances application?

You will need to submit a mitigating circumstances application using the online form available on the student intranet here:

<http://www.alc.manchester.ac.uk/studentintranet/support/mitigatingcircumstances/>

Relevant supporting evidence can be submitted in hardcopy to the Student Support and Guidance Office, Room A15, Samuel Alexander Building. It is normally acceptable for electronic copies to be submitted via email to: salc-studentsupport@manchester.ac.uk.

Please ensure that you use the School's online form. Other Schools in the University use different (hardcopy) application forms and it is important that you submit your application online in order for it to be considered.

If you have any problems completing the online application (e.g. due to a hand injury), we recommend that you seek assistance from the Students' Union Advice Service: <https://manchesterstudentsunion.com/wellbeing-advice> who may be able to assist you in completing the online form.

8.3 Do I need to submit supporting evidence?

Yes. All mitigating circumstances applications must be supported by independent third party evidence. The type of evidence will vary according to the nature of the circumstances, but it must be sufficiently independent to confirm the case you are making. Examples of evidence include a doctor or other health professional's letter, counsellor's letter, self-certification form signed by your GP or GP's Medical Practice (for illnesses of 7 days and under only). Please note that it is a University policy that the self-certification form **must** be signed by a GP; we cannot accept forms which have not been signed by a GP. Please note that your application cannot be considered until your evidence has been received.

The Student Support and Guidance Office will issue one reminder (by email to your student email address) for evidence to support your application. If evidence has not been received within **2 weeks** of the submission of your form, and you have not contacted the Student Support and Guidance Office to inform them of any delay, your application will be refused and no further action will be taken.

If you are registered with the University Disability Advisory and Support Service (DASS), please refer to the information contained below.

Please note that if your GP, or other medical professional, indicates that you are not fit to study (due to illness or injury), it will not be possible for the School to consider providing deadline extensions during the period that you have been 'signed off'. In addition, all students must meet attendance requirements. For these reasons, it may be necessary therefore for the School to recommend that you interrupt your studies.

8.4 When should I submit an application?

You should submit your mitigating circumstances application **before** your assessment deadline has passed. Unless your circumstances prevent you from doing so, you should continue working on your assessment, and if possible submit it, whilst you wait for the decision of the Committee.

If the circumstances have arisen during the course of an examination period, your application should be submitted in advance or on the day of the examination that is affected. If your application is delayed, it may not be accepted.

The final dates for submitting mitigating circumstances applications and evidence relating to the examination periods are as follows:

- Monday 14 February 2022
- Wednesday 15 June 2022
- Wednesday 7 September 2022

The School will be unable to accept applications and evidence after these deadlines.

8.5 What happens next?

When appropriate supporting evidence has been submitted, your case will be considered by the Mitigating Circumstances Committee. You can normally expect to receive confirmation of the Committee's recommendation within 7-10 working days which will be sent to your student email address. The recommendation of the Committee is provisional until it has been reviewed and confirmed by the Board of Examiners during their meeting in June.

8.6 How will my application be considered?

The Mitigating Circumstances Committee will assess whether to accept or reject your application based on the information and supporting evidence you have provided. Please note, the Committee may decide that they do not have enough information from you and so the decision will be held as pending and we will contact you by email to ask for further information, and give a deadline for this to be provided by.

8.7 I am registered with the Disability Advisory and Support Service, how will this affect my application?

If you need to apply for mitigating circumstances due to issues directly related to your disability, normally you will not need to provide any additional supporting evidence, but you must provide a detailed explanation on the application form of how your disability is currently affecting your studies. It is not sufficient to indicate only that you are registered with the Disability Advisory and Support Service (DASS). A Disability Advisor from DASS may be consulted by the Mitigating Circumstances Committee that will consider your application. If you need to apply for mitigating circumstances for an issue that is not directly related to your disability, you must provide supporting evidence (see above for details).

8.7.1 If my application is accepted how will mitigation be applied?

For detailed guidance please refer to the student intranet:

<http://www.alc.manchester.ac.uk/studentintranet/support/mitigatingcircumstances/>.

8.8 How will I find out the result of my application?

Following the meeting of the Mitigating Circumstances Committee, you will be notified of the outcome of your application by email to your student email address, normally within 7-10 working days. The Committee will recommend to the Board of Examiners whether or not mitigation should be applied. All recommendations are provisional until the Final Examinations Board has met. If the Committee have recommended to the Board of Examiners that mitigation should be considered then you will be notified of the outcome of the Board of Examiner decision by email in July.

8.9 What support might I be offered after submitting a mitigating circumstances application?

It is important that you contact the support services noted below for advice and to discuss how the University can support you during your studies, as it is not the role of the Mitigating Circumstances Committee to assess your support needs. However, when you make an application for mitigating circumstances, the Student Support & Guidance Office may recommend that you access particular University Support Services (e.g. DASS or Counselling).

Student Support & Guidance Office:

The School's Student Support & Guidance Office can help you access all types of support. Tel: 0161 306 1665, email: salc-studentsupport@manchester.ac.uk

Your Academic Advisor: you can find the email address of your Academic Advisor here: <http://directory.manchester.ac.uk/>

Students' Union Advice Centre: Tel: 0161 275 2947

University Counselling and Mental Health Service: Tel: 0161 275 2864

Disability Advisory and Support Service: Tel: 0161 275 7512, email: dass@manchester.ac.uk

9 Assessment

9.1 Methods of Assessment

By the end of the degree programme, each student will have experienced a variety of formative and summative assessment methods, which will have developed and tested different skills in written or oral communication. Formative assessment (which may award the student a notional mark and/or offer detailed feedback on the student's progress) is used throughout your degree; however, only the marks awarded in summative assessment count towards the student's final mark. Formative assessment (whether informally or formally assessed) may, in some course-units, be written up into a final version that is then summatively assessed.

The following are some examples of summative assessment that are used in the School of Arts, Languages and Cultures:

- a) written examination
- b) assessed essay
- c) dissertation
- d) oral/group presentations
- e) oral/aural examination (Language units only)
- f) web CT

- g) portfolio
- h) class tests

On certain course-units, students' performance may be assessed solely by means of a formal **examination**. Due to the impact of Covid-19, the majority of examinations will take place online. Examinations will be held following the Semester 1 (January 2022) and Semester 2 (May/June 2022) teaching periods. You will receive more detailed guidance on how these exams will be delivered prior to each exam period.

For the majority of course units, marks for **assessed essays** (or other assessed work) submitted in the course of the year (and not done under examination conditions) are added to the examination result and contribute a certain percentage to the overall mark for the course-unit. These essays or other pieces of work should be completed as instructed by the Course Unit Director or tutor concerned. You should carefully check the instructions and deadlines issued in each course unit you are taking, especially as the requirements will vary from unit to unit.

A number of course units also use **oral presentation** as a method of assessment. Students are required to give one or more short talks to tutors and students on a selected topic relevant to the course. The marks awarded for the presentation contribute a certain percentage to the overall mark and may be combined with one or more other methods of assessment. In final year, students on a degree programme may be required to submit a **Dissertation, Long Essay or equivalent**.

The method(s) of assessment used in each course can be found in the Course Unit Publishing section within the Student Portal

In order to satisfy the Board of Examiners, you must gain the necessary 120 credits at each Level by passing all course units taken. You will normally be expected to have achieved a pass mark (40 or above) in each course unit. If by the beginning of the subsequent year you have not achieved sufficient credits either at the first sit or resit, the board of examiners may permit you to take up to 20 credits from the previous Level's failed course(s). You will not be allowed to proceed if you need to make up more than 20 credits from the previous Level. For further details on this, please see the [Undergraduate Degree Regulations](#), specifically, the section on Compensation.

All assessed work within the School of Arts, Languages and Cultures, whether by written examination, essay or project, is overseen by the Board of Examiners. Candidates' examination scripts and assessed coursework are marked according to the appropriate [Grade Descriptors](#) and a selection of these are given below. All examination papers, scripts, coursework and marks are scrutinised and approved by External Examiners, who are senior members of relevant Subject Areas in other universities.

9.2 Assessment Criteria

The School of Arts Languages and Cultures uses a stepped marking scheme and criteria (or grade descriptors) for undergraduate examinations, coursework essays and other forms of assessed work at all Undergraduate levels.

Stepped marking means using a restricted number of marks that represent the lower, middle and upper ranges of the standard classification bands (First, 2.1, 2.2, etc.). For each classification band, work may meet the criteria minimally (lower range), well (mid-range) or very well (upper range). To facilitate the best spread of marks along this spectrum, the new scheme uses figures ending in 2, 5 and 8 in each band (e.g. 52%, 55% and 58% in the 2.2 band, 62%, 65% and 68% in the 2.1 band and so on).

The marking scheme and criteria have been designed with several objectives in mind, chief among which are the following:

- To make the marking bands and marking criteria/grade descriptors more transparent and easier to articulate.
- To encourage markers to use of the full range of marks.

9.3 Referencing

You will notice that different departments use different referencing guidelines for footnotes and bibliographies which they expect you to follow (even if you are a joint honours student).

Why do we do this?

Referencing systems are used to enable all those who read your work to be able to find out where you got your information from, and which ideas in other scholars' works you are engaging with. Academics are also required to follow different referencing guidelines (depending on discipline, publisher, and sometimes country) whenever they publish articles and books. As such, we are training you to follow specific referencing guidelines as part of your professional disciplinary training in the field(s) in which you are gaining expertise through your degree study. Different referencing systems have developed over time for ease of use in respective fields, and some referencing systems provide greater detail than others (such as including place of publication and publisher, along with titles of works, volume and issue numbers of journals, etc.); this is because in each field, we might need more or less information about the author, when a work was produced (in what historical/social/economic/political context), and where/by whom a work was published to better understand its circulation and impact in the field. So please: pay attention to the referencing guidelines!

9.4 Plagiarism and other forms of Academic Malpractice

Academic malpractice is any activity – intentional or otherwise - that is likely to undermine the integrity essential to scholarship and research. It includes plagiarism, collusion, fabrication, contract cheating or falsification of results, and anything else that could result in unearned or undeserved credit for those committing it. Academic malpractice can result from a deliberate act of cheating or may be committed unintentionally. Whether intended or not, all cases of academic malpractice will be treated seriously by the University and scrutinised under [Regulation XVII \(Conduct & Discipline of Students\)](#).

Types of Academic Malpractice

Plagiarism: the presentation, intentionally or unwittingly, of the ideas, work or words of other people without proper, clear and unambiguous acknowledgement. It includes the copying of the work of any other person, including another student. Plagiarism may include the close paraphrasing, or minimal adaption of another person's words, illustrations, computer code, graph, diagrams etc. Sources can be any available material, such as websites, articles, books and lecture slides. The following are considered plagiarism:

- a) turning in someone else's work as your own;
- b) copying words or ideas from someone else without giving credit;
- c) failing to put a quotation in quotation marks;
- d) giving incorrect information about the source of a quotation;
- e) changing words but copying the sentence structure of a source without giving credit;
- f) changing words but using the structure of an argument from a source without giving credit;
- g) Paraphrasing or summarising part of a source without giving credit.

Self-Plagiarism: the submission, in whole or in part, of a student's own work, where that work has been submitted for a different assessment, either at the University or at a different institution. Students who use a previous piece of work or publication in a future piece of work should ensure that they properly reference themselves and the extent of such use should not be excessive.

Collusion: when a student or students permit or condone another student or students, to share a piece of work subject to assessment in order to gain a mark or grade to which they are not entitled. Students who allow another student to copy their work are also committing collusion and both the copier and the provider of the work are liable to be penalised.

The University does however allow collaboration where students work in groups as part of their programme of research or in the preparation of projects and similar assessments. The expectations and marking of the work should be made clear by the person setting the work and students should ensure that they are able to identify their contribution to the piece of work in group submissions. If malpractice appears in a group piece of work, then the group will normally be expected to take collective responsibility for the work and be seen as part of the same disciplinary hearing, unless individual members are able to (i) identify who contributed the element containing malpractice and/or (ii) distinguish their contribution to that of the other members of the group.

Fabrication or falsification of results, figures or data: the presentation or inclusion in a piece of work, by individual students or groups of students, of figures or any data (quantitative or qualitative) which have been made up or altered and which have no basis in verifiable sources; this may or may not involve other instances of academic malpractice.

Possession of unauthorised material in an examination: when a student intentionally or unwittingly possesses unauthorised material in an examination. The material need not be used during the examination or pertinent to an examination for this definition to be met.

Contract cheating: the commissioning of a piece of work by a third party, beyond basic proofreading (See [University Proofreading Statement](#) below). This may be where a student engages an essay mill to request that the essay mill produces a piece of assessed work for the student. This may also include the use of crowdsourcing, where a student obtains content from, or allows editing by, others and fails to acknowledge the contribution.

The academic staff in your discipline area will inform you about these offences and educate you about how to avoid them. Regardless of level, all students will be provided with guidance and advice about the use of academic and referencing conventions, so that you can understand what is expected of you when researching and writing assignments, whether individually or in groups.

If, having been informed about how to avoid malpractice, you are still unsure; you must contact your Academic Advisor or your Course Unit Director who will be able to give you specific advice about research skills and avoiding academic malpractice.

We would strongly advise all students to view the tutorial offered online by the UoM library at their My Learning Essentials website. The website also has online and in person tutorials on researching, note taking and referencing and constitutes a very useful tool for you to learn skills required at university:

Avoiding Plagiarism tutorial:

<https://www.escholar.manchester.ac.uk/learning-objects/mle/avoiding-plagiarism/>

SALC Essentials:

All **First Year** students are required to complete and pass the Academic Malpractice Awareness Course found on the SALC11260 Academic Malpractice Awareness Blackboard Page by **29th October 2021**.

Second and **Final Year** students looking to take a refresher course may do so at any point by taking the Malpractice Awareness Course on the [SALC Assessment](#) Blackboard page.

My Learning Essentials:

<http://www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/>

An Academic Malpractice Awareness: General Writing course has been added to all the course unit Blackboard sites so that you can access it easily. This course includes the following:

- Understand and demonstrate what constitutes as plagiarism, collusion, copying, falsification and fabrication of results.
- Be aware of best practice in order to avoid committing academic malpractice.
- Be aware of how we as a University detect academic malpractice and the consequences.

We strongly recommend that you go through this course and, if you are still uncertain, speak to your Academic Advisor who will be happy to discuss the specific aspects of academic malpractice that you are unsure of.

University Proofreading Statement.

If a student chooses to approach another person to proofread their written work or seeks to use the services of a proofreading service or agency, they must take account of the following principles:

- it is the responsibility of students to ensure that all work submitted is their own, and that it represents their own abilities and understanding. Any proofreading of work that is undertaken by a third party must not compromise the student's own authorship of the work;
- proofreading undertaken by a third party must not take the form of editing of text, such as the adding or rewriting of phrases or passages within a piece of student's work;
- proofreading undertaken by a third party must not change the content or meaning of the work in any way.
-

The University uses electronic systems such as Turnitin for the purposes of detecting plagiarism and other forms of academic malpractice during marking. As part of the formative and/or summative assessment process, you are required to submit your work to Turnitin and/or other systems used by the University.

Please note that work submitted to the relevant electronic systems will be permanently stored in a database.

During online examinations, you are expected to work under examination conditions. This means that although you may be permitted access to readings or notes (dependent on the course):

- you must complete the assessment task on your own and without help or assistance from third parties, academic staff, family members, friends or other students
- you must not impersonate another candidate or allow yourself to be impersonated
- you must not pass off the work of someone else as your own; ensure you fully reference your sources
- For Language courses, you must not use translation software or dictionaries, unless explicitly permitted to do so

Markers may apply academic judgement in cases where there is suspicion of prohibited use of translation software, prohibited use of dictionaries, collusion or contract cheating (the practice of students engaging a third-party to complete assignments such as an essay mill). In such cases, students may be invited to a viva voce (an oral assessment) in order to validate the authenticity of responses. If the viva panel are not satisfied, you may be referred to a formal disciplinary for further investigation and potential disciplinary action.

If in doubt, you should always refer to the course-specific examination instructions that will be provided to you ahead of each exam. You can also ask the Course Unit Director for each exam if you are unsure.

9.5 Submission of assessed work

Submission deadlines are set over several weeks in each semester and measures are taken to try to avoid students having multiple simultaneous deadlines. **However, it is not always possible to avoid simultaneous deadlines. It is your responsibility to ensure that you manage your time effectively and spread the workload evenly over the semester rather than leaving work to the last few days before a deadline. Multiple deadlines close together do not constitute grounds for mitigation.**

Your Course Unit Director will inform you of the deadline for submission of a piece of assessed work. When submitting the piece of assessed work, a number of rules apply as outlined below. If you fail to follow them properly, your work may have to be resubmitted, and be subject to the University's late submission policy.

Unless otherwise stated by your Course Unit Director, all course units expect assessed coursework, and some formative coursework to be submitted electronically via a Turnitin submission link, which is accessed via Blackboard for each course unit.

For online submission to Turnitin:

- a) To enable anonymous marking, your coursework must **not** have your name anywhere on it.
- b) To avoid the risk of material being lost, your coursework must carry a header on each page, which will include your **student registration number** (found on your library card) and the **course code and name of the course**.
- c) The word count for each piece of written work must be displayed clearly on the top right-hand side of the first page.

- d) Upload your coursework through the Turnitin/Grademark link in the course unit Blackboard site. This link is usually found in the 'Assessment' folder on the left-hand side of the module's Blackboard landing page.
- e) Ensure you carefully read the special instructions attached to the submission link as these may vary from course to course.
- f) **You must upload your work using your student registration number and the question number/title (e.g. 1234567_Q3) in the title field.**
- g) You are responsible for ensuring you upload the correct document successfully; accidental non-submission is not considered mitigation. Turnitin offers a preview feature to allow you to check and confirm your work before final submission and you can re-submit as many times as needed up until the deadline. You can revisit the submission inbox at any point to confirm submission and you will receive a digital Turnitin receipt in your University email inbox to confirm submission.
- h) You are responsible for successfully uploading your submission before the stated deadline (usually 12 noon). All deadlines are in UK time (either GMT or BST depending on time of year) so please take this into account if you are submitting from abroad.
- i) You are responsible for confirming successful submission and keeping a copy of your coursework and digital email receipt containing your unique submission ID number.
- j) Please allow sufficient time before the deadline to account for potential technical issues or delays with uploading. In the event of technical failure due to Wi-Fi connectivity, equipment failure or software crashes, take photographic or video evidence. Should the technical issue result in you submitting late, you may provide this evidence in support of a mitigating circumstances claim. Mitigating circumstances cannot be accepted without appropriate evidence of late submission caused by technical issues.

For hardcopy submissions:

Due to the impact of Covid-19, most assessments will be submitted online. However, there may be some course units where on campus assessment is required. Individual Course Unit Directors will advise on the submission method for these assessments at the start of each course unit.

Should you have any online assessment that involves handwritten responses or submission of a large file (traditionally submitted via USB), your Course Unit Director will provide specific instruction on how to submit well in advance of the deadline.

9.6 Word limit

All subject areas have agreed assessment lengths for written assessments (such as essays, reports etc.) within their degree programmes. At each level the target word count or range for a written piece is indicative of the optimum length required to compose a successful essay at that level, and is designed to correspond as closely as possible to the weighting that the assessment has within the course unit.

The purpose of enforcing word limits is (a) to ensure parity and fairness by creating a level playing field; (b) to help students produce well-focused and cogent written work; (c) to instil the discipline essential for real-life writing tasks, where word limits are often rigid; and (d) to ensure that students acquire the ability to edit their writing effectively and cut away inessential material, skills invaluable both for academic work and the workplace.

- students must observe the word limit specified for each assessment. **The upper limit is an absolute maximum and must not be exceeded (there is no ‘10% rule’).**
- the word count for each piece of written work must be displayed clearly on the top right-hand side of the first page
- word count is here defined as including quotations and the footnotes or endnotes in the essay itself. It does not include the bibliography or any appendices. Appendices are for supporting, illustrative material only; they may not be used to elaborate or extend the argument
- material that exceeds the upper limit will not be read or considered in the marking
- work that is significantly under-length will be unlikely to meet the learning outcomes of the particular assignment, and so may have this reflected in the mark awarded.

It is not expected that staff will check individual submissions unless they are concerned that the stipulated length has been exceeded.

9.7 Penalties for Late Submission

In line with the University’s policy on late submission, SALC operates a system of penalties for coursework submitted late (Including long essays and dissertations/theses). Any assessed material submitted after the deadline will incur a penalty determined by the lateness of its submission to the Turnitin inbox (Unless you have approved Mitigating Circumstances or are DASS registered with an automatic one-week extension):

- **Any work submitted *at any time* within the first 24 hours following the published submission deadline will receive a penalty of 10% of the maximum amount of marks available. Any work submitted at any time between 24 hours and up to 48 hours late will receive a deduction of 20% of the marks available, and so on, at the rate of an additional 10% of available marks deducted per 24 hours, until the assignment is submitted or no marks remain.**
- **The Policy relates to 24 hours/*calendar days*, so includes weekends and weekdays. For example, if an assessment deadline is at noon on a Friday and you submit just before noon on the following Monday, your penalty would be a 30% mark deduction, based on being late by three days/72 hours.**

Any work that has been submitted after a deadline has passed is considered late except in cases where an extension has already been formally agreed with the School (Mitigating Circumstances/DASS registered students). There are no discretionary periods or periods of grace. Any work submitted 1 minute past a deadline or later will therefore be subject to a penalty for late submission.

Work submitted within 10 calendar days of the deadline will be marked and feedback provided; the feedback will reflect the mark achieved before the penalty was imposed. If you submit work more than 10 calendar days late, it is at the marker's discretion whether the work to be marked and feedback provided.

There will only ever be a single point of submission for any given assessment (e.g., Turnitin); SALC also does not accept ‘last modified’ dates on files as a valid submission date. Therefore, please ensure you are careful in fully submitting the correct file to Turnitin to avoid accidental non-submission or submission of the wrong file.

Please note that the late submission penalty does not apply to coursework resubmitted in the August resit period. If resit coursework is submitted at any point after the deadline, a

mark of zero will be awarded. Students who have been offered a first sit during the August exam period will be subject to the late submission policy's sliding scale of penalties (10% mark deduction for every 24 hours late).

9.7.1 Mitigation

Please see the section on Mitigating Circumstances for information on how to make an application if circumstances have affected the timely submission of coursework.

9.8 Examinations

The University has a policy on examinations designed to ensure '*that students do not obtain unfair advantage for themselves or cause unfair advantage to other students*'.

The Policy can be found in Section D of the Assessment Framework at: <http://documents.manchester.ac.uk/display.aspx?DocID=7333>

9.8.1 Timing of examinations

The examination schedule has been produced using dedicated software for which the overarching factor is the production of a timetable with no, or as few as possible student clashes. Whilst attempts are made to ensure that you have a spread of examination dates throughout the examination period, in many cases this is not possible for every examination given the constraints on the number of examinations, the number of students taking them and the options available to students on any particular programme of study. You should expect therefore to have examinations on two or more consecutive days and, potentially, have more than one examination to be submitted within a single day.

You will be entered for examinations based on courses you enrolled on at Registration, or which you subsequently have changed on the Self Service function of Campus Solutions. It is essential that you are registered for the correct course units; otherwise you will not be entered for the correct exams. Please contact your programme administrator if you have any concerns with your enrolment: <https://www.alc.manchester.ac.uk/student-intranet/undergraduate/contact-us/>

Please note: Oral examinations in language units often take place in the January examination period, and at the end of or immediately after the second semester. Oral examinations are scheduled by the Languages Administration Team and cannot be moved once scheduled. It is not permitted to swap your oral examination with another student: you must attend the time allocated to you. If there are reasons why you are unable to attend the time allocated to you, you should apply for mitigating circumstances.

9.8.2 Missing examinations

It is entirely your responsibility to check that your examination entry details (i.e., the course title(s) and code(s) are correct. It is also your responsibility to ensure that you check the timetable and submit your exam prior to the stated deadline. **Absence/Non-submission, except under mitigating circumstances, is counted as a failure in that examination and a mark of 0 will be awarded.** Misreading of your timetable is not accepted as a satisfactory explanation for absence from an examination.

9.8.3 Examination papers

Examination paper rubrics give you information about the structure of your exam paper (how many questions you must answer, whether the paper is divided into sections, etc.) and you should pay particular attention to this. Course Unit Directors will normally discuss the nature and the structure of the exam paper with you in class.

Copies of previous years' examination papers are held in the Short Loan Collection of the JRULM) or published on the web:

<http://documents.manchester.ac.uk/pastexams.aspx>

9.8.4 Moderation, anonymity and external examiners

Examination scripts remain anonymous to markers. Anonymous marking also applies to all written work which contributes to your end of year results or your degree result. In addition, candidates' identities remain concealed during meetings of the Examination Boards that decide the award of qualifications. It should however be noted that the marking of oral presentations, group work and performances (where applicable) is, by definition, not anonymous.

All examination scripts, pieces of assessed work and theses are also made available to the External Examiners, who review a sample of the work and feedback to ensure that standards are maintained, and that marking is consistent. Where double marking takes place, discrepancies between markers are also referred to the External Examiners.

9.9 External Examiners

External Examiners are individuals from another institution or organisation who monitor the assessment processes of the University to ensure fairness and academic standards. They ensure that assessment and examination procedures have been fairly and properly implemented and that decisions have been made after appropriate deliberation. They also ensure that standards of awards and levels of student performance are at least comparable with those in equivalent higher education institutions.

9.10 External Examiners in SALC

You can find a list of our External Examiners across all subject areas here: <http://documents.manchester.ac.uk/display.aspx?DocID=50666>

Please note that it is inappropriate for students to make direct contact with External Examiners under any circumstances, in particular with regards to a student's individual performance in assessments. Other appropriate mechanisms are available for students, including the University's appeals or complaints procedures and the Students' Union Advice Centre. In cases where a student *does* contact an External Examiner directly, External Examiners have been requested not to respond to direct queries. Instead, External Examiners should report the matter to their School contact who will then contact the student to remind them of the other methods available for students. If students have any queries concerning this, they should contact the Teaching and Learning Assessment Coordinator, Joel Louffi: joel.louffi@manchester.ac.uk

9.11 Referred (Resit) and Deferred (First sit) Arrangements

All decisions regarding referred (resit) requirements will be made by the relevant Examination Board and Course Unit Director.

Students are normally permitted to resit a limited number of failed courses on no more than one occasion (for limitations and exceptions see below). The opportunity to pass a resit is

given in order to allow the student to proceed into the following year. The resit is designed **only** to restore missing credits so that you may proceed towards the degree (N.B. in the paragraphs below Part-Time Students are understood as progressing from “first year” to “second year” and from “second year” to “third year” when they have amassed 120 and 240 units respectively. We refer to “years” rather than “levels” here to make clear that it is the status of the student, and not the year-level of the course, that is in question.)

Please refer to the [Undergraduate Degree Regulations](#) for details of resit opportunities in each year of your degree programme.

It is important to understand that the Board of Examiners have the right to refuse an individual student a resit opportunity in **any** year of study if there has been a formal warning of unsatisfactory work and/or attendance. Resits may also be refused at the discretion of the Board of Examiners if the student has absented herself or himself without valid reasons.

All students are required to make themselves available during the August Resit Period for resit examinations. Holiday or other arrangements will not be accepted as an excuse for missing resit exams.

An **optional first sit** is for students who have passed a course unit(s) overall, either through compensation or an outright pass, but have approved mitigating circumstances applications accepted by the School, acknowledging that the student has been affected.

Should you be offered a first sit (deferred assessment), you will be notified of this in your mitigating circumstances outcome letter. You will be required to contact your Programme Administrator following the Exam Board at the end of the academic year to confirm that you wish to accept the offer; otherwise, you will not be entered for the first sit opportunity in August. You will receive reminders about this in various emails from your Programme Administrator leading up to the publication of marks at the end of the year.

Please note:

1. By choosing to accept the first sit offer, you agree that the mark gained at the first sit will replace the previous mark, even if it is a lower mark. You therefore take the first sit at your own risk.
2. If you accept the offer, but do not attend the first sit examination in August you will be awarded a mark of 0, unless you have approved mitigating circumstances. Extensions and coursework first sits will be subject to the late submission policy. Therefore, please ensure you are available during the August exam period before deciding.
3. If you do not respond by the stipulated deadline, we will assume you are not accepting this offer and the original mark(s) attained will be kept on your student record.

This key information will be provided to you:

1. at the point you receive the outcome of your mitigating circumstances application.
2. in an email confirming publication date for results in Semester 1 and 2.
3. In an email confirming results release on the day of publication in Semester 2.

It will be your responsibility to ensure you carefully read these communications and respond as requested by the stipulated deadline(s).

Candidates completing first sits (deferred assessments) in the August examination period will be assessed on the same basis as the original assessment, including both examination and/or coursework where appropriate.

9.12 Recording and use of Examinations Results

Where a candidate fails a course but achieves a pass either by compensation arrangements or by resitting and passing the examination:

- a) For the purpose of carrying forward marks and for the classification of the degree or other qualification, the mark used should be the original fail mark agreed by the examiners if that mark is within the compensation zone (30 – 39) or 30 if the original mark was below the compensation zone (29 or below);
- b) For the purpose of transcripts issued by the University for external use, any compensated marks will be recorded with a C suffix. Resit examinations will be recorded with an R suffix, provided that the course has been passed on resit and regardless of the actual marks achieved. Resit marks may be compensated but this is not noted on the transcript.

9.13 Undergraduate Regulations

Degree Regulations are approved by Senate. They contain the regulations specific to your programme of study, including details concerning assessment and progression, reassessment and classification.

You can find all information, including supporting documents here:

<http://www.regulations.manchester.ac.uk/undergraduate-degree-regulations/>

9.14 Carrying credit from one level to the next

Where a candidate fails credits at resit, the Exam Board can recommend that the student carries this failed credit into the next level of study up to a maximum of 20 credits. The course unit to be retaken is specified by the Exam Board and would be taken in attendance with one opportunity to regain the failed credit.

The mark for the carried credit would be added to the calculation for the academic year in which original credit was failed and the maximum pass mark that can be achieved is 30 or the original fail mark if that mark was in the compensation zone (30 – 39%).

If the student fails to regain the credit, they will not be able to progress further and an exit award will be considered by the Board of Examiners e.g. Certificate of Higher Education/Diploma of Higher Education.

A student may request to change the carried credit unit for an alternative if they consider that they have compelling grounds. Students should make their request in writing to the relevant Programme Director who will be responsible for considering and approving such requests.

9.15 Degree Classification

For students who commenced their three-year degree in September 2012 *or after*, the weighting for degree classification purposes of year 2 (level 2) is 33% and for year 3 (level 3) 67%.

For students who commenced their four-year degree in September 2012 *or after*, the weighting for degree classification purposes of year 2 (level 2) is 33% and for year 4 (level 4) 67%. For students who commenced their degree *prior to September 2012*, the weighting for year 2 (level 2) is 25% and for year 3 (level 3) 75%.

For Integrated Masters Programmes the weighting for year 2 (level 2) is 20%, year 3 (level 3) is 40% and year 4 (level 4) is 40% except the Masters in Modern Language where the weighting is Level 3 (50%) and level 4 (50%).

9.16 Compensation Arrangements

The compensation arrangements described in the Degree Regulations are applied at the Examination Boards. Please note that there are some core courses which cannot be compensated, and you must meet the pass mark for this unit in order to gain the credit and proceed.

Please note that compensation arrangements are different under the regulations for students who commenced their degree *prior to* September 2012.

10 Academic Appeals

Academic Appeals are a way of asking the University to review a recent decision taken by an Examination Board or equivalent body, which affects a student's progress or status (e.g. where a student is expelled or excluded from the University, or transferred to a programme for a lower qualification). However, appeals cannot be made simply on the basis of disagreeing with a mark, or as a challenge to academic judgement. They must instead be based on one of the grounds for appeal detailed in Regulation XIX Academic Appeals.

Full details are available here:

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

The purpose of this regulation is to safeguard the interests of students and may only be used when there are adequate grounds for doing so which are outlined in the regulation. It may not be used simply because you are dissatisfied with the outcome of your assessment or other decision concerning your academic progress.

An appeal which questions the academic or professional judgement of those charged with the responsibility for assessing a student's academic performance of professional competence shall not be permitted. This means that you may not challenge marks or grades awarded unless you believe that they may have been affected by factors under i-iv below.

The accepted grounds for appeal are as follows:

- (i) Circumstances affecting your performance of which, for good reason, the board of examiners or committee may not have been aware when the decision was taken, and which may have had a material effect on the decision.
- ii) An administrative error or procedural irregularity in the assessment process or in putting into effect the regulations for the programme of study such as to cause significant doubt as to whether the decision might have been different if the error or irregularity had not occurred.
- (iii) Evidence of prejudice or bias or lack of proper assessment on the part of one or more of the examiners.

- (iv) The supervision or training in respect of research for a dissertation or thesis or equivalent work was unsatisfactory to the point that your performance was seriously affected.

Appeals based upon provisional decisions of the School cannot be considered. This means that you will not be able to submit an appeal until after your marks have been ratified by the Board of Examiners and the results have been released. All recommendations for mitigating circumstances must be approved by the Board of Examiners, and any appeal cannot be considered until after the Board of Examiners has met in June/July/September.

The University encourages students to try to resolve the issue with their School in the first instance within the School (informal) appeals process and only when this process has been concluded to proceed to the Faculty of Humanities (formal) appeal, if necessary.

Please note you can only appeal on your own behalf. If you want a representative (e.g. a parent) to appeal for you, you must send a letter (or email) with your appeal explaining that you have given them permission to act on your behalf. Students can contact the Students' Union for assistance in drafting an appeal.

For further information on submitting an appeal, please contact the Student Support & Guidance Office (A15 Ground Floor, Samuel Alexander Building, email: salc-studentsupport@manchester.ac.uk).

11 Complaints

As part of its commitment to ensuring the standard and quality of its programmes of study, services, and facilities, the University has an established Procedure to deal with complaints from students. Complaints provide useful feedback information and, where appropriate, will be used to improve services and facilities. If you have a complaint to make, you should raise it directly with the staff concerned at the earliest opportunity, as matters that are dealt with informally at an early stage have the best chance of being resolved effectively. Formal complaints should be made as soon as possible and, in any case, within 40 days of the events or actions (or lack of actions) which have prompted the complaint. The University will not normally consider complaints made after this period, unless there is good reason for the delay.

Full details of which can be found on My Manchester:

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

Most complaints can be resolved informally. Minor problems concerning your degree programme should be brought to the attention of your Academic Advisor, Programme Director or Programme Administrator at the earliest opportunity. Complaints should be made, in writing, to the Student Support and Guidance Office who will investigate the complaint on behalf of the School. You should normally expect to receive a written acknowledgement within 5 working days and a full response within 20 working days of receipt of the complaint. If we are unable to provide a response within 20 working days, we will contact you to advise you of the reasons for the delay.

If you feel that the School's response has not fully resolved the concerns raised in your School (informal) complaint, you may submit a complaint to the Faculty of Humanities (formal). The Student Support and Guidance Office can advise you of the procedure: (A15 Ground Floor, Samuel Alexander Building, email: salc-studentsupport@manchester.ac.uk).

12 Conduct and Discipline

The University defines misconduct as: 'the improper interference, in the broadest sense, with the proper functioning or activities of the University or of those who work or study in the University or action which otherwise damages the University or its reputation'.

The University's Regulation XVII: Conduct and Discipline of Students covers behaviour, actions and academic malpractice/ plagiarism.

If you find yourself the subject of a disciplinary procedure you are strongly advised to take advice from either the Students Union or The Atrium (see above).

More information regarding the Conduct and Discipline of Students is provided in [Regulation XVII](#).

The Students' Union Advice Service also provides the following information: <https://manchesterstudentsunion.com/academic-advice>