

# **Manchester Access Programme**

## **Student Handbook 2022**

**Version 1.0**

**April 2022**

## Introduction

Welcome on to the Manchester Access Programme (MAP)! This handbook is intended to help you get the most out of your time on MAP, it contains a lot of important information, so do put some time aside to read through and familiarise yourself with the content. It's also the kind of handbook you would receive for your course if you were to begin studying at university.

A lot of the sections will point you to Blackboard for even more information, so please also make sure you are regularly reading any updates and resources on [Blackboard](#).

We're delighted to have you on the Programme, and hope you find it useful, challenging, and fun too!

## Hybrid Delivery

Over the last two years MAP has been delivered remotely due to the restrictions introduced to combat the Covid-19 pandemic. As the majority of restrictions have lifted, we aim to return to in-person delivery for MAP 2022. However, MAP students have fed back that they appreciate the flexibility and accessibility that online delivery provides. We will therefore continue to utilise online platforms, such as Zoom and GoToWebinar as part of a hybrid approach to the delivery of our events and activities.

We will be using either email or SMS text messaging to contact you. It is your responsibility to ensure that the MAP team has an up-to-date email address and phone number for you. It is also your responsibility to check your email and the MAP Blackboard site regularly for information from the MAP team about activities and updates to the programme.

## Wellbeing

Taking care of your mind as well as your body is really important, but even more so during these challenging times. Everyone will have good and bad days, and may feel frustrated, anxious or lonely at different times, and it's important to remember that it's OK to feel this way.

The University's Counselling and Mental Health service has some [excellent tips and resources](#) on improving your mental health. Mind, the mental health charity, also has information and advice [specifically for young people](#).

If you are concerned that any medical or personal circumstances are impacting your participation on MAP, please [contact the MAP team](#) as soon as you can.

***Disclaimer: Changes and amendments may occur during the Programme and this handbook will be updated accordingly and available on Blackboard.***

## **Contents Page**

### **1.0 General information**

- 1.1 MAP Contact Details
- 1.2 Health and Safety Information
- 1.3 Expectations of Conduct
- 1.4 Data Protection and Consent
- 1.5 Communications

### **2.0 Programme Summary and Content**

- 2.1 Aims and Learning Outcomes
- 2.2 Programme Structure
- 2.3 Key Activities

### **3.0 Blackboard**

- 3.1 Accessing Blackboard
- 3.2 Navigating Blackboard

### **4.0 Academic Assignment**

- 4.1 Aims and Intended Learning Outcomes
- 4.2 Marking
- 4.3 Support
- 4.4 Academic Malpractice

### **5.0 Student Progression and Support**

- 5.1 Attendance Requirements
- 5.2 Consequences of Unsatisfactory Progress
- 5.3 Reporting Ill Health, Mental Health issues, Personal Difficulties or Concerns
- 5.4 Reporting IT Access Issues

### **6.0 Learning Resources**

- 6.1 My Learning Essentials
- 6.2 Library

### **7.0 Mitigating Circumstances and Appeals**

- 7.1 Mitigating Circumstances
- 7.2 Appeals

## **1.0 General Information**

This section provides important information regarding: MAP contact details, health and safety, expectations of conduct, data protection and communications.

### **1.1 MAP Team Contact Details**

The MAP team are here to provide you with information about the programme, the University and the university application process, and to support you with completing all required elements of MAP. You can email us on [map@manchester.ac.uk](mailto:map@manchester.ac.uk). Email will be our main method of communication during the Programme. Please check your emails regularly. Please only resend an email to MAP if you haven't heard back from us for over a week.

MAP working hours are Monday - Friday, 9.00am - 5.00pm. We are closed for public holidays and specific University closure days.

You will also have the opportunity to speak to the MAP team in the MAP Zoom drop-in sessions, which run from 4 - 5pm on the last Monday of every month, from April – September inclusive. Zoom details will be sent out closer to the time.

### **1.2 Health and Safety Information**

As the majority of restrictions have lifted, we aim to return to in-person delivery for MAP 2022. However, MAP students have fed back that they appreciate the flexibility and accessibility that online delivery provides. We will therefore continue to utilise online platforms for some of our events and activities.

We risk assess all of our activities and take active steps to reduce the risk for MAP students at all opportunities. You must read our pre-event information, provided in your booking confirmation email, which will detail any health and safety guidance you must adhere to during the event. This includes guidance around Covid-19 restrictions on campus.

For the latest coronavirus information and advice see the [University coronavirus website](#).

### **1.3 Expectations of Conduct**

Before starting the Manchester Access Programme, you were required to agree to the [MAP Student Charter](#) agreement. The MAP Student Charter is an important part of how we establish and maintain clear mutual expectations for the experience of all students on MAP. It is a two-way commitment which sets out what the MAP team expects from you during your time on the programme and what you can expect from the MAP team.

You have also received the [MAP Student Code of Conduct](#) for taking part in MAP activities. By agreeing to the MAP Student Charter, you also agreed to adhere to this code of conduct.

The University of Manchester does not tolerate any form of harassment, discrimination or bullying. If you believe that you or anyone else on the programme is being bullied or harassed, please contact a member of the MAP team. You can also use the University 'Report and Support' platform that allows students, staff and visitors to securely report bullying, harassment, sexual harassment or discrimination and receive confidential advice from a Harassment Support Adviser. Reporting can be done anonymously and the platform can be found here: <https://www.reportandsupport.manchester.ac.uk/>.

### **1.4 Data Protection and Parental/Photo Consent**

The MAP team will keep electronic records for all students participating on the Programme. Your student record will include personal and sensitive data for the purpose of administering the programme. Your record will be kept for up to six years following completion of the Programme. You can view our full Privacy Notice here:

<http://documents.manchester.ac.uk/display.aspx?DocID=37247>

#### **1.4.1 Parental Consent**

As part of your student record, your parent(s)/carer(s) have agreed for you to participate in the Programme during the registration process.

#### **1.4.2 Photo Consent**

During the Programme there may be occasions when photographs are taken and/or video is captured. These photos and videos will be used by the University when reporting about our events and publicising the work we do with local sixth form colleges. The photos and videos may be used on publicity or promotional literature produced by The University of Manchester, including leaflets, posters, newsletters and other display material, on The University of Manchester's website and other social media sites, including the MAP Facebook Page, Twitter and YouTube, and in any publicity material about our services sent to the news media.

We will only take photographs and/or videos of you if you have given us permission to do so when you indicated during registration that you give consent. If you have not given us permission, then we will ensure that you are not included in any photographs and/or videos taken at our events.

If you have any questions about the way in which the photos and videos will be used or you wish to withdraw your consent, then please [contact us](#).

### **1.5 Communications**

In order for you to progress through the Manchester Access Programme, it is essential that you maintain good communication with the MAP team.

#### **1.5.1 Contact Details**

It is your responsibility to ensure that the MAP team has up-to-date contact details for you. If your name, pronouns, home address, email address, phone number or emergency contact name and number changes, you must [inform us](#) immediately.

#### **1.5.2 MAP Team Email Communications**

The MAP team will send important information to you via email, to the email address you provided when you applied for MAP. It is your responsibility to ensure that you check your emails regularly. We recommend that you use the same email address during your entire time on MAP. If you do change email address you must inform us as soon as possible. If you believe that you are not receiving all relevant emails, check your junk/spam email folder. If there are no emails in this folder, inform the MAP team immediately.

Failure to read messages delivered to the email address you have provided will not be accepted as a legitimate excuse if you fail to act on information that has been sent to you.

The MAP team will send you regular newsletters via email. The newsletters will contain important information about elements of the programme and events so please read them carefully.

Emails and newsletters will often direct you to Blackboard. Blackboard is an online system used by University of Manchester students where you can find resources and register for events. You will be given IT login details and access to Blackboard. For more information on Blackboard, see [section 3.0](#).

When writing emails to the MAP team, please include your full name and University ID within the email. Failure to properly identify yourself in emails may lead to a delay in your receiving a response to your email.

Please also make sure that you always use the same email address to contact the MAP team. This should be the same email address you applied to the Programme with. If this changes, please just let us know by [emailing us](#).

### **1.5.3 MAP Team Phone**

The MAP team are currently working remotely from home for the majority of the working week and therefore the MAP office phone line will remain switched off. We will publish a temporary mobile number in our pre-event guidance, which will be used during in-person events only.

### **1.5.4 IT and cybersecurity**

With the move to remote teaching and working, there is now an increased risk that each of us may become subject to cyber-attacks. However, there are some simple but important actions that you can take to keep your personal data, and University systems, safe and secure. These are:

- Beware of email/phishing scams. Do not click on any messages or links from unknown or unexpected sources. **The MAP team will never ask for your password.**
- Install anti-virus software on all your computers.
- Keep your computer software up to date.
- Secure your computer by setting a password that needs to be entered every time you log in to your device. Strong passwords are a non-obvious combination of least 10 letters, numbers and symbols.
- Adhere to the [Student Code of Conduct](#)

It is your responsibility to raise any IT issues with the MAP team via [map@manchester.ac.uk](mailto:map@manchester.ac.uk) as soon as they arise, as well as following any instructions and reply promptly to any communications if referred to our IT Support team.

## **2.0 Programme Summary and Content**

The information in this section focuses on; what MAP is, how the programme is structured and key MAP activities for 2022.

### **2.1 Aims and Learning Outcomes**

The aim of MAP is to support entry to The University of Manchester, or another research-intensive university, through the completion of a portfolio of work demonstrating specific knowledge and skills.

Whilst participating in the programme, you will:

- Build upon skills that will ensure you are prepared for university and will support your current school and college studies. Skills developed on the programme could include: research, referencing, academic writing, communication, time management, and independent learning;
- Learn about the different styles of teaching and learning at university;
- Gain information about the different types of courses available at university;
- Receive advice and guidance on the UCAS application process;
- Gain insight into what it is like to be a university student.

### **2.2 Programme Structure**

MAP 2022 officially begins in April 2022 and runs until October 2022. The programme this year will consist of four compulsory modules.

Module 1: Launch

Module 2: Academic Assignment

Module 3: Research & Referencing

Module 4 University Life Conference

There are three different strands on MAP: Medicine, Dentistry and General. You were informed of which strand you are on in your offer letter. You cannot switch strands at any time, for any reason.

The reduced grade offers are applicable based on the strand you complete. For a summary, please refer to the [MAP Student Charter](#) (section 5).

## 2.3 Key Activities

Below is a timetable containing all the compulsory modules and deadlines for MAP 2022.

Date	Activity
Monday 11 <sup>th</sup> April or Tuesday 12 <sup>th</sup> April	Launch Events (on campus) (and completion of Launch compulsory tasks by 10am, Monday 25 <sup>th</sup> April)
Thursday 21 <sup>st</sup> April	Catch up Launch Event (online)
Wednesday 27 <sup>th</sup> April	Module 2: Academic Assignment released on Blackboard
Thursday 5 <sup>th</sup> May	Contact Your Tutor Day 1
Friday 6 <sup>th</sup> May – Thursday 2 <sup>nd</sup> June	First Online Meeting with Academic Tutor
Wednesday 11 <sup>th</sup> May	Module 3: Research & Referencing released on Blackboard
Tuesday 17 <sup>th</sup> May (5.30-6.30pm) or Wednesday 18 <sup>th</sup> April (5.30-6.30pm)	Research and Referencing Skills Q&A Webinar (including completion of Research and Referencing compulsory tasks by 10am, Monday 23 <sup>rd</sup> May)
Wed 29 <sup>th</sup> June	Contact Your Tutor Day 2
Mon 4 <sup>th</sup> July	Academic Assignment First Draft Deadline
Wed 6 <sup>th</sup> July – Tues 9 <sup>th</sup> August	Second Online Meeting with Academic Tutor
July / August (dates to be announced via Blackboard)	University Life Conference
Wednesday 31 <sup>st</sup> August	Academic Assignment Deadline

Please be aware that the following dates may be subject to change in the event of disruption.

### 2.3.1 Launch Module (Compulsory)

The Launch Module is the first compulsory module of MAP, where you will find out more information about the programme, the University's virtual learning environment, choosing your course, and your journey to university.

There will be some pre-learning activities on Blackboard that you need to complete before attending the live webinar.

**To pass this part of MAP, you will also need to successfully complete the Launch compulsory tasks on Blackboard by 10am, Monday 25<sup>th</sup> April.**

### 2.3.2 Academic Assignment (Compulsory)



The Academic Assignment is a 1,500 word essay on a topic of your choice. The assignment is designed to help you develop essential research and academic writing skills which will be needed at university. You will be supported in this work by a MAP Academic Tutor. Your Academic Tutor will either be a member of University staff or a postgraduate researcher. You will begin your assignment in May and have until Wednesday 31<sup>st</sup> August to complete and submit it.

For further information regarding the Academic Assignment, please see [Section 4](#) of the handbook.

### **2.3.3 Research and Referencing Skills Module (Compulsory)**

The Research and Referencing Skills Module is designed to help you develop vital skills required for the completion of the Academic Assignment. This element of MAP will give you an overview of the Academic Assignment, teach you how to access online journals and resources, identify appropriate academic resources, correctly use Harvard referencing and write a good essay. This module is delivered online only, with a live Q&A session webinar with two Academic Tutors provided to answer your questions.

**To pass this part of MAP, you will also need to successfully complete the Research and Referencing Skills compulsory tasks on Blackboard by 10am, Monday 23<sup>rd</sup> May.**

### **2.3.4 University Life Conference Module (Compulsory)**

The University Life Conference Module will focus on the fun, social side of student life. The conference will take place in July / August. Further details will be provided over the summer.

**To pass this section of MAP, you will also need to successfully complete a Conference quiz on Blackboard. Details will be released over the summer.**

### **2.3.5 Optional activities**

Throughout the programme the MAP team will highlight optional online content, activities and resources. This may include open days, webinars, videos, features and images, to help you further develop your skills and learn more about the University, our campus and student life. We may also highlight events delivered by external organisations that we feel would be beneficial to MAP students. We strongly advise you to take advantage of some of these opportunities to make the most and best of your time on MAP. These will be highlighted in MAP newsletters and on [Blackboard](#).

### **3.0 Blackboard**

Blackboard is The University of Manchester's virtual learning environment which is used by all staff and students. Blackboard is the place where you can:

- Complete compulsory modules, including pre-learning activities and quizzes.
- Sign up for MAP Optional Events
- Access resources
- Submit your Academic Assignment

You should log in to the MAP Blackboard page at least on a weekly basis to keep up to date with news and deadlines and to sign-up for MAP activities. Please make sure you keep your username and password safe. You should never share these with anyone.

### **3.1 Accessing Blackboard**

To access the MAP Blackboard site visit <https://online.manchester.ac.uk/> and use the username and password you created during IT sign-up to log in to the site. We recommend you 'favourite' this link in order to access it more easily in the future. **Please note that this is the only link you can use to access Blackboard.** If you receive the error message 'Format Error Layout' / 'Incorrect Portal Layout' it means you are using the wrong website.

If you have forgotten your username or password, please visit <https://iam.manchester.ac.uk/>. At the bottom of the page, click 'Recover your IT Account.' The first option allows you to enter your email address. Follow the instructions and you will be sent details about how to retrieve your username and password.

### **3.2 Navigating Blackboard**

Once you have signed into Blackboard, you will be directed to the MAP Blackboard Homepage. Along the left hand side of the Homepage you will see a black navigation menu which has links to the various areas of Blackboard, such as 'Compulsory Modules', 'Optional Modules' and 'MAP FAQs'.

#### **3.2.1 Signing up for Events**

Instructions about how to sign up for optional or compulsory events are provided in the corresponding folders on Blackboard. Please check your availability before signing up for each event. If you are allocated a place at an event, you will be sent a confirmation email. Please read the event information carefully before you attend an online or face to face event.

Places at MAP online and in-person events are often limited so you should consider your availability before you sign-up. Once you sign up for an event, it is your responsibility to update your own calendar and ensure you can attend. If you need to change your booking you must email [map@manchester.ac.uk](mailto:map@manchester.ac.uk) with a valid reason.

#### **3.2.2 Accessing Resources**

There is a collection of resources available on Blackboard that are designed to help you build upon specific skills, as well as presentations or materials from compulsory activities. Through the MAP Blackboard Homepage, click on either of the below:

- 'Compulsory Modules' tab – which will contain a folder for each compulsory MAP module (e.g. Launch Module) with resources and, if applicable, the compulsory tasks;

- 'Optional Events tab – which will contain optional events, activities, sign-up for optional events, and resources;
- We will also update Blackboard with resources and information students may find helpful during the Programme.

### **3.2.3 Academic Assignment**

In order to access items relating to the Academic Assignment, click on the 'Compulsory Modules' tab and select the 'Module 3 - Academic Assignment' folder. This area contains Academic Assignment resources and the Academic Assignment submission area.

## **4.0 Academic Assignment**

Compulsory module 2 of MAP is the Academic Assignment. You are required to write an Academic Assignment, based on a self-selected topic in a subject area that you are currently studying at college. The Academic Assignment is an opportunity to further develop your knowledge of a topic, acquire key academic skills and demonstrate your potential to be a successful student at university.

Resources for the Academic Assignment will become available on Blackboard.

It is important that you read these resources before writing and submitting your Academic Assignment.

### **4.1 Aims and Intended Learning Outcomes**

The aims and intended learning outcomes outline what we expect you to achieve during the Academic Assignment process.

#### *Aims*

- To research a topic independently using various academic resources in order to further develop your knowledge of a topic.
- To acquire and develop key academic skills such as critical analysis of academic literature and referencing skills.
- To prepare for study at a research university.

#### *Intended Learning Outcomes*

By the end of the Academic Assignment process, you will be able to;

- Demonstrate a more in-depth knowledge and understanding of a topic.
- Describe subject knowledge in your own words and in an appropriate academic style (clear and logical structure).
- Explore a range of information, making clear links between different material and ideas so the assignment flows in a coherent way.
- Select and summarise relevant information and reach appropriate conclusions.
- Demonstrate an ability to research the topic appropriately using a range of appropriate resources.
- Demonstrate the origins of your ideas by showing referencing skills.
- Demonstrate use of appropriate ICT skills in the presentation of your assignment using the guidelines provided.

### ***Submitting the Academic Assignment***

Guidance will be available in the Academic Assignment module folder, launched on Wednesday 27th April.

When you have uploaded your work you can download a digital receipt. You should save this as evidence of your submission.

If you have any problems uploading your work please [email the MAP team](#), attaching a copy of your assignment. You must email before the specified submission deadline (Wednesday 31<sup>st</sup> August) to avoid penalties being applied to your Academic Assignment mark (see section 4.2.1 below).

Please remember to back up your Academic Assignment whilst you are working on it and once you have your final draft. An easy way of doing this is emailing your assignment to yourself.

## 4.2 Marking

Your Academic Assignment will be marked against the seven intended learning outcomes listed above in section 4.1. You will be marked on a scale of 1-8 on how well you have met each intended learning outcome.

You will also be marked separately on your performance during the Academic Assignment process. You will be marked on a scale of 1-8 on how well you performed during the Academic Assignment process.

The marking matrix will be available in the 'Module 2 - Academic Assignment' folder when this folder is released.

In order to pass the Academic Assignment, you will need to;

- Achieve a minimum overall average score of 5 for your Academic Assignment.
- AND achieve a 3 or above in all learning outcomes.
- AND achieve a 3 or above for your performance mark.

### 4.2.1 Penalties

Penalties will be applied for an assignment that is submitted past the submission deadline and exceeds the word limit. The penalties are:

- Lose 5% of marks per day (24 hours) that your assignment is late, up to 5 days past the deadline. The penalty is applied immediately the submission deadline has passed. After 5 days, the assignment mark will be reduced to 0.
- Lose 10% of marks for every 250 words over or under the word count.

## 4.3 Support

### 4.3.1 Academic Tutor

You will be allocated an Academic Tutor who will support you with your Academic Assignment. They will be an academic member of staff or a postgraduate student at the university. You will have two 45-minute video discussions with your Academic Tutor.

Your first discussion will be to develop a title for your Academic Assignment and to set clear goals to help you produce a draft assignment, which you will record on a first meeting sheet. Your tutor will send this blank document to you via email. The deadline for your first discussion is Thursday 2<sup>nd</sup> June.

Your second discussion will be an opportunity for you to gain feedback on your draft Academic Assignment, review your progress and to discuss how to improve your assignment before the final submission. You will record all actions on a second meeting sheet and your tutor will send this to you via email. The deadline for your second discussion is Tuesday 9<sup>th</sup> August.

The discussion sessions you arrange with your Academic Tutor are not permitted to take place outside of normal working hours (Monday – Friday, 9am-5pm).

### 4.3.2 Structure and Format

You are required to follow a specific set of guidelines for your Academic Assignment. Information on the layout, structure and formatting of the assignment can be found in the **'Manchester Access Programme Academic Assignment 2022 - Structure and Layout**

**Guidelines'** document. This will be in the 'Module 2 – Academic Assignment' folder when this folder is released.

#### **4.3.4 Blackboard**

There is a dedicated folder on the MAP Blackboard site for [the Academic Assignment](#). This will include all the important documents, guidelines and resources to support you with your assignment. It will be available from Wednesday 27th April.

For further information about Blackboard, please see [section 3](#) of the handbook.

#### **4.4 Academic Malpractice**

When you submit your Academic Assignment through Blackboard, it will automatically be checked against the TurnitinUK database. This database includes web pages: both current and archived content from the internet, a repository of works other students have submitted to Turnitin in the past, and a collection of documents, which comprises thousands of periodicals, journals, and publications. It is perfectly natural for an assignment to match against some of the Turnitin database. The Turnitin similarity report will indicate the similarity score of the submitted assignment, based on the amount of matching or similar text. The possible similarity ranges are:

- Blue: No matching text
- Green: One word to 24% matching text
- Yellow: 25-49% matching text
- Orange: 50-74% matching text
- Red: 75-100% matching text

##### **4.4.1 Plagiarism**

A high Turnitin similarity score (yellow, orange, red) may indicate plagiarism. Plagiarism is when you present the ideas, work or words of other people without proper, clear and unambiguous acknowledgment (referencing). The most obvious example of plagiarism is to copy and paste information/material from someone else's work. However, you may also commit plagiarism if you use a close paraphrase of their words or take diagrams/illustrations/tables/etc. from their work and input them into your work without referencing this. It also includes 'self-plagiarism' where you submit a piece of work you have presented for assessment on another occasion e.g. at college, or an EPQ.

Plagiarism is a serious academic offence. If your Academic Assignment is deemed to be plagiarised, then this could result in you being penalised with lower marks. In cases where the plagiarism level is high, then the assignment will be discussed at an Academic Board Meeting and may result in you failing the Academic Assignment and subsequently being withdrawn from MAP.

##### **4.4.2 Original Writing**

A high Turnitin similarity score (yellow, orange, red) may indicate that your assignment does not include enough original writing content. Even where work and words of other people have been clearly referenced, your Academic Assignment must be written in your own words. In cases where there is not sufficient original content, then your assignment will be discussed at an Academic Board Meeting and may result in you failing the Academic Assignment and subsequently being withdrawn from MAP.

## **5.0 Student Progression and Support**

### **5.1 Attendance Requirements**

In order to complete the Manchester Access Programme, you must pass all compulsory modules (see [section 2.3](#)). The MAP team will provide you with information on how to pass each module.

#### **5.1.1 Unable to Attend a MAP Event**

We will have live events, including online webinars for the Launch Module, Research and Referencing Skills Module and the University Life Conference. If you have signed up to an event and you are no longer able to attend, you should [contact the MAP team](#) as soon as possible. Where possible, we will publish webinar presentations and event resources on Blackboard and it is your responsibility to read and engage with the content and resources so that you can successfully pass the compulsory tasks.

#### **5.1.2 Completing Compulsory Tasks**

For the Launch Module, Research and Referencing Skills Module and University Life Conference Module, you will also need to complete a number of compulsory tasks, which will include a compulsory online quiz by the set deadline. All compulsory quizzes will be 25 questions and you must achieve a score of at least 22/25 to successfully pass the module. You may attempt the compulsory quiz as many times as you like in order to achieve a passing score up until the specified deadline for the compulsory module.

## **5.2 Consequences of Unsatisfactory Progress**

Unsatisfactory progress or engagement is usually identified if you have not submitted an Academic Assignment or passed compulsory MAP modules. If you do not attempt or pass a compulsory quiz by the deadline then your place on MAP may be at risk. You must get in touch with the MAP Team if you are experiencing difficulties taking part in the programme.

Failure to engage with the Programme may result in a warning about progress or withdrawal from MAP. Full details of the disciplinary process can be found in the [MAP Student Charter Agreement](#).

## **5.3 Reporting ill health, poor mental health or personal difficulties or concerns about taking part in the programme**

If your participation on MAP is being affected by personal or medical circumstances, it is essential that you inform the MAP team immediately. The MAP team will be able to provide guidance and support depending on your current situation. This may involve a request for you to submit mitigating circumstances. Please see [section 7.0](#) for further details.

## **5.4 Reporting IT access issues**

We recognise that there may be times where you have IT access issues whilst on the Programme.

- If your WiFi drops whilst you are in a live MAP session, please do just log back in as soon as your WiFi comes back – you will not be in any trouble.

- If your WiFi drops whilst you are in a live session and it doesn't come back in time to rejoin, please [email the MAP team](#) with your full name and MAP ID and let us know why you couldn't get back in. We will then make alternative arrangements with you.
- If you don't usually have IT access issues at present, but are expecting some disruption (e.g. changing WiFi providers), please inform the MAP team as soon as possible.
- If you have significant IT access issues which will affect your participation in the Programme, it is important that you inform the MAP team. The MAP team will be able to provide guidance and support depending on your current situation.



## **6.0 Learning Resources**

### **6.1 My Learning Essentials**

The Library has a Study Skills Website where you will find sources of information, hints & tips and practical activities to help you develop your study skills and become a better learner. You will also find advice about how to prepare for lectures, tutorials and seminars, as well as online workshops on a wealth of teaching and learning skills including how to deal with exam stress, organising yourself, and on personal development and career planning.

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

You will also find a range of advice and guidance on the MAP Blackboard site.

### **6.2 Library**

The [University of Manchester Library](#) is among the finest libraries in the world, and combines a sense of tradition with the best information systems to provide an extensive range of services and resources to actual and virtual visitors.

Library Search provides simple, one-stop searching for books and e-books, videos, articles, digital media, and more. You can use [Library Search](#) to access a number of different resources provided by the University of Manchester Library. You should be using these resources when researching your Academic Assignment.

Further information on the availability of these online services can be found here: [Library Service](#).

## **7.0 Mitigating Circumstances and Appeals**

The Manchester Access Programme has a policy and procedure for considering student mitigating circumstances and appeals.

### **7.1 Mitigating Circumstances**

It is essential that if your participation on MAP is being affected by personal or medical circumstances, you inform the MAP team immediately. We will be able to discuss with you the process for 'Mitigating Circumstances'.

Mitigating Circumstances are defined as 'unforeseeable or unpreventable circumstances that could have, or did have, a significant adverse effect on the academic performance of a student'.

If you think that your participation on MAP is likely to be affected by your circumstances, for example being unable to participate in MAP compulsory activities or not being able to hand in an assignment by the deadline, you will need to submit a Mitigating Circumstances form.

#### **7.1.1 Grounds for Mitigation**

Below are examples of possible mitigating circumstances:

- significant illness or injury, or worsening of an ongoing illness or disability, including mental health conditions;
- the death or critical/significant illness of a close family member/dependant;
- significant family or personal crises leading to acute stress;
- the creation or exacerbation of a very difficult or dangerous living situation.

Below are examples of circumstances which will NOT normally be regarded as grounds for mitigation:

- holidays, moving house and events that were planned or could reasonably have been expected;
- inadequate planning and time management;
- failure, loss or theft of a computer or printer that prevents submission of work on time (you should back up work regularly and not leave completion so late that you cannot find another computer);
- consequences of undertaking paid or voluntary employment/work experience/participation on other summer schools and schemes;
- The general disruption caused to students due to remote learning. This is recognising that all students across the country have been affected by this.

#### **7.1.2 Form and Deadlines**

The form will be available to [download on Blackboard](#). You must email the completed form and any relevant supporting documentation to [map@manchester.ac.uk](mailto:map@manchester.ac.uk)

If you are requesting mitigation as you are unable to meet the Academic Assignment submission deadline, then the MAP team must receive this form by **31<sup>st</sup> August**. It is your responsibility to submit this form and supporting documentation by this deadline for mitigation to be considered. **You should NOT wait until you receive your results to apply for mitigating circumstances.** Late requests for mitigation will not be considered without a credible and compelling explanation as to why the request was not made before the assignment submission deadline (31<sup>st</sup> August).

While you are awaiting the outcome of your request for mitigation, you should continue to work to the Academic Assignment deadline of 31<sup>st</sup> August, unless your circumstances completely prevent you from doing so. If you miss this deadline, you should submit your work as soon as possible. **You should NOT wait until after the decision has been made on your mitigating circumstances to submit your assignment.** The amount of time you take to submit your Academic Assignment after the deadline will be taken into consideration and a judgment will be made on whether this is justified depending on your circumstances.

## 7.2 Appeals

There are two decisions that affect your progression on MAP that you may wish to appeal: withdrawal from MAP or the result of your final Academic Assignment. You may only appeal if there are adequate grounds for doing so and not simply because you are dissatisfied with the decision.

### 7.2.1 Grounds for Appeal

An appeal may be made only on the grounds below:

- that there were/are mitigating circumstances that affected your performance during the Manchester Access Programme and/or the Academic Assignment process, but for compelling and credible reasons, these were not disclosed to the MAP team or the Academic Tutor and which may have had an effect on the final decision;
- that there was an administrative error or procedural irregularity;
- that the supervision by your Academic Tutor or the support offered by the MAP team was unsatisfactory to the point that your performance was affected.

Below are circumstances that will NOT normally be regarded as grounds for appeal:

- not informing the MAP team or Academic Tutor of mitigating circumstances due to personal feelings, e.g. shame, embarrassment or pride, or having concerns over the confidential treatment of requests for mitigation. These are not considered to be credible and compelling explanations as to why the circumstances could not be made known at the time;
- being disappointed in your result or disagreeing with a mark that you have been given. You cannot question the academic or professional judgment of your Academic Tutor or the MAP team who are responsible for assessing your academic performance or professional competence. However, if you are uncomfortable working with your Academic Tutor you must make this known to the MAP team as soon as possible instead of waiting to appeal at the end of the programme.

### 7.2.2 Appeals form and deadlines

If you wish to appeal your academic mark or withdrawal from MAP, you must email the MAP team to notify us within ten days of receiving your Academic Assignment result or notification of withdrawal from MAP for the appeal to be considered. We will then email you the appeals form, which you must complete and return alongside any relevant supporting documentation to [map@manchester.ac.uk](mailto:map@manchester.ac.uk) within five days of your receipt of our email. It is your responsibility to submit this form and supporting documentation before this deadline.