

APRIL 2017

# TLSO Bulletin

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

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## 1. Staffing news

**TLSO:** Fran Hooley will be covering Patricia Clift Martin's maternity leave until 1<sup>st</sup> October 2017, as Teaching and Learning Manager (Academic Development). John Owen and Rachel Powild will join us in April as Learning Technologists in the Distance Learning team.

**Student Lifecycle staffing:** Chris Hood joined the Student Lifecycle team on 3<sup>rd</sup> April as the Student Lifecycle Project Assistant and Cassie Barlow starts full-time (she is doing a phased start at the moment) as a second Student Services Manager after Easter, joining Jo Lowe, the existing Student Services Manager.

## 2. Annual Report to Senate of Student Complaints, Academic Appeals and Conduct and Discipline Cases

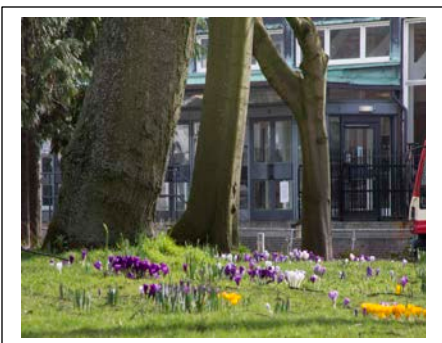
The February 2017 Annual Report to Senate detailing the number of appeals, complaints, disciplinary and fitness to practice cases is now available online at: <http://www.tlso.manchester.ac.uk/appeals-complaints/reportstosenate/>

The overall number of Faculty (or equivalent) cases across the different Regulations (562 in 2015/16) remains similar to that in 2014/15 (537) and represents a small proportion of the total student population. However this should not detract from the amount of work that goes into each case at the various stages of the University.

There has been an increase in formal complaints at Faculty level (40 in 2015/16 compared with 27 in 2014/15). There has been a slight decrease in the number of academic appeals (312 in 2015/16) but within this category a rise can be seen in the number of UG appeals (234 in 2015/16).

In relation to student discipline, notable trends can be seen in the increase in examination misconduct (60 Summary Disciplinary Panel cases in 2015/16) and the increase in the University Student Disciplinary Panel considering cases of non-academic misconduct (16 in 2015/16).

Within the TLSO review cases have remained at a similar level to 2014/15, but OIA complaints have reduced from 38 in 2014/15 to 12 in 2015/16. This decrease has coincided with the extension of the OIA complaint submission timeframe from three to 12 months.



### 3. TLSO Website/policy and procedure changes

- **Joint Awards**



The approval process for Joint Awards (for both UK and overseas awards) has been updated slightly and the details are available on the Collaborative webpages at:

- o <http://www.tlso.manchester.ac.uk/quality-framework/collaborative/section2-approvalofnewcollaborations/approvalprocessforjointawards/>

### 4. The Peer Support programme

- **Peer Support and Wellbeing**

This academic year we have seen some new, and further developed, initiatives raising awareness of the 'Manchester Ways to Wellbeing' to Peer Support students. Some of our more recent activities are noted here.

During February and March, Peer Support Interns delivered redesigned Peer Mentor training to over 400 students. During their interactive training, all students were given the task of focusing on wellbeing for both themselves and their mentees. Students were introduced to the six actions and mind-mapped all their recommendations as to how they can, as a Peer Mentor, plan a variety of activities that encourages their mentees to think about Wellbeing. A good example from a student is 'try something new on a Saturday', encouraging students to learn and discover more about Manchester during their time here. Peer Mentors can then organise an event on a Saturday for their group to ensure it happens! **#Give #TakeNotice**

Peer Support has also held the second annual Dodgeball Tournament on Saturday 11<sup>th</sup> March at the Sugden Sports Centre. This was attended by 28 of our student volunteers who took time out of their busy schedules to enjoy the rounds of play with students across the University who are involved in Peer Support. After the Mechanical Engineering team were announced the winners, the Dodgeball Society organised a huge, high-energy game of dodgeball for everyone present. This closed the day on a high note with everyone able to take part and try a sport they might not necessarily think to play. **#BeHealthy #BeActive**

Before Christmas, Peer Support introduced the concept of tagging our communications with the Manchester Ways to Wellbeing. At the end of each segment in our student coordinator bulletin, for example, there are hashtags that are hyperlinked to the Wellbeing page on the University website. Our volunteers who receive emails from us and view our social media will see how getting involved can help them improve their wellbeing, and can read in more depth about them on the website. It is a subtle signpost to give all Peer Support volunteers the opportunity to feel good by seizing different opportunities. **#TakeNotice #Connect #LearnAndDiscover**



## 5. Information from other areas of the University

- **Student Immigration Team**
  - **New ATAS required where course end date changes - action required**

Where an international student requires an ATAS (Academic Technology Approval Scheme) certificate to study please be aware that the ATAS certificate is only valid for the length of the course (as stated on the student's CAS) plus an additional 3 months.

A new ATAS certificate is required if a student's course is extended by more than 3 calendar months. If the student is on a Tier 4 visa this is taken from the course end date as stated on their previous CAS.

The student must apply for a new ATAS certificate within 28 days of the course extension being applied to their record. They must provide the School with evidence of their ATAS application. If the student does not apply within this 28-day period they are not permitted to continue studying and must interrupt their studies until they can provide a new ATAS certificate in full.

Please see the [Student Immigration Team](#) intranet page for more information.

- **ATAS is not just for Tier 4 Students - Reminder**

Since 6th April 2015 all adults with temporary immigration permission in the UK undertaking a course longer than 6 months in duration and which requires ATAS approval need to apply for ATAS clearance, regardless of their visa category. This means that if an international student is studying a course that requires ATAS clearance they will require an ATAS certificate unless they have settled status in the UK (known as indefinite leave to remain). For example, students who are studying with a Tier 1, Tier 2, Tier 4, Tier 5, dependant visa or those who have applied for asylum, would require ATAS clearance before they start the course.

If colleagues are unsure of a student's immigration status, please contact the Student Immigration Team.

- **Continuer CAS Guidance**

We have recently updated our [Continuer CAS guidance document](#). Please note:

- Where the student has been awarded a University scholarship / bursary with a stipend, to record the amount in the offer documents section of the CAS.
- Where the student has previously changed course and now requires a continuer CAS, the previous UK study should be 'yes' and a justification statement is required.

- **Working in the UK; Guide for Tier 4 Students**

The Student Immigration Team has [published a guide](#) to help Tier 4 students better understand their working conditions whilst in the UK. This includes working hours, prohibited types of work, employer checks, and working after studies.

In particular we have clarified the working hours entitlement for postgraduate research students in submission pending and in the period between the viva date and submission of the final corrected version of the thesis. Students are able to access this guide on the student [support microsite](#).



## 5. Information from other areas of the University (continued)

- **PSRS PGT Image Competition**

### **Pictures tell a thousand words, why not hear what PGT students also have to say?**

Research and Business Engagement Support Services recently launched the call for this year's PG showcase entries for the Postgraduate Summer Research Showcase (PSRS) and, as part of this, they have also included a small image competition for PGT students. The main rationale for including a PGT competition was to encourage more taught students to come along to the showcase and give them an insight into the work of our PGR students.

This year, the PSRS intends to reach the PGT audience and an image competition provides a platform for PGT students to present their research in a single photograph. It encourages them to think creatively about how to condense and communicate their research aims and interests in unusual and eye-catching new ways.

The overall theme of 'Research in action' can be interpreted as broadly as wished. This is students' chance to show their experience and also demonstrate how research is viewed in their eyes.

All images should be accompanied by a title (no more than 50 words) and a caption (no more than 200 words) both of which should clearly explain the image. The deadline for submissions is **8th May 2017**. The overall guidelines are the same as the PGR image competition.

Each of the shortlisted images will be judged by a high profile judging committee who will choose an overall winner. There will also be a 'People's Choice' award based on votes cast by visitors to the PSRS showcase. The following prizes will be awarded:

- Overall Winner - £150
- People's Choice Winner - £50

For more details, please see:

- [Postgraduate Summer Research Showcase](#)



## 6. Unit Surveys and other surveys

We currently have students at different stages of their learning replying to one of three surveys, and from 17 April we'll also have the Unit surveys.

**The National Student Survey (NSS)** launched on 30 January and is running until 30 April. It captures feedback and views from final year undergraduates across [eight aspects of the learning experience](#). The survey is a crucial source of information within the University to help us identify where we are performing well and areas where we can improve to ensure the best possible experience for our students. Results from the survey are also a key source of information used by prospective students in selecting their University choices and is published on the Unistats website.

We launched **the Postgraduate Taught Experience Survey (PTES)** on 6 March and it will run until 12 May. This is our taught postgraduate students' opportunity to have their voices heard, providing us with invaluable feedback that will ensure we can identify areas where we can further enhance and improve the student experience. As well as asking about overall satisfaction, the survey asks students about aspects of their course including teaching and learning, resources, and skills development. Students are also given the opportunity to give feedback on their student experience as a whole, which is extremely valuable.

**The Postgraduate Research Experience Survey (PRES)** launched on 3 April and, like PTES, it will run until 12 May. It is a national, sector-wide survey used by individual institutions to gather information about the experience of its research students on a doctoral or research Master's programme. The survey focuses on students' experiences across a range of areas including supervision, resources, research community, progress and assessment, skills and professional development.

Finally, the **Unit Surveys** are course unit evaluations for all taught students and are carried out towards the end of each semester. Any taught course unit, whether it's undergraduate or postgraduate level, is evaluated. Semester 2 Unit Surveys will run from 17 April until 9 May. The surveys are a key source of feedback on how units are running and it's really important that students have their say.

MANCHESTER  
1824  
The University of Manchester

**IT'S TIME TO  
HAVE YOUR SAY  
ABOUT TEACHING**

Unit surveys are open for every taught course unit. Take five minutes to tell us about yours.

unit surveys

**tell us**

Complete your surveys on Blackboard, or on mobile.  
[manchester.ac.uk/tellus](http://manchester.ac.uk/tellus)

**YOUR SAY FOR  
YOUR UNI**

## 7. Periodic and Institutional Reviews

This month's updated review schedule for internal programmes and collaborative provision for the next six years is available below:

- o [Periodic and institutional review schedule](#)



## 8. Information from the Quality Assurance Agency (QAA)

- **QAA Annual Report 2015-16**

The QAA's Annual Report for 2015-16 has now been published. Throughout the year the QAA has successfully delivered a broad range of activities, working closely with the sector to maintain and enhance standards and quality in UK higher education. Internationally, their work continues to support the world-class reputation and influence of UK higher education. The report can be found at:

- o [QAA Annual Report 2015-16](#)

## 9. Contact

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

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

