

**Manchester
Metropolitan
University**

Important Information for Undergraduate Offer Holders

2025/26



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Introduction

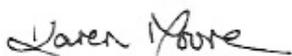
At Manchester Metropolitan University, we take great pride in putting the quality of the student experience at the heart of everything we do. One of the ways by which we do this is by implementing regulations, policies and procedures that seek to ensure transparency and equality of treatment for all of our students.

This Important Information for Offer Holders document provides the key terms, conditions, regulations, policies and procedures relevant to life at Manchester Met. They cover a variety of different aspects of student life, including:

- Terms and Conditions that relate to study at Manchester Met
- Your Obligations as a Student
- Assessment, examinations and coursework
- The Student Code of Conduct
- Visa responsibilities and requirements
- Fees and financial matters
- Using certain University services including the Library, IT equipment and Wi-Fi
- The Students' Union

This document, including the documents referred to within (unless otherwise expressly recorded) form the basis of the contractual relationship between you, as a student, and the University. Please read through this document and the regulations, policies and procedures referred to within it before you accept your offer and keep it safe so that you can look at it later. This document includes an explanation of how we will manage changes to the information that we have given to you.

We know that you are given a lot of information when you are applying to university. We also know that some of these things may not seem very important at the moment, but the terms, conditions, regulations, policies and procedures set out in this document contain key information about your studies at the University, from admissions to graduation. Please read this document carefully and refer back to it throughout your time with the University.



Professor Karen Moore
Chief Operating Officer



Section A: Your Contract Terms and Conditions

Terms and Conditions Applicable to the Provision of the University's Educational Services for Undergraduate Students

Overview Introduction

Welcome to the Manchester Metropolitan University's Terms and Conditions for Undergraduate Students. Please read these Terms and Conditions and the documents detailed within carefully before accepting our offer as they will form the contract between you and the University which starts when you accept your offer. You should read through the Terms and Conditions again before enrolling (or re-enrolling) with us.

It isn't practical to provide the full detail of every policy or procedure that may apply to your studies or the services offered by the University within the text of these Terms and Conditions. You will find a number of links included within these Terms and Conditions or the documents referred to within them that will allow you to access more detailed information on particular areas. We know that we're providing a lot of information to you so we've also included a number of annotations to try to explain in plain language some key points. The annotations don't form part of our contract but we hope they help you; there's no hidden small print and we've tried to make sure that our Terms and Conditions are easy to understand and fair.

From here on in, we'll refer to Manchester Metropolitan University as "the University", or "Manchester Met" and to you as "you" or a "student", an educational programme of study as a "programme" and to these Terms and Conditions as the "Terms".

Please note that during your time as a student with us, it is the University's policy to use your University email address to communicate with you. Please check your emails regularly to make sure you stay up to date.

Programme Information

Our printed prospectus is intended to provide an overview of our programmes of study and the University. It is developed well in advance of the start of the academic year and therefore the information within the printed prospectus reflects the programmes as they are at that time. We regularly update our **online prospectus** so that our published programme information is accurate and up to date.

Changes to Programmes

Please note that our programmes are subject to review and development on an ongoing basis. Changes may sometimes be necessary. For example, to comply with the requirements of professional or accrediting bodies or as a result of student feedback or external examiners reports. In addition, we also need to ensure that our programmes are dynamic and current and that the content and structure maintain academic standards and enhance the quality of the student experience. We only make changes where we consider it necessary to do so and/or where we feel that certain changes are in the best interests of students. Occasionally, we have to make changes for reasons outside of our control. The provisions detailing when we may make changes to your programme, please see **Section 12** of these Terms.



Terms and Conditions in Full

The sections below set out in full the Terms and Conditions governing the Contract between you and the University. Please make sure you review carefully, and understand your entitlements and obligations as a student of the University.

1. What is the Contract Between You and the University?

At its heart, it is a contract between you and the University under which the University agrees to provide educational services and the facilities for you to study and you agree to progress those studies at the University and to abide by University regulations and these Terms (we have called this 'the Contract' throughout these Terms).

Successful provision of the services relies upon a strong relationship between you, staff and the University. Underpinning the relationship are a number of regulations, policies and procedures and you will find further information within Section B of these Important Information for Offer Holders Document and also at the following link: [Policies, Regulations and Legal Notices](#). We have explained these documents further in [Section 6](#).

Please do read these Terms and all other information provided to you with your Offer Letter (which we have described in [Section 3](#)) carefully to make sure you understand what the University agrees to provide and what you will need to comply with and do. It is your responsibility to make sure that all the information you provide to the University is accurate and true.

We are required to provide you with details of who we are and our contact information in connection with this Contract and we have set this out again in [Useful contacts](#).

2. When is Our Contract Formed?

The Contract between you and the University is formed when you accept our offer of a place, although in order to commence your programme of study you may need to satisfy certain conditions or requirements, as notified to you during the admissions process and/or set out in your Offer Letter (as described in [Section 3](#) below). In the event you do not satisfy these conditions or requirements, the University may take the steps set

out in the paragraph below titled 'Your Offer'. Once you have accepted your offer you will be eligible to apply for University owned or leased accommodation and you will receive an email containing a link to the accommodation booking portal.

You will also need to enrol with us before the start of each academic year during your programme of study with us. In the event you don't enrol the University has the discretion to withdraw you from your programme, and terminate your Contract in accordance with section 15 below. Once you have enrolled in your first year, you will be registered for the duration of your programme but you will still need to re-enrol each academic year. During enrolment and re-enrolment you will be reminded of these Terms that apply to your studies and time at the University.

Your Offer

The letter offering you a place on one of the University's programmes (the "Offer Letter") accompanies this Important Information for Offer Holders Document and Key Facts document – we have described this document in more detail in [Section 3](#).

Your offer may be conditional or unconditional, and you will need to carefully read your Offer Letter to see if and what conditions will apply to you. If you need to satisfy any conditions, you may need to fulfil these before a set date or on an ongoing basis and the Offer Letter will make this clear to you. If you do not meet any such requirements, we may either: withdraw your offer (if you haven't already accepted your offer), terminate the Contract as described in Section 14 or defer your application or entry to the next academic year or another start date within the academic calendar. Please note that the University may make you an unconditional offer on academic grounds but your offer and enrolment at the University will remain subject to you meeting any non-academic conditions, such as obtaining a satisfactory Disclosure and Barring Service check, occupational health check or references. We will highlight any non-academic conditions within your Offer Letter. Some conditions may appear on your UCAS offer but we will link to them from our Offer Letter. The University may update its entry criteria year on year so there may be a change in admission requirements for future applications.

(The following paragraph is for information only) As an undergraduate student, you will usually have applied to the University via the [Universities and Colleges Admissions Service](#) ("UCAS"). UCAS acts as an intermediary between you, as applicant, and the University. Although you can accept an offer of a place on the UCAS portal, we recommend you fully consider the information provided by us and the terms, conditions, regulations, policies

and procedures that will apply to your studies, before you accept the offer of a place. We only consider our Contract to be formed when you accept our offer. More details of how to accept our offer can be found in the **Recruitment and Admissions Policy**.

3. What Makes Up The Contract?

We have set out in this section the documents which make up your Contract with the University. You need to be aware that when you accept your offer, you will be agreeing to these documents including these Terms and the documents we have signposted to you within these Terms. There may be additional terms and conditions relating to different University services but we will let you know if that is the case and you'll have the opportunity to read and consider these before you access or use those services.

This Contract is made up of the key documents listed below (we call them the "Key Contract Documents"). These are:

- Your Offer Letter, and any other document we have referred to within it, including the Key Facts about your programme of study (including the core components of your programme of study and the fees). You will only be able to enrol with us if you meet both the academic and non-academic admission requirements. In the unlikely event you have a complaint about our enrolment or registration process, or wish to appeal a decision, please see our **Applicant Appeals and Complaints Policy** for further information on the procedure to follow and the grounds for raising a complaint or appeal, including any rights of refund you may have.
- This Important Information for Offer Holders Document provided with your Offer Letter, including the Terms set out within it. This document provides the key terms, conditions, regulations, policies and procedures relevant to life and studying at the University. You should ensure you read this document carefully.
- The regulations, policies and procedures referred to within this Important Information for Offer Holders Document (unless we have expressly told you a regulation, policy or procedure is 'non-contractual'). You must comply with these regulations, policies and procedures, otherwise you will be in breach of this Contract. You will find the current versions and more detailed guidance on these **here** (as relevant to your year of study and setting out the regulations and policies in place). There is also a helpful summary of each policy or procedure within this Important Information for Offer Holders Document and you can follow or enter the link to read the full

policy, procedure or guidance. These policies and procedures are relevant to your studies so please familiarise yourself with them so you know what to expect. The Faculty you are a part of may have additional policies or procedures which will be brought to your attention.

- These Terms are applicable to the provision of the University's educational services for undergraduate students and any other document referred to within them (unless we have expressly told you a document is 'non- contractual'). The Terms applicable to the Contract are set out within this document. The University may change and update the regulations, policies and procedures as referred to above from time to time, in order to assist in delivering educational services to students.
- Other regulations, policies and procedures that may, from time to time, be approved by the University's Academic Board, Executive Group, or Board of Governors, in order to assist in delivering educational services to students or admissions services to applicants. We will tell you if there are any new regulations, policies and procedures that you need to comply with.

In addition to the Key Contract Documents set out above, some programmes of study may require you to:

- a. Agree to supplemental terms and conditions, for example, if you are studying on a professional programme or undertaking a placement (e.g., studying at a partner university, completing a work placement at a partner organisation, etc).
- b. You may have to agree to the terms and conditions of other third parties, such as a sponsor or funder, placement provider, professional bodies, accrediting bodies or relevant third party providers. If there is any conflict between a third party's terms and conditions and your Contract with the University, the Contract will normally take priority. You will also need to abide by a number of terms and conditions relating to access to and use of particular University services, for example, those relating to use of the University's Library, computing, and information technology services including virtual learning environment access.
- c. Sometimes it might be necessary to change parts of our Contract with you. Where we need to make any changes to the Contract (minor or significant), we will manage such changes in accordance with **Section 12** below.
- d. Once you accept your offer, there is a "cooling-off period" of fourteen days from the date of your acceptance where you have the legal right to cancel your Contract. Please see **Section 15** below for further information on how to cancel.

4. Duration of the Contract

How Long is the Contract?

The Contract will continue for the duration set out in the Key Facts provided with the Offer Letter unless terminated or extended by you or us in accordance with these Terms. The maximum period of study is as set out within the Key Facts document unless otherwise agreed in accordance with the University's applicable regulatory framework.

IMPORTANT: We provide further information on how you, or the University, can end our Contract in Sections **14** and **15**.

What Happens If I Defer?

If we agree to defer the start date for your programme (we cannot guarantee that this will be possible and there is no contractual right to defer), please note that the programme and its requirements, tuition fee, bursaries or scholarships and University services and facilities currently described at the time of your original offer may change (or not be available) for your deferred year of entry. At the appropriate time, we will write to you to provide a new offer for your new year of entry and once published, will provide you with an updated Key Facts and Important Information for Offer Holders document. The deferral process is outlined in full within the **Recruitment and Admissions Policy**.

5. Your Obligations

Alongside the obligations in these Terms, the University has developed **Our Commitment Statement**. The Commitment Statement sets out the intention of the University, and the Students' Union, to work in partnership with you, as a Manchester Metropolitan University student, in supporting your learning and helping you succeed, and sets out your own role in ensuring that success, and the standards of behaviour and personal responsibility expected of our students. Although the University would like to draw your attention to the Commitment, it is not intended to be legally binding or to form part of the Key Contract Documents.

There are some important obligations that we require you to meet under your Contract and we have described these below.

Specific Obligations

In addition to all obligations set out within the regulations, policies and procedures that apply to you, you are required to:



- Play a full and active role in progressing your studies at the University and fully engage with any attendance registration or monitoring methods that are in place in line with the **Student Engagement Policy** which we have provided to you. You should let the University know if you cannot attend classes or cannot continue to engage with your programme for any reason. If you are an international student, please refer to the **Your Visa, Your Responsibility** document for further information on requirements applicable to you;
- As well as complying with these Terms, all other terms described in the Key Contract Documents and the regulations, policies and procedures set out within this Important Information for Offer Holders document, you should also familiarise yourself with any programme specific information provided to you including within any programme handbook that is provided to you;
- Comply with all codes, regulations, policies and procedures referred to in this Important Information for Offer Holders document and as amended from time to time and adhere to all terms and conditions applicable to use of particular University services such as those relating to use of the Library or IT services;
- Meet any conditions set out in your Offer Letter and continue to satisfy these conditions (where relevant) throughout the duration of the Contract;
- Make any disclosures required by us under these Terms and also provide any supporting information that is reasonably required. Failure to disclose full information could lead to the withdrawal of an offer of a place, termination of your Contract or discontinuation of your studies;

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- Pay all fees and other charges when due. Details of your tuition fees and other charges you can expect to pay are set out in the Key Facts document which we provided with your Offer Letter. Please also refer to **Section 11** for further information on fees and finance;
- Register/enrol with us before the start of your programme and re-enrol/re-register with us each academic year;
- Behave in a manner consistent with the **Student Code of Conduct** on campus and within the community; on campus and within the community;
- It is the University's policy to use your University email address to communicate with you. You are required to check your emails regularly to make sure you stay up-to-date. You must ensure that you provide us with up-to-date contact information and notify us promptly of any changes in your information;
- Take responsibility for your learning by engaging with your programme in a timely manner, attending seminars, tutorials and meetings with tutors, engaging with group learning (where applicable), spending appropriate time on private study and completing all required assessments by the dates set, unless, exceptionally, a variation is approved through the appropriate University procedure. You agree to participate in any attendance monitoring procedures of the University and will meet any minimum attendance requirements for your programme;
- Act in a courteous and responsible manner during your time as a student and within the community (including whilst on placement or exchange), including taking reasonable care for your own safety and the safety of others. You must comply with any reasonable instructions we provide to you about health, safety and security and comply with our **Health and Safety Policy**. In particular, we may put in place specific health and safety policies which will apply to you when you are on any of the University's campuses (including in our halls of residence) or using any of the University's facilities. Sometimes, we may need to add new policies and procedures or change existing ones quickly in order to respond to an immediate health or safety threat (such as an epidemic or pandemic) or where particular requirements are imposed on us by (for example) the government or other local authorities or public health authorities. We will tell you about any such policies and procedures and we will let you know as quickly as possible about any changes to such policies and procedures. We ask you to comply with these policies and procedures

in order to ensure your safety and those of others around you;

- You must carry your student identification card with you at all times when you are on campus. You may need to show this to authorised representatives of the University and will need this to access a range of University services. You agree to provide us with all information and assistance reasonably required to provide you with your student identification card (including providing us with a passport-style photo which we will put on your student identification card).

In the event you don't comply with the obligations set out above you may face the following consequences:

1. For non-compliance relating to student conduct, you may face action under the Student Code of Conduct;
2. For non-compliance relating to engagement, action may be taken against you under the Engagement Policy and the Suspension Transfer and Withdrawal procedure; or
3. For issues relating to non-payment of fees action may be taken against you under the Regulations for the Payment of University Fees.

6. The University's Regulations

You agree to comply with the Terms and all regulations, policies and procedures referred to within this Important Information for Offer Holders Document provided to you with your Offer Letter. These regulations, policies and procedures are more fully set out below.

Are There Any Particularly Important or Surprising Terms?

This section draws your attention to certain important or surprising conditions or information about your programme of study. We will also let you know in your Offer Letter or your Key Facts documents if there is any particularly surprising or important information.

You must be aware that some of the requirements set out here will form a condition of your offer.

The Assessment Regulations applicable to your programme are accessible from within this Important Information for Offer Holders document. Further information on Assessment Regulations can be found in **Section B**.

Terms and Conditions

There are some provisions we need to draw your particular attention to, as they can result in a disciplinary process and ultimately mean you may not be able to continue at the University. These include:

- [Academic Misconduct Policy](#)
- [Student Code of Conduct](#)
- [Student Transfer, Suspension and Withdrawal Policy](#)

Academic Misconduct Policy

In order to safeguard our academic standards and the integrity of our awards, the University has in place an Academic Misconduct Policy for dealing with suspected misconduct. This Policy details types of misconduct – such as plagiarism or the purchase of work from ‘essay mills’ – how suspected offences are investigated, and the penalties that can be applied. The Policy also details students’ rights of appeal in cases relating to academic misconduct.

Student Code of Conduct

The **Student Code of Conduct** requires of its students, so that everyone can undertake their studies in a supportive and non-threatening environment. Breaches of certain regulations and policies of the University will, where appropriate, be dealt with as breaches of the **Student Code of Conduct**. Examples include but are not limited to:

- [Library Rules and Regulations](#);
- [Student Rules and Regulations for the Use of Computing Facilities](#);
- [Non-compliance with student visa requirements](#);
- [Terms and Conditions of University accommodation](#).

Further information on these rules and regulations can be found below. The **Student Code of Conduct** does not deal with academic misconduct which is addressed in the **Academic Misconduct Policy**.

Student Transfer, Suspension and Withdrawal

Manchester Met has in place a range of guidance and support available to students who are uncertain about continuing with their studies, or who are failing to meet the professional or academic requirements of their programme. However, there may be occasions where – for a variety of reasons – a student decides that they wish to take time out of their studies or to withdraw, or that the University concludes a student must be withdrawn or expelled.

The University’s **Student Transfer, Suspension and Withdrawal Policy** outlines the processes, grounds, implications and the specialist sources of advice available in relation to:

- Withdrawal at the request of a student;
- Withdrawal of a student by the University;
- Expulsion for intentionally overstaying immigration permission to be in the UK;
- Suspension of studies at the request of a student;
- Suspension of studies by the University.

Please read the Policy carefully as it sets out the circumstances in which the University may take steps to unilaterally suspend or withdraw you from your programme (which may have financial implications), and your rights of appeal. If you are an international student, this Policy also contains information specific to your student visa status so please read it carefully.

If you are considering withdrawing from your programme, always make sure you discuss this with your Academic Tutor or Programme Leader before you make a formal decision as they may be able to refer you to sources of guidance and support who may be able to explain the potential implications for that decision.

Students should make sure they have fully discussed the financial implications of withdrawing or suspending before they leave the programme. The **Student Hub** can provide more advice on the process. Any amendments to the amount of fees you are due to pay the University will be advised by the Student Billings Team (studentbillings@mmu.ac.uk). For any queries regarding outstanding fee repayments following suspension/withdrawal please contact the Collection & Recovery Team (pay@mmu.ac.uk, 0161 247 1852). Please check with your accommodation provider as you may still be liable to pay for your accommodation.

7. Criminal Convictions

All students who accept an offer of a place must let us know of any relevant, unprotected, and unspent criminal convictions which are not considered ‘protected’.

For both Regulated Courses and Non-Regulated Courses, applicants should not declare convictions, cautions, warnings or reprimands which are deemed ‘protected’ under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). A conviction or caution can become ‘protected’ as a result of a filtering process. Guidance and criteria on the filtering of convictions and cautions can be found on the **Disclosure and Barring Service website**. Any such “protected” convictions or cautions shall not be deemed relevant.

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Why Do We Ask for This Information?

This is to enable us to identify, assess and manage the potential risks to the University community, and/or to offer support where appropriate. This includes considering risks arising of you living in University accommodation.

For further information on what is 'relevant' and 'unspent' or 'unprotected' please see **Disclosure of Criminal Convictions**.

Applicants to Regulated Profession Programmes

Certain programmes that involve interacting with children or vulnerable adults in regulated activities; and/or require a criminal records check via the Disclosure and Barring Service (DBS) (or local equivalent) are exempt from the Rehabilitation of Offenders Act (1974). Where this applies to you, we have indicated this in the Key Facts document provided with your Offer Letter (or in your offer letter) where this is the case. This means that for these programmes, the University requires disclosure of all convictions, including spent convictions, cautions and bind-over orders excluding information which is considered protected as per the DBS filtering guidelines. You will also be asked to declare if you are currently under investigation by the police in connection with an alleged criminal offence.

For such programmes, we ask about criminal convictions for the following reasons:

- To determine your suitability including to work in the professional environment associated with your course. We also need to assess whether you would be able to undertake the mandatory work placements required as part of your course;
- To carry out appropriate risk assessments to identify, assess and manage any potential risks to the University community.

Before you start such programmes, you will also need to complete an enhanced criminal convictions check with the Disclosure and Barring Service (DBS) or equivalent process for overseas applicants. However, we ask you to self-declare at an earlier stage so that we have time to collect further information and assess the information provided as early as possible.

If you undertake a programme that requires an enhanced DBS check, the information you provide at this stage will be used to assess your suitability to undertake your chosen programme, including placements involving regulated activity and, where relevant, to enable discussion in terms of meeting 'Fitness to Practise' criteria, ahead of applying for a DBS Enhanced Disclosure Certificate.

If the DBS check reveals that you have had a conviction, caution, reprimand, final warning or bind over, the University will need to assess your fitness to practise in the profession to which you have applied. The University's rights in the event the DBS check reveals you have had a conviction, caution, reprimand, final warning or bind over, is more fully set out below in the section titled 'Possible Outcomes'.

What happens if I declare a conviction?

If you declare a criminal conviction, in the event we require it, you will be obliged to provide further information.

Disclosure of relevant, unspent convictions will be considered by the University's Risk Panel. For further information, refer to the University's Students with Criminal Convictions Risk Management Policy.

Possible Outcomes

The University has the right to:

- Refuse enrolment at the University and/or to terminate a student's Contract where, following a risk assessment or professional suitability/DBS (or equivalent overseas) assessment the University's decision is to refuse admission and study at the University.
- Impose conditions and/or restrictions on a student's offer, admission, enrolment or study at the University to help manage any risks identified

We may withhold enrolment and/or commencement at the University where a prospective student fails to provide appropriate information or pending a risk panel or professional suitability/DBS (or equivalent overseas) assessment.

What if I am convicted of a relevant criminal conviction at a later date?

As from acceptance of an offer to study with us, you must, on an ongoing basis throughout your studies, declare promptly any relevant criminal charges or convictions. Students will be asked to provide information on any relevant convictions that have not already been disclosed to the University, at enrolment and re-enrolment each academic year. Please see **Disclosure of Criminal Convictions web page** for further guidance on relevant convictions.

8. International Students

If you are an 'international' student (that is, a student from outside the United Kingdom) you must read our guide on international visas, **Your Visa, Your Responsibility**, for further information. This document explains the reporting and record-keeping duties of the University. It also explains what you need to do during your studies at the University to protect your immigration status in the UK. As an international student you will need the correct visa to study and will need to ensure you comply with all immigration requirements. By enrolling with the University, you agree to meet these responsibilities, including supplying any visa documentation required at enrolment and attending your course in person. If you do not, it may affect your stay in the UK. There are certain circumstances in which we may need to report to the UK Visas and Immigration (UKVI) and/or suspend or withdraw you from your studies. Please read the **Your Visa, Your Responsibility** guidance with care.

Although the University has prepared the **Your Visa, Your Responsibility** guide to help students better understand their sponsorship duties, it does not provide a full statement of requirements and prospective students and students remain fully responsible for making sure they understand and abide by current immigration rules and guidelines that apply to them. UKVI updates its policies and the immigration rules are subject to change within an academic year, so you must stay up-to-date on these requirements.

9. Specific Requirements for Professional Programmes

Some of our professional programmes, including those involving practice placements, may require you to complete an occupational health check and/or a criminal conviction disclosure check with the Disclosure and Barring Service "DBS" (or if you are an international student a similar check from your home country). In addition, you may be required to complete a Professional Suitability Questionnaire as part of the self-declaration process. If this is required, we will inform you of this within the Key Facts document provided with your Offer Letter.

There may be circumstances where a DBS check is not a requirement of a course. However, having a criminal conviction could prevent registration with a relevant professional, regulatory or statutory body ("PRSB"). It is your responsibility as a student to make your checks as to whether a previous conviction may have an effect on future studies, professional career progression or the ability to register or join a particular PRSB. For regulated

professions, prospective employers may make their own assessments regarding an individual's fitness to practise in the relevant profession.

Fitness to Practise

Some programmes of study will require you to register with a PRSB and/or to practice under licence. It is your responsibility to ensure that all necessary declarations (including but not limited to criminal records, medical conditions, disabilities), have been made to the University during the admissions process and during the period of study, and that you comply with all relevant rules and regulations during study (and placement, if appropriate), including paying any associated registration or licence fees and maintaining any licences, registrations or consents. The University will use its reasonable endeavours to support students in meeting fitness to practise criteria but accepts no responsibility in the event that a student is declared not fit for practise.

Additional standards of behaviour may also be required of students studying for a qualification that is accredited or recognised by a PRSB for the purposes of a form of registration with that body.

The **Fitness to Practise procedure** applies to programmes that include, or lead to, a professional qualification or confer practitioner status. Concerns about the professional unsuitability of students will be dealt with under this procedure. In addition, if through the operation of the procedure in the **Student Code of Conduct** a student is found to have committed misconduct, this might constitute a ground for taking action under the **Fitness to Practise Procedure**.

We may be obliged to share student information with relevant professional, statutory or regulatory bodies.

10. Placements

Some placements may be a compulsory part of your programme and you may need to complete certain attendance, or specialist requirements to achieve the learning outcomes of your programme. Other placement opportunities may be optional, and, in some circumstances, you may be responsible for locating and applying for a placement. Certain placement arrangements will require you to enter into a separate placement agreement with your placement provider and/or the University covering areas such as confidentiality, intellectual property and the scope of your placement. Students on placement will be subject to the **Student Code of Conduct** and associated procedures of the placement provider. Please see the Student Code of Conduct for further information.



11. Fees and Finance

Fees and Payment Arrangements

It is very important that you read the **Regulations for the Payment of University Fees** as relevant to your programme of study. These regulations are the key financial policies and procedures that you agree to abide by at the University, so it is essential that you familiarise yourself with them. You will find extensive guidance for students on a wide range of issues relating to the payment of fees and deposits (if applicable) on our **Finance website**.

The ultimate obligation for paying your tuition fees, remains with you, regardless of other arrangements you have in place, such as sponsorship or student loans. It's really important that you make suitable arrangements for the payment of your fees. We will try to support you and direct you to appropriate sources of help should you experience financial difficulties but, ultimately, we'll expect you to plan well and pay on time. Occasionally, we need to apply sanctions for non-payment of tuition fees. Please read this section alongside our **Regulations for the Payment of University Fees**.

Tuition Fees

Your tuition fee will be set out within the Key Facts document that accompanies your Offer Letter (save for in circumstances early within the recruitment cycle where the fee may not yet have been set, for example, if we are awaiting Government fee policy confirmation). Students will be assessed by the University as either: Home, Overseas or Channel Islands students. This tuition fee status assessment will impact the level of the tuition fee that you will be required to pay. The University has the right to reassess or rescind a tuition fee status where information comes to light that may affect a tuition fee assessment decision already made.

Please note that unless the Key Facts document states otherwise, your tuition fee does not cover those costs or charges listed in the **Additional Costs** section below.

If you have any questions or concerns regarding your programme tuition fees, please contact Student Billings on 0161 247 2937.

Tuition fees are set by the University but, for certain categories of fees, tuition fees charged are subject to maximum fee limits set by UK government regulation. The University reserves the right to increase programme tuition fees each academic year for inflation to reflect increased costs of course delivery (up to a maximum of 10% each academic year) and/or changes in UK government regulation. Inflationary increases will be calculated by reference to RPIx (RPIx is a measure of inflation in the UK). Your Offer letter and your Key Facts document will advise if you need to check for any annual

increases to your tuition fees. For more information on how we might increase programme tuition fees, please see our **Regulations for the Payment of University Fees**. Any queries can be directed to Student Billings on 0161 247 2937.

Overseas paying students will continue to pay the same annual fee for the duration of their programme, providing there are no programme transfers or changes to the original study mode, and progression through the programme is within the normal timeframe. Should students need to suspend studies or repeat any part of the programme, a higher fee structure may apply.

Overseas paying students progressing directly from a Manchester met foundation year to a linked degree programme will continue to pay the same annual fee for the duration of the degree programme, providing there are no programme transfers or changes to the original study mode, and progression through the programme is within the normal timeframe. Should students need to suspend studies or repeat any part of the programme, a higher fee structure may apply. All queries relating to continuing student programme fees should be referred to the Student Billings team.

Manchester Met students on an exchange or work placement year abroad may be eligible for reduced tuition fees depending on the length of time spent abroad. Please refer to **Tuition and Other Course Fees** for further information on fees for students on a period of study or work abroad.

Additional Costs

Unless your Key Facts document states otherwise, your tuition fee does not include any charges for: third party examinations; University re-sits; professional body fees; disclosure or barring or occupational health checks; living expenses (including, where relevant, the cost of any accommodation provided by the University); travelling expenses; equipment; conference attendance fees; trips or visits; or any other miscellaneous expenses that you are likely to incur to complete your programme of study (such as photocopying or external internet access). If there are any compulsory additional costs associated with your specific programme, they will be indicated within your Key Facts document.

Fees and Suspension or Withdrawal

You may be required to pay a proportion or all of your fees if you withdraw or suspend from your studies. For more information on how we calculate fee responsibility or refunds, please see the **Regulations for the Payment of University Fees**. Please note that withdrawing from, or suspending your studies, may also have implications for your agreement with the Student Loans Company or other financial support you may be receiving or due to receive.

Terms and Conditions

Sponsored Students

You are personally responsible for paying your tuition fees, including if you are sponsored by a third party and they do not pay your fees as planned.

Student Tuition Fee and Maintenance Loans

As an Undergraduate student, you are responsible for liaising with Student Finance / SAAS if you are funding your studies through a tuition fee loan. In the event that Student Finance / SAAS does not pay your fees, you will be obliged to pay yourself. If your loan application is approved, your funding authority will pay the University directly. Please note that students who repeat without attendance are not eligible for maintenance loans.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) claims for non-Manchester Met credit transfers are subject to a reduced tuition fee based on the number of credits claimed. Please refer to [Tuition and Other Course Fees](#) for confirmation of the current amount payable per course unit. The RPL fee is reviewed annually and published prior to the commencement of each academic year. All RPL fees are non-refundable.

If you are considering submitting a claim for RPL you should refer to the University's [Recognition of Prior Learning guidance](#) to ensure you understand the purpose and requirements of the process. The RPL process is separate from the University's Admissions process and you may only submit an RPL claim following receipt of an offer of a place on a Manchester Met programme.

To identify whether an RPL claim is appropriate for you, it may help to find out about the content and structure of the Manchester Met programme you are enrolling on, to see if it corresponds to the prior learning you have undertaken. This information is available from the Admissions Tutor or Programme Leader. The [Student Hub](#) will be able to help you with contact details for these members of staff.

For most Manchester Met programmes the maximum amount of credit you may be exempted from is 50% of the award you are aiming for. There are a few exceptions to this tariff and details are available in the [RPL Policy](#). RPL can only be claimed against 'taught' course units, which does not include your dissertation or independent study project. If you decide to submit an RPL claim, the University will allocate an academic advisor with relevant subject/ programme expertise, who will support you with your claim. You should make contact with your advisor as soon as possible. A claim should be submitted to the University using the [RPL Claim Form](#). This form contains all the information that the University will need to assess your claim. This

form contains all the information that the University will need to assess your claim.

Support Packages, Bursaries, Discounts and Awards

The University offers a range of support packages and bursaries for students. The University's available financial support packages, bursaries, scholarships, discounts and awards are subject to change from year to year and may not be available in future years if you defer. The University reviews all Manchester Met awards, discounts, and scholarships annually, and may withdraw future provision at the end of an academic year or make changes to the value or terms and conditions of offer. This means that there may be other students studying in different cohorts of a programme that can access different packages or benefits. Please refer to [Scholarships and Bursaries](#) for further information regarding schemes offered from time to time and the associated terms and conditions.

Financial Difficulties and Potential Consequences of Non-Payment

If you have any questions or concerns regarding payment of your tuition fees, please contact the [Finance Service Centre](#) on 0161 247 1852.

If you are studying at Manchester Metropolitan University on a student visa, please be aware that non-payment of your tuition fees is a direct breach of UKVI regulations and may result in your visa being brought to a close. If you are experiencing any financial difficulty, please contact the [Finance Service Centre](#).

Please note that, ultimately, you may not be able to continue with your studies should you fail to pay your tuition fees. You must make sure that you pay your tuition fees, and any other applicable tuition costs or charges, on time otherwise the University may be entitled to take certain steps against you including imposing sanctions (as set out within the [Regulations for the Payment of University Fees](#)). These include, but are not limited to, restricting access to services as well as graduation bookings, withholding the degree certificate and/or taking action to legally recover any debts. The University may also end the Contract with you in accordance with section 14 of these Terms and Conditions if you do not pay your tuition fees by a specified date.

For a fuller list of the actions we may take, please read the [Regulations for the Payment of University Fees](#). If you find yourself in financial difficulty during your studies, please contact [Manchester Met's Student Financial Support](#) team, the [Finance Service Centre](#) or the [Students' Union Advice Centre](#).

Equipment and Loans

Unless otherwise specified within your Key Facts document you are responsible for providing all equipment required for your programme. Please take good care of any equipment we provide to you. There may be separate terms and conditions for any loan of equipment. You may need to pay for a repair or a replacement if equipment is damaged or lost/stolen. Further information will be given when we provide such equipment to you.

12. Changes to Programme Provision or Your Contract and How This May Affect You

Whilst the University will always try to minimise making any changes to the Contract (including changes to the programme), there may be times where changes are needed. This Section describes the circumstances when we can make changes, as well as providing you with further information about when we may look to make such changes.

Changes to Your Contract

The University may, from time to time, need to make changes to your Contract, including to the rules and regulations referenced within it. Changes will normally take effect at the start of the next academic year and will be set out in the relevant Key Contract Documents.

Sometimes, it may be necessary to make changes during an academic year where the University reasonably considers the changes to be in the best interests of its students, or otherwise necessary to meet regulatory or industry best practice as may be notified to you in line with our change procedure.

The circumstances that we describe below are not the only ones that may arise during your studies with us, but they will give you some context as to when we may need to amend the Contract (including your programme).

Changes After You Have Entered into the Contract with Us

Where we need to make changes to the Contract and/or programme after our Contract has been formed, we will, in each case, assess the potential impact of any such change on the Contract and our students and will follow the principles set out in this section. The University is always looking to improve and enhance students' experience with us, and we will engage with students throughout their studies, as well as engaging with our teaching staff, and will actively seek feedback from these groups about how we can improve our service delivery to our students.

Changes to Your Programme or its Delivery Changes To Pre-Contract Information

Our printed prospectus and supporting marketing materials are published well in advance of the start of the academic year and therefore the **online prospectus** provides the more detailed and up-to-date information on our programmes of study. Please check the **online prospectus** information again before accepting your offer of a place. Information that we may have given to you at the time you were researching and making an application for the programme may have changed by the time we send out our Offer Letter. The Offer Letter, Key Facts and this Important Information for Offer Holders document sets out the core information that we consider you will require to make an informed decision whether to accept your offer. Please read these documents carefully before you accept.

The University will use all reasonable endeavours to deliver your programme in accordance with the descriptions applied to it in the Key Facts for the academic year in which you begin your programme. However, the University is entitled to make reasonable changes such as to ensure the University delivers the best quality of educational experience to you.

Some examples of these changes include:

1. Keeping our programme content and delivery up-to-date and relevant. We may need to implement technical adjustments and/ or improvements, for example: to reflect developments in academic teaching, research and/or professional standards/ requirements; to address any external examiner feedback received as part of their annual reports and/or results from our regular student feedback sessions. To set out further examples, we may make adjustments to aspects of the curriculum – to ensure that this is current and reflects developments in the subject area; the methods of assessment, assessment weightings, and the word length of individual assignments; and adjustments to the learning outcomes and how these are assessed;
2. Changes as a result of a programme review. It is standard practice for the University to undertake a formal review of all of its taught provision in line with national, professional body and regulatory requirements. The aim of each programme review is to ensure, on a periodic basis, that the design, academic standards and quality of learning opportunities of existing programmes remain appropriate to the awards to which they lead, and are informed by reference to institutional regulations and policies, national benchmarks and relevant professional and employment demands.

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Programme review is normally carried out at 6-yearly intervals, but can take place at a more frequent interval where required. Programme review may result in certain changes to a programme of study. These changes will be made to enhance the quality of provision we provide to students;

3. Changes for the maintenance of academic standards and quality assurance;
4. To reflect changes in relevant laws, statutory, regulatory and/or professional body requirements (or those of placement providers) and/or sector regulation or best practice;
5. To implement technical or procedural changes to our IT systems or virtual learning environment;
6. To reflect withdrawal of or a change to any relevant accreditation;
7. Reviewing and refreshing optional modules. As indicated within our [online prospectus](#) the optional modules listed are indicative and may be subject to change. We do not guarantee that an optional course unit will always run in any given academic year as options may be dependent on varying factors such as the external and industry environment, current trends in research, student choice, numbers and staff expertise;
8. Altering the location of the programme. For example, following campus consolidation to allow the University to provide the best facilities and academic provision for its students;
9. Changes to your mode and frequency of study including but not limited to moving between face to face and virtual provision where reasonably required.

In making any such changes, the University will aim to keep the changes to the minimum necessary to achieve the required quality of experience and will usually notify (depending on the nature and materiality of the change) affected students (as applicable) about changes that are required.

In respect of material changes, we will inform the affected students if we implement the change(s). If our implementation of the change causes you detriment or hardship we will, if appropriate, work with you to try to reduce the adverse effect on you. Some examples of a material change include:

- A change of award or programme title; or
- A change to the availability of, or discontinuation, of a core course unit.

We will not usually notify you about minor changes. Minor Changes may include the following (please note, this is a non-exhaustive list):

- Reasonable changes to the timetable for delivery of your programme;
- Reasonable changes to the number of classes/lectures and other teaching activity relating to the programme;
- Reasonable changes to the way we make IT and Library services available to you;
- Reasonable changes to the methods by which the programme is delivered and/or assessed;
- Reasonable variations to the content and syllabus of the programme;
- Changes to the location of your programme teaching facilities, provided these are within the same campus and/or provided they are of equivalent quality as those advertised in our literature;
- Additions and/or withdrawals of certain non-core modules on your programme;
- Changes or modifications to optional overseas excursions/study trips;
- Changes to reading lists to deal with changes in the relevant subject area relating to your programme to ensure the same remains as up to date as possible;
- Changes to pastoral services provided to students;
- Procedural changes and/or reasonable changes to our Key Contract Documents that help improve the same to your benefit.

Withdrawal Merging Or Discontinuation Of Programmes

We will endeavour to run programmes we have made offers for, however, there are occasions where we may need to suspend, discontinue or withdraw a programme. This may be for low student numbers as set out below, but may also include circumstances such as where there is a change to accreditation or professional, statutory or regulatory body (PRSB) requirements, where there is a change to the external environment making delivery unviable or where academic or PRSB approval has not been achieved. There may also be circumstances where we need to merge or combine programmes or units of study if such action is reasonably considered to be necessary by the University in the context of its wider purposes.

Before You Accept Our Offer

If the University decides it needs to take any action set out above, then it will use reasonable endeavours to notify you in advance and you shall be entitled to cancel your application by written notice to the University. In these circumstances you will be entitled to a refund of any deposit/Fees which you have paid to the University.

Once You Have Accepted Your Offer

If the University decides it needs to take any action set out above once you have accepted your offer, we will provide as much notice as possible and will take all reasonable steps to minimise the resultant disruption by, for example, making an alternative offer, delivering a modified version of the programme (where practicable to do so), or assisting affected individuals to move to another programme (subject to meeting programme requirements) or institution (if appropriate and possible).

Changes Outside Our Control

Sometimes, circumstances may arise which are beyond the control of the University which result in changes to your programme or your Contract. Examples (without limitation) of such circumstances include:

- Industrial action by University staff or third parties;
- The unanticipated departure of key members of University staff or unavoidable specialist staff absence;
- Acts or threatened acts of terrorism or a security threat;
- Damage or interruption to buildings, facilities or equipment;
- Severe weather conditions;
- The acts of any governmental or local authority (including but not limited to government or local authority imposed lockdowns or forced closures of the University campus or its facilities); or
- Where the numbers recruited to a programme are so low that it is not possible to deliver an appropriate quality of education or affect the viability to run the programme at a planned entry point.

Changes and Your Options

If the University changes your programme or Contract in a fundamental way and you are not satisfied with the changes, you will be offered the opportunity to withdraw from the programme and, if required, reasonable support to transfer to another provider. It should be noted that this is without prejudice to your legal right of cancellation and to any other remedy which you would be entitled by law to seek.

13. Intellectual Property

Study Materials

Where downloadable study materials accompany your programme, these study materials will be made available to you. The University and/or its licensors, remain the owner of the intellectual property in your programme, the study materials and any content of your programme. As long as you pay your tuition fees to the University when due, we provide you with a personal licence to use the study materials and programme content for the sole purpose of studying for your programme. You must not use the study materials or programme content for any other purpose, if you do, this will infringe the University's intellectual property rights and/or those of its licensors.

You may not modify, re-publish, sub-licence, sell, upload, transmit, make available, or disseminate in any way any of the study materials or programme content we have provided to you. You may not modify, merge, translate, disassemble, decompile, recompile or reverse engineer any software forming part of the virtual learning environment, programme content or the study materials or create derivative works based on the whole or any part, or which incorporate, the study materials or programme content. The University may withdraw use of any particular study materials or programme content at any time where reasonably required.

Student Intellectual Property

If you create intellectual property rights (IPR) during your studies or research, the standard position is that you will own such rights, unless:

- You generate IPR which builds upon existing IPR generated by, or is jointly invented with University employees or associates, in which case you will be required to assign such IPR to the University and in respect of revenue generated by that IPR, you may be entitled to apportioned income; or
- You are also an employee of the University and developed the IPR in your capacity as an employee.

You will find a lot more information in our [**Intellectual Property Policy**](#).

14. How We May End Our Contract

We may end the Contract by giving you notice in the circumstances we have set out below. The length of the notice we will give to you will depend on why we need to end the Contract and will be determined in line with any relevant University policies or procedures. In serious circumstances, we may have the right to end the Contract with immediate effect and we will tell you when this is the case. We may end the Contract where:

- We become aware that information you have provided to us is untrue, inaccurate, incomplete and/or misleading and/or at any point becomes untrue, inaccurate, incomplete and/or misleading. This includes where we become aware that your original application to study with the University contained incorrect or missing or misleading information;
- You failing to meet the conditions of any offer made to you. The University may also withdraw or amend an offer at any time up until you accept it or terminate after acceptance if it comes to the University's attention that your application contained incorrect or missing or misleading information;
- Your circumstances change so that you no longer meet the admission requirements, your programme specific requirements or those of a relevant professional, statutory or regulatory body;
- You fail to comply with your obligations under our Contract or you breach any of our regulations, policies, procedures and/or codes or the specific requirements of your programme (for example, any minimum attendance requirements) which we have told you about in your Offer Letter or Key Facts document or in the Information for Offer Holders document;
- You fail to comply with requests for information, to make declarations and/or to meet specific requirements or conditions of your programme as specified in the Offer Letter or Key Facts document;
- Your circumstances change so that you no longer have permission to remain in the UK (where applicable) or we are required to withdraw you under our Home Office sponsor duties, your student visa is revoked or your continued registration would place us in breach of any legal or Home Office compliance duties;
- You fail to meet the requirements to register/ enrol for your programme or fail to re-enrol in subsequent years within the required timescale;
- Following disciplinary action under our **Student Code of Conduct** or following a decision made under our Procedure for **Student Transfer, Suspension and Withdrawal Procedure**, or **Fitness to Practise Procedure** subject to your right to appeal under those policies and procedures;
- You fail to meet the minimum academic and/or professional performance requirements that are set out in the University's Assessment Regulations and other applicable regulatory documents or as a result of a decision taken under our Procedure for **Student Transfer, Suspension and Withdrawal Procedure**;
- If you do not pay your tuition fees by the specified due date for payment;
- If you are dismissed from a third party organisation which you are required to be a member of as part of your programme or for which your engagement with is required in order to achieve the learning outcomes of your programme. For example, where your employer is providing work-based learning or a clinical or professional placement and therefore completion of your programme is conditional upon you remaining an employee of that organisation;
- Your conduct or actions mean you are unable to complete a placement that forms a compulsory component of your programme and we are unable to find a suitable alternative placement;
- If you cancel (under these Terms) or withdraw from the University;
- Where we assess that your behaviour presents such a material risk to the health, safety or welfare of either yourself or other students/staff of the University, subject to any rights of appeal you may have under our internal procedures;
- A decision by the University's Risk Panel in accordance with **Students with Criminal Convictions Risk Management Policy and Section 7** of these Terms. Or, following a decision in connection with the University's Policy and Procedures relating to the Disclosure and Barring Service process accessible from **Disclosure of criminal convictions** and as updated from time to time;
- Under other relevant policies and procedures of the University (in particular the **Student Code of Conduct** and/or the **Fitness to Practise Procedure**) where a student has failed to declare a criminal conviction (where required) or has provided incorrect or falsified information or omitted or misrepresented information; where a student has failed to declare a criminal conviction (where required) or has provided incorrect or falsified information or omitted or misrepresented information;
- You do not satisfy any non-academic conditions of your offer.

15. How You May End Our Contract

We need to let you know about your legal right to cancel the Contract with us. This is different to the way you can withdraw, suspend or defer your studies.

Cancellation Rights

Where you have applied via the **Universities and Colleges Admissions Service**, although we provide you with the legal right to cancel, this does not mean that we will necessarily be able to amend your status with UCAS should you decide to cancel. Please refer to **UCAS** for further details on how to withdraw or amend an application submitted to UCAS.

You have a right by law to cancel your Contract with us within 14 days of the date that the Contract between you and us is made without giving any reason ("Statutory Cancellation Period"). Our Contract is made on the day that you accept your offer of a place at the University. Therefore, this legal right to cancel will expire 14 days after the date on which you accept your offer of a place. If your Statutory Cancellation Period ends on a day which is a public holiday, a Saturday, or a Sunday, then your Statutory Cancellation Period will be extended to the next working day. To exercise the right to cancel, you must inform the University in writing at: The Manchester Metropolitan University, Recruitment and Admissions, 6 Great Marlborough Street, Manchester, M1 5AL; or by email to release@mmu.ac.uk of your decision to cancel your contract by providing a clear statement (e.g. a letter sent by post or e-mail). You may use the **Model Cancellation Form** but it is not obligatory. The University will communicate to you an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by e-mail) without delay. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the Statutory Cancellation Period has expired.

If you cancel your contract, we will normally reimburse to you all payments received from you (please see our **Refunds** web page for further information). We will process the reimbursement without undue delay, and no later than 14 days after the day on which we are informed about your decision to cancel your Contract provided we have all relevant information. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise, unless restricted by law or if we feel a different method of reimbursement is required in accordance with our anti-money laundering or anti-fraud procedures; in any event, we will not add any additional fees as a result of the reimbursement.

However, if you decide to terminate the Contract during the Statutory Cancellation Period but we have already started providing you with Services then we will refund you any amounts you have paid to us less an amount which is a fair payment for you to make for the services provided by us prior to termination of the Contract.

By accepting our offer, you will also be providing us with express consent, if relevant, to start delivering your programme within your Statutory Cancellation Period.

As well as your legal right to cancel in the Statutory Cancellation Period, we provide you with an additional right to cancel your Contract and withdraw from the programme at any time up to the date which is 14 days after your programme start date. However, depending on when you withdraw, you may still be responsible for paying your tuition fees (or a proportion of them). Please see below and the **Regulations for the Payment of University Fees** for further information ("Additional Cancellation Period").

A number of our programmes or the way they are delivered means that they will not amount to a consumer contract and will therefore not attract a right to cancel either in the Statutory Cancellation Period or Additional Cancellation Period in the way we have described above. For example, certain commercial programmes delivered to you via an arrangement with your employer and certain programmes delivered primarily to advance your own knowledge in relation to your trade or profession.

If you cancel you must return to us in a reasonable condition, any study materials you may have received from the University without undue delay and no later than 14 calendar days after you inform us of the cancellation. You will be liable for the cost of returning any goods (if applicable to your programme).

If you have received any financial benefit, package or scholarship this must also be returned to us promptly either in full or in line with the any separate terms and conditions which apply to the relevant financial support package, benefit scheme, award, bursary or scholarship which you have received.

Withdrawing From Your Studies

Your Contract with us will end if you withdraw. Find further information on withdrawing from your studies **here**. You are entitled to end your Contract at any time without reason, but if you do so after the expiry of the Statutory Cancellation Period and Additional Cancellation Period referred to above you will not be entitled to receive a refund of any fees you have paid, and you may be responsible for fees to reflect the costs incurred by us arising out of your early termination of the Contract as we have explained to you in the **Regulations for the Payment of University Fees**.

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Your leaving date will be determined by the last date of engagement with your programme in line with the **Regulations for the Payment of University Fees**. If you live in University owned or leased accommodation then please see our **Cancellation and Refunds Policy**. If you live in accommodation with a private provider you should check your cancellation terms within your contract.

Suspension

There are certain circumstances in which the University may suspend your registration or enrolment and/or access to facilities and premises. For example (but not limited to), pending an investigation under our **Student Code of Conduct**, pending consideration of a student's case by a **Fitness to Practise** Panel, further to a decision taken under the **Student Transfer, Suspension and Withdrawal Policy**, for failure to comply with your student visa or Home Office requirements, or where you fail to enrol or re-enrol on time. Such suspension may be immediate pending the gathering of further information where we reasonably consider that your behaviour presents a material risk to others or yourself. Your suspension date will be determined by the last date of engagement with your programme in line with the **Regulations for the Payment of University Fees**. You may remain responsible for paying your tuition fees and accommodation during any period of suspension and accommodation during any period of suspension.

16. Other Services

There are rules and regulations relating to use of particular University services, such as IT facilities and Library and learning resources which you must comply with in accordance with the terms of those rules and regulations. This Important Information for Offer Holders document sets out further information on the services we agreed to provide under your Contract. Although the University will further endeavour to provide you with appropriate access to a range of academic, pastoral and support services (such as counselling, careers and employability support) it may change all of its range or type of services from time to time to ensure that they are fit for purpose and provide the best experience to you. Our services may also be temporarily suspended or modified for essential maintenance, for improvements to be made and/or for events outside of our reasonable control.

IT Services

The University's virtual learning environment is integral to most of the University's programmes and provides programme related materials and learning activities. It is also used to deliver and manage assessment. You are

expected to actively engage with the virtual learning environment; the University monitors engagement. Use of the University's IT facilities (including email) is subject to a suite of **IT-related policies**. These include the policy on **Acceptable Use of University IT Services**, **Regulations for the Use of University Computing Resources** and the **Information Security Policy**. We have included a link to the full list of the University's IT policies below. Please read these policies carefully.

Any login details are personal to you and should not be shared with or transferred to others. You must notify us immediately upon becoming aware of any breach of security or unauthorised use of your account. It is your responsibility to ensure that you regularly save and back up all data.

You must not misuse or abuse any services or technology applications made available to you as part of your programme.

There may be links from the virtual learning environment to sites on the internet which are operated by third parties. The University is not responsible for the availability of, or the content located through such external sites.

[Click here for Manchester Met's IT Policies](#)

Library Services

All students who use the Library or Library resources must do so in accordance with the Library **Rules and Regulations**, and failure to do so may result in action being taken under the **Student Code of Conduct**. Click [here](#) for more information.

Other Services

This Important Information for Offer Holders document provides other helpful information about what other services and facilities may be available to you as part of your time with the University. These do not, however, represent services that we provide to you under this Contract, and therefore are not a term of your Contract with the University.

Other, non-educational services provided by the University to you, for example residential accommodation and sports centre membership, amount to separate and distinct contracts and are therefore subject to separate contractual terms. You may also enter into separate contractual arrangements with other third parties such as a sponsor, your employer e.g., the NHS if you are on certain professional programmes. The Student Loans Company is not a part of the University and your contract for funding (if applicable) will be with Student Finance England directly.

17. Our Liability to You

If we fail to comply with this Contract we may, in certain circumstances, be responsible for loss or damage you suffer that is a foreseeable result of our breach of this Contract or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this Contract.

We cannot accept responsibility and we will not be liable to you for:

- Any damage to your property (e.g. personal equipment such as mobiles, tablets and laptops);
- Work submitted for assessment that is not returned;
- Personal injury or death except in so far as it is caused by our negligence;
- Loss of opportunity and loss of income or profit, however arising.

We do not exclude, or limit in any way, our liability for:

- Death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- Fraud or fraudulent misrepresentation; or
- Any other matter which we are not permitted to exclude or limit our liability by law.

18. Events Outside Our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by an Event Outside Our Control.

An Event Outside Our Control means any act or event beyond our reasonable control including but not limited to:

- Strikes, lockouts or other industrial action by third parties;
- Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private tele or electronic communications networks;
- The acts of any governmental or local authority.

If an Event Outside Our Control takes place that affects the performance of our obligations under the Contract:

- We will contact you as soon as reasonably possible to notify you; and
- Our obligations under these Terms will be suspended unless any part of them is able to be performed irrespective of the Event Outside Our Control, and the time in which we are required to comply with our obligations (or any part of them) will be extended for the duration of the Event Outside Our Control.

Should an Event Outside Our Control interfere with our ability to deliver your programme, we will use reasonable endeavours to minimise the disruption caused to you.

19. Other Important Information

Complaints

The University recognises there may be occasions where students wish to raise legitimate complaints relating to their programme, or the facilities and services provided by the University. It is important that both students and staff know that such complaints will be dealt with seriously and transparently, and without fear of recrimination. To ensure that this happens, the University has in place a **Student Complaints Procedure**, which details procedures and parameters for making a complaint, alongside what action may be taken in response to complaints.

If, having exhausted all stages of the University's internal complaints procedure (or other relevant internal procedure), a student considers that the University has failed to consider and respond to their complaint appropriately, the student can refer their complaint to the **Office of the Independent Adjudicator for Higher Education**, which provides an independent scheme for the review of eligible student complaints.

You may be able to seek advice from the **Students' Union Advice Centre** and/or the **Citizens' Advice Bureau**.



20. General

How We're Regulated

The Manchester Metropolitan University is regulated by the **Office for Students** (OfS). The OfS is the independent regulator of higher education in England. More information on the role of the OfS and its regulatory framework can be found at [OfS website](#).

All higher education providers registered with the OfS must have a **Student Protection Plan** in place. The Student Protection Plan sets out what students can expect to happen should a course, campus, or institution close. Our current Student Protection Plan can be accessed here. Where there is any conflict between these Terms and the Student Protection Plan, the Student Protection Plan will take priority in considering any issue relevant to it.

We may transfer our rights and obligations under these Terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms.

This Contract is between you and us. No other person shall have any rights to enforce any of its terms. The receipt of your programme is personal to you and you may not transfer your rights to access the programme to any other person.

Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under these Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations.

Any notices or information sent to the last email and/or postal address provided by you to us will be deemed to have been properly given.

Nothing within the Contract shall be construed as amending the University's constitutional Instruments, Articles or associated constitutional documents. Our Contract shall be governed by English law.

You and we both agree that wherever you live you can bring claims against the University in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against the University in the courts or the country you live in. We can claim against you in the country you live in.

21. Our contact details

You will enter your Contract with the Manchester Metropolitan University. The University is a higher education corporation established under the provisions of the Education Reform Act 1988.

The address of the University is:
Ormond Building,
Lower Ormond Street,
Manchester,
M15 6BX.

Our telephone number is:
0161 247 2000

Section B: Key Policies and Procedures

1. Student Code of Conduct

Manchester Met is committed to providing a supportive environment in order to safeguard the quality of student experience and to give all of our students the best chance of success. The **Student Code of Conduct** also outlines procedures and sanctions for dealing with behaviour classed as misconduct. We may terminate and/or suspend the Contract where you do not comply with this **Student Code of Conduct**. Please see **Section 6**.

2. Student Complaints Procedure

Manchester Met recognises there may be occasions where students wish to raise legitimate complaints relating to their programme, or the facilities and services provided by the University. To ensure that complaints are dealt with transparently, and without fear of recrimination, the University has in place a **Student Complaints Procedure** which details procedures and parameters for making a complaint, alongside what action may be taken in response. Please see **Section 19** of the Terms for further information.

3. Fitness to Practise Procedure

Where students are studying on programmes accredited or overseen by Professional, Statutory or Regulatory Bodies, Manchester Met has a responsibility to safeguard and uphold the professional standards of the professions it serves. The **Fitness to Practise Procedure** enables the University to maintain these standards, whilst supporting students undertaking professionally accredited qualifications. Please see **Section 9** of the Terms for further information.

4. Assessment Regulations

One of the guiding principles of assessment at Manchester Met is that the work of all students can be fairly and objectively evaluated. In order to ensure this, we publish and maintain a set of **Assessment Regulations**. These Regulations are developed with the involvement of the Students' Union and undergo formal review every year to ensure that they are always up to date.

The Regulations set out the rules and procedures that determine your final classification, including:

- How marks for each module and final degree classification are calculated;
- Pass marks for undergraduate programmes;
- The number of credits required to progress to each level of study;
- Requirements and practicalities in relation to reassessment.

5. Academic Misconduct and Exam Regulations

In order to safeguard our academic standards and the integrity of our awards, the University has in place an **Academic Misconduct Policy** for dealing with suspected misconduct. This Policy details types of misconduct – such as plagiarism or the purchase of work from 'essay mills' – how suspected offences are investigated, and the penalties that can be applied. The Policy also details students' rights of appeal in cases relating to academic misconduct.

The Policy also details students' rights of appeal in cases relating to academic misconduct. Please see the link in Section 6 below for further information.

Exam Regulations can be found within the **Assessment Regulations**.

6. Academic Appeals

Manchester Met has in place a range of policies and procedures to ensure that the final marks awarded to students are fair, equitable and accurately reflect the quality of work submitted. In very rare circumstances – where a material irregularity has occurred during the conduct of assessment – there may be a basis for submitting an **Academic Appeal**.

Academic Appeals can only be submitted in the circumstances outlined above and cannot be used for challenging the academic judgement of Assessment Boards. cannot be used for challenging the academic judgement of Assessment Boards.

7. Evidenced Extensions

Manchester Met recognises that there may be occasions where illness or difficult life events occur outside of a student's control, and that these can have a detrimental impact on performance in assessed work. The University has an **Assessment Extensions Procedure** to handle such cases, which outlines the type of events or circumstances that are considered as grounds for an extension, and what students need to do to apply for an evidenced extension.

8. Support to Study Procedure

The **Support to Study procedure** is intended to inform and guide the University's response to situations where there are concerns that a student is not well enough to study, including situations where a student is unaware that they are not well enough to study. The procedure is intended to be supportive. The focus at all stages is to provide the infrastructure to support the student to succeed on their course. This may include suspension of study until such time as the student is well enough to complete successfully. There will be however, a small number of cases where students do not engage with, or are unable to agree with, the support or adjustments that the University considers to be reasonable to enable the student to satisfactorily continue. In these rare circumstances, the University may no longer consider it feasible for the student to continue their studies. In such cases students may need to be suspended or required to withdraw from studies.



9. Respect at Work and Study Policy

The University is proud of its diverse community of students, staff, and visitors. All members of this community are responsible for ensuring they behave in a way which supports the University commitment to:

- Promote a safe, supportive, and inclusive environment, where everyone is treated with dignity and respect, free from any form of inappropriate or unacceptable behaviour
- Ensure that all members of the University community are protected from incidents of harassment, sexual misconduct, bullying and/or victimisation

While the principles of this Policy apply to students as members of the University community, particularly in respect of how they can expect to be treated by staff and visitors, issues around student behaviours are specifically covered by the Student Code of Conduct and Student Complaints Procedure. They also have access to the Report +Support online platform. This platform enables students to report incidents of hate crime, sexual assault or sexual harassment, and to request support.

Further information can be found in the **Respect at Work and Study Policy**.

Section C:

Finance

1. Regulations for the Payment of University Fees

You will find extensive guidance for students on a wide range of issues relating to the payment of fees and deposits (if applicable) on our [Finance website](#).

Attending university is a significant financial commitment, and a key part of this is the payment of programme fees. Please note that ultimately, you may not be able to continue with your studies should you fail to pay your programme fees. You must make sure that you pay your programme fees and any other applicable costs or charges on time otherwise the University may be entitled to take certain steps against you including terminating its Contract with you and taking sanctions to legally recover any debts, as detailed in the [Regulations for the Payment of University Fees](#).

Fees can be paid by a variety of options either during your enrolment or online at any time. All students paying their own fees are eligible for an instalment plan which allows you to spread the cost of your tuition fees. Please refer to [Paying University Fees](#) for further information. If you experience any difficulties, you should contact the [Finance Service Centre](#) who will support you in this process.

You may be required to pay a proportion or all of your fees if you withdraw or suspend from your studies. For more information on how we calculate fee responsibility or refunds, please see the [Regulations for the Payment of University Fees](#) on our [Finance website](#).

2. Support and Guidance

We recognise that you may sometimes need advice, help, support or guidance on a whole range of financial matters. If you find yourself in financial difficulty during your studies, you should speak to someone at the earliest opportunity and we will do our best to help you.

You can contact:

- The Finance Service Centre, by telephone on 0161 247 1852 and by email: pay@mmu.ac.uk
- The [Student Financial Support Team](#); or
- The [Students' Union Advice Centre](#)



Section D: Other Policies and Procedures

There are further policies and procedures of the University which are relevant to your studies at the University but are not intended to form part of your Contract. Some examples are:

1. Student Pregnancy and Maternity Guidelines

Manchester Met believes that becoming pregnant or caring for a child should not prevent any student from succeeding, and is committed to showing flexibility to facilitate a student's success. The **Student Pregnancy and Maternity Guidelines** cover any student who becomes pregnant during their studies, gives birth during their studies and students whose partners are pregnant. It also covers any student who is the partner of someone who is pregnant and expects to be responsible for the child, and any student becoming a parent.

2. Arrangements for Students with a Disability

Manchester Met is committed to inclusivity and equality of opportunity for all students. To this end, the University has in place **Assessment Regulations** for Disabled Students to support the development of Personal Learning Plans for students with a disability and make reasonable adjustments to assessments to ensure students with a disability are not disadvantaged. More information is available on our **Disability Support Website**.

3. Study Abroad

Manchester Met recognises the importance of an international outlook. The University offers a wide range of international student exchange experiences, ranging from 3 months to a full academic year. The majority of our exchanges are optional and subject to successful application and availability.

Eligibility criteria, information about potential destinations and an overview of financial considerations are **published online**.

4. Environmental Sustainability Policy

Environmental Sustainability is at the core of much of Manchester Met's estate, and the University aims to create an environment where students and staff work together to create a sustainable university with a positive environmental impact. To help achieve this, the University has in place an **Environmental Sustainability Policy** which provides an overview of responsibilities and objectives to support this goal. As a student of the University, we would ask you to engage with the environmental sustainability commitments of the University by engaging in extra-curricular opportunities and acknowledge your individual responsibility to take reasonable care for the protection of the environment and to use University resources responsibly to minimise environmental impact.

5. Whistleblowing Policy

The **Whistleblowing Policy** sets out the University's response to the Public Interest Disclosure Act 1998 (as amended). The Policy is intended to assist individuals who believe they have discovered malpractice within the University.

6. Other Policies

The University has a comprehensive set of policies, procedures and regulations which govern its operation including those relating to the **Safeguarding of Children, Young People and Vulnerable Adults** (in accordance with applicable safeguarding legislation), **Freedom of Speech** and the University's **Prevent Duty**. More information is available on the University's **Policy Documents website**.

Section E: Using Our Services

Please see **Section A16** of the Terms for further information about using certain University services. This section of the Important Information for Offer Holders document is not intended to form part of your Contract and is provided for information only.

1. Accommodation

Manchester Met offers a wide variety of different styles of student accommodation located on or close to campus. Each hall provides different facilities, with accompanying prices. Students occupying University owned or managed student accommodation will be required to enter into **Terms and Conditions of Residence** and will be subject to a suite of related policies. The **Accommodation website** provides details of all University owned, leased and private accommodation with University partners. Please note that accommodation contract lengths vary and may not be an exact fit with your course dates.

2. Inclusion and Disability Service

Manchester Met is committed to providing equal opportunities in education for all students. The **Disability Service** provides information, advice and support to current and prospective students with a disability about the support and resources which are available to them, both within the University and from other external agencies. The service also provides **Inclusion Support** to students who are carers, studying whilst pregnant, care leavers and estranged from their family

3. Counselling, Mental Health and Wellbeing Service

The **Counselling, Mental Health and Wellbeing Service** provides professional support for students who are experiencing difficulties with their mental health or wellbeing. The team offer one-to-one counselling and mental health appointments, access to online resources, and a programme of **workshops and courses** including managing anxiety, overcoming low mood and building resilience.

4. Careers and Employability Service

The **Careers Service** supports students to achieve their career goals through a combination of learning resources, advice, events and work experience. We offer impartial, high-quality information and advice to students, graduates, university staff and employers relating to employability and the graduate labour market. Our students can access high quality skills and careers resources 24/7, view and book employer events, workshops and one-to-one advice appointments, search for work experience and placements, visit our on-campus Jobs Hub, and much more.

Careers staff are employees of the University but our advice and guidance is always impartial and in the best interests of each student.

5. Library and Cultural Services

The **Library** provides access to the learning resources you'll need whilst studying at Manchester Met, both digitally and in print, so you will be able to access them from wherever you are. We offer specialist help and support for your subject, online and in-person, as well as an information skills training programme to help develop the skills you need to learn and study effectively. Our Library building on Oxford Road provides access to a range of study spaces and equipment, including PCs, **specialist software**, **laptop loans**, and printing, photocopying and scanning services.

The **Manchester Poetry Library** can be found in the Grosvenor East building. Its rich collection of poetry books and recordings aims to reflect the 200+ languages spoken in Greater Manchester. If you're interested in local history, ancestry or film, our **North West Film Archive** at Manchester Central Library stores thousands of historic clips and images depicting the North West through the ages from as far back as the 1890s.

6. Other Services

Information about core services, resources available and team contact information is available from the **Student Hub**. These include:

- Food and Drink on Campus
- Part-time work
- Sport at Manchester Met
- Transport and Travel
- Volunteering



Section F:

Students' Union Policies

Please be aware the Student Union is wholly separate to the University. This section of the Important Information for Offer Holders document is not intended to form part of your Student Contract and is provided for information only.

The Students' Union provides a range of services and facilities to support you as a postgraduate researcher. You can book rooms in the Union building, use the **Advice Centre** and receive independent advice on concerns such as debt and money, housing, academic issues, students with children, general health and mental health. The Union also supports a wide variety of societies to join and meet like-minded fellow students.

1. Students' Union Articles of Governance

As an autonomous organisation, the Union publishes and makes available its **Articles of Governance** to all students. This document sets out how the Union operates, how decisions are made and how transparency and accountability is ensured. The document also sets out your rights and responsibilities as a member of the Students' Union. Registered students of the University will become automatic members of the Union but you have the ability to opt-out of membership.

2. Students' Union Supporting Byelaws

Alongside the **Articles of Governance**, the Union has in place a number of **Supporting Byelaws** that relate to key aspects of its governance and operation. These byelaws outline the role and portfolio of elected Sabbatical Officers, alongside their period of office, the rules and regulations that govern elections held by the Students' Union, student societies and financial regulations. that relate to key aspects of its governance and operation.



3. Students' Union Code of Conduct

The Union has in place a **Code of Conduct** that sets out the minimum standards of behaviour expected by all members. All members are required to adhere to the standards outlined in the **Code of Conduct** throughout the full duration of their studies at Manchester Met, and failure to do so may result in membership of the Students' Union being terminated.

Useful contacts

Accommodation Services

0161 247 2958

accommodation@mmu.ac.uk

mmu.ac.uk/study/accommodation

Recruitment and Admissions

6 Great Marlborough Street
Manchester
M1 5AL

0161 247 6969

mmu.ac.uk/study/admissions

Student Hub

0161 247 1000

studenthub.mmu.ac.uk

Disability Service

0161 247 3491

disability.service@mmu.ac.uk

mmu.ac.uk/disability

Inclusion Service

0161 247 3491

inclusion.service@mmu.ac.uk

mmu.ac.uk/student-life/wellbeing/inclusion

Counselling, Mental Health and Wellbeing Service

0161 247 3493

counselling@mmu.ac.uk

mmu.ac.uk/counselling

International Office

international@mmu.ac.uk

mmu.ac.uk/study/international/contact

Student Financial Support

0161 247 1045

mmu.ac.uk/student-life/finance/support

Finance Office

Finance Service Centre

0161 247 1852

pay@mmu.ac.uk

Student Billings

0161 247 2937

studentbillings@mmu.ac.uk

mmu.ac.uk/student-life/finance

Students' Union Advice Centre

Second Floor
Students' Union Building

0161 247 6533

s.u.advice@mmu.ac.uk

theunionmmu.org/advice-centre

Library and Cultural Services

0161 247 6106

library@mmu.ac.uk

mmu.ac.uk/library
