

NUCLEAR TECHNOLOGY EDUCATION CONSORTIUM
University of Manchester Student Handbook Supplement



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INTRODUCTION

The purpose of this Supplement is to provide information to University of Manchester students undertaking the postgraduate programme in Nuclear Science & Technology being delivered by the Nuclear Technology Education Consortium (NTEC). This information should be read in conjunction with the NTEC Student Handbook. There is related university documentation which may be useful, in particular “The Graduate Handbook – Information and Personal and Academic Development Programme for Postgraduate Students”.

NTEC students are organised at the University of Manchester under the auspices of the School of Physics & Astronomy. All administration is dealt with by the Teaching and Learning Office at the University of Manchester.

Programme Aims

The aims of the PG Certificate are:

- To enable students to obtain a grounding in the fundamental disciplines of nuclear science and technology at the graduate level.
- To provide the student with experience of practical industrial applications of nuclear engineering principles as applied to the nuclear industry.
- To enable the student to obtain a sound platform for more advance and specialised education in nuclear science and technology

The aims of the PG Diploma in addition to those of the PG Certificate are:

- To give the student more specialised education in nuclear related disciplines, science and management via their individual selection from the subjects in the elective course units in nuclear engineering.

The aims of the MSc in addition to those of the PG Diploma are:

- To enable the student to complete through their previous learning, a lengthy self-initiated piece of industrially-based research work using the latest advances in nuclear science and technology
- To have created a dissertation which covers and develops an original area of knowledge relevant to the industrial environment

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Intended Learning Outcomes

On completion of the postgraduate programme of study the successful student will be able to:

- Understand and have knowledge of the basic elements of nuclear processes and the science and engineering principles involved.
- Analyse and critically evaluate the information from the course and other sources, drawing on the student's own experience to develop a broad based approach to nuclear science and technology which they can apply in their own work-place.
- Select appropriate methods of data analysis (e.g. software, mathematical models) to produce useful results.
- Synthesise scientific, management and / or mathematical principles to provide solutions to problems in nuclear science and technology.
- Plan and implement a significant investigative project in nuclear science and technology as applied to their workplace and communicate the results in the form of a dissertation, or an assignment

MSc Project

Students registered for an M.Sc. will undertake a substantial project and dissertation. Wherever possible this will be an industrially sponsored project which will be designed to be of interest to the student as well as of intrinsic value to the sponsoring organisation. Students are encouraged to arrange their own project placements, either with nuclear companies or within University of Manchester research groups. In the past most companies have made a contribution to the student stipend during the placement. **For full time students** - in February, summer projects will be emailed out, you will need to submit a CV for each project you would like to apply for, interviews will then be held with the companies, academic supervisors and projects offered.

The deadline for dissertation submission will be 12 months from the date of registration. Since some modules and assignments extend into June and students are encouraged to make an early start in May on their project work so the submission deadline can be met. Companies should be made aware in advance of any taught course work that will interfere with the placement.

PLAGIARISM

PLEASE SEE INFORMATION IN THE NTEC HANDBOOK

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STUDENT SUPPORT AND GUIDANCE

Induction

The registration day of the new course will be devoted to:

- Introducing the course
- Explaining the roles of staff in the School
- Describing what is expected of you (the student)
- Advice on completing assignments
- Information on the examination processes
- Description of student support
- A tour of the teaching and computing facilities
- Information on staying in Manchester
- Information on Health and Safety

Academic support

The unit leader on each unit will act as your tutor for that unit. In addition the Course Director will take a direct interest in the performance of all students and your welfare and progress will be continually monitored through your marks and informal meetings. We keep records of individual students so that any issues can be noted.

Maths, Physics and Nuclear Engineering Refresher Material

Pre-course notes on mathematics, physics, nuclear physics and nuclear engineering are provided on the NTEC website at www.ntec.ac.uk. Please make use of this facility.

Administration

For all general queries about the course or any administrative matters, the first point of contact is Karen Ross or Simon Abbott, the postgraduate taught administrators. They will either reply directly to you or forward the question to an appropriate person.

A confidential file on each student is maintained in the course administration office and is available to the student for inspection.

John Rylands University Library <http://www.library.manchester.ac.uk/>

Students will be issued a library card when they join. The University Membership / Library Card (swipe card) is an important document and should be kept safe. Replacement cards, for which a fee is payable, are available from the Student Record Office.

Books from the main library can be borrowed for four weeks. There is also a Short Loan section for the most popular books which can be kept for a limited period. Overdue books incur heavy fines and students may not be admitted to a degree, diploma or certificate of the University unless all books borrowed from the University Library have been returned.

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Health and Safety <http://www.manchester.ac.uk/healthandsafety>

Students will be given documents describing the health and safety policies when they join. They will also be given a lecture during the induction period on this area. We attach great importance to safe working and to our emergency procedures in case of fire etc. Please ensure you know about the position of fire exits etc. and read the information you are given. The School of Physics and Astronomy Health and Safety Adviser is Nicola.Hutchings@manchester.ac.uk

No smoking policy

1.1 As an educational establishment and a good employer, The University of Manchester aims to provide a clean, comfortable and healthy environment for staff and students. Under the provisions of the Health Act 2006 the University has a legal duty to ensure that the working environment is smoke-free. Therefore all University work places and vehicles are designated as non-smoking.

1.2 Guidance from the HSE is that the University is obliged to give priority to non-smokers who do not wish to breathe tobacco smoke. To this end, smokers will not be permitted to smoke within a five metre radius of the entrance to a building.

1.3 For the purposes of this policy, electronic cigarettes (“e-Cigarettes”) are included as if they were cigarettes.

1.4 Disciplinary action may be taken in the event of contravention of this policy by staff or students.

1.5 The University will provide assistance to those who wish to stop smoking through the Occupational Health Service and Counselling facilities.

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CONTACT DETAILS

Postal Address Teaching and Learning Office
School of Physics and Astronomy
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Teaching and Learning Administrator
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eLearning Support Officer
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External Examiners

a. The role of External Examiners

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

b. External Examiners’ reports

“External Examiners’ reports relating to this programme will be shared with student representatives at the *programme committee meetings* where details of any actions carried out by the programme team/School in response to the External Examiners’ comments will be discussed. Students should contact their student representatives if they require any further information about External Examiners’ reports or the process for considering them.”

c. External Examiners details

The External Examiner for this programme is **Professor Eugene Schwagareus, University of Cambridge**. Please note that it is inappropriate for students to make direct contact with External Examiners under any circumstances, **in particular with regards to a student’s individual performance in assessments. Other appropriate mechanisms are available for students, including the University’s appeals or complaints procedures and the UMSU Advice Centre. In cases where a student *does* contact an External Examiner directly, External Examiners have been requested not to respond to direct queries. Instead, External Examiners should report the matter to their School contact who will then contact the student to remind them of the other methods available for students. If students have any queries concerning this, they should contact their Programme Office (or equivalent).**

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APPENDIX 1. UNIVERSITY STUDENT SUPPORT SERVICES

Careers Advice

Manchester University Careers Service is situated in Crawford House next to the Precinct Centre on Oxford Road. It offers advice and information on various issues relating to employment, further study and research grants. Instead of visiting the Careers Service office, you can visit the website at <http://www.careers.manchester.ac.uk/>.

Counselling Service

Confidential, individual counselling on any matter affecting personal well-being or effectiveness is available. The Service sees well over a thousand students a year and gives help with problems such as low motivation, personal decision making, relationships, anxiety and family difficulties. Located on the 5th Floor of Crawford House, in the Precinct Centre. Open 9.00 am - 5.00 pm. Tel: 0161 275 2864

www.studentnet.manchester.ac.uk/counselling

University Language Centre

This centre is in Oddfellows Hall, North Campus and offers English Language and academic skills support to both home and international students in the form of part-time courses, workshops for specific groups and individual tutorial support.

Tel: 0161 306 3397, FAX: 0161 306 3396 www.langcent.manchester.ac.uk

Harassment Advisers

The University has appointed a team of specially trained academic staff, support staff and students to act as Harassment Advisers. Details of the University's policy and procedures on sexual, racial and personal harassment are given in the Student Guide. For further information contact the Head of the Office of Student Support and Services or the Students' Union Advice Centre.

International Society www.internationalsociety.org.uk

Offers advice, support, information and a social base for students. The Society organises a wide variety of visits and social and cultural events. Located at 327 Oxford Road - opposite the Students' Union, next door to the Kro Bar. Tel: 0161 275 4959

Nightline

Confidential telephone helpline, run for students by students. Open 8.00 pm - 8.00 am. Tel: 0161 275 2983/4

www.nightline.man.ac.uk nightmail@nightline.man.ac.uk

Students Services Centre ssc@manchester.ac.uk

Tel: 0161 275 5000

Students' Union Advice Centre <http://manchesterstudentsunion.com/>

Located on the ground floor of the Students' Union Building on Oxford Road. The SAC offers a wide range of help and advice including up-to-date information on state benefits, housing matters, legal matters etc. Tel: 0161 275 2952 (Mon – Fri 10am – 4pm)

advice.su@manchester.ac.uk

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Specialised support outside the University

NHS National Sexual Health Helpline	0800 567123 (Mon – Sun 2pm – 10pm)
George House Trust (HIV Support)	0161 274 4499
Alcoholics Anonymous	0161 839 2881
FRANK	0800 776600
Rape Crisis Line	0161 273 4500
Samaritans	0161 236 8000
Manchester City Council Housing Aid	0161 234 4750
Citizens Advice Bureau	0844 4111222
Victim Support	0845 4568800
Manchester Brook Advisory Centre	0161 237 3001
Manchester Lesbian & Gay Foundation	0845 3303030

Other Useful Numbers

Student Health Centre	0161 275 2858
Dryden Street Nursery	0161 272 7121
Registered Child Minders	0161 234 7231
St. Peter's Chaplaincy	0161 275 2894
Avila House RC Chaplaincy	0161 275 6999
McDougall Sports Centre	0161 275 4960
Sugden Centre	0161 275 4026
The Aquatics Centre	0161 275 9450

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APPENDIX 2. STUDENT ILL-HEALTH

Note: This document is a standard inclusion in all student handbooks and applies principally to full-time students. However, part-time students should note the paragraphs below regarding illness and examinations.

It is a requirement of your registration with the University of Manchester that you register with a local general practitioner. A list of GP practices can be obtained from the Student Health Centre, any University hall of residence or a local Pharmacy. According to guidance issued by the General Medical Council it would not be regarded as good practice for a family member to be the registered GP or to offer treatment except in the case of an emergency.

You should always consult your GP (or for emergencies the Accident and Emergency Department of a hospital) if your illness is severe, if it persists or if you are in any doubt about your health. You should also consult your GP if illness keeps you absent from the University for more than 7 days including week-ends. If you do consult a GP and they consider that you are not fit for attendance at the University, then you should obtain a note from the doctor to that effect or ask them to complete Part III of the University form 'Certification of Student Ill Health' copies of which are available at local GP surgeries. You should hand this certificate to your programme director, tutor or departmental office as appropriate at the earliest opportunity.

If your condition is not sufficiently serious to cause you to seek medical help, then the University will not require you to supply a doctor's medical certificate unless you are absent from the University due to illness for more than 7 days (in which case see b. above). You must however contact your department as soon as possible and self-certify your illness (that is complete and sign the "Certification of Student Ill Health" form to state that you have been ill) as soon as you are able to attend your department. You should do this if your illness means you are absent from the University for any period up to 7 days (see d. i) or if you are able to attend the University but your illness is affecting your studies (see d. ii and iii).

The following sub-paragraphs explain what you should do if your illness affects your attendance at compulsory classes or if you consider that your performance in your studies/examinations has been impaired.

- If you are unwell and feel unable to attend the University to take a compulsory class, assessment or examination then you **must** seek advice by contacting your department immediately, in person, through a friend or family member, by telephone or by email. This is to ensure that you understand the implications of being absent and the consequences for your academic progress, which might be quite serious. **You must do this as soon as possible so that all options can be considered and certainly no later than the day of your compulsory class, assessment or examination.** If you do not do this then you will normally be considered have been absent from the class without good reason, or to have taken the assessment or examination in which case you will be given a mark of zero. You **must** also complete and hand in a "Certification of Student Ill Health" form on your return.
- You may be unwell but are able to proceed with an assessment or examination and yet you feel that your performance will have been impaired. If you wish this to be taken into account as an extenuating circumstance, you **must** inform your department about this on the day of the assessment or examination and hand in to your department a completed "Certification of Student Ill Health" form. If you leave this until later it will not normally be possible to take your illness into account when assessing your performance.
- If, as a consequence of your illness, you wish to seek an extension to a deadline for submitting assessed coursework, you **must** complete a "Certification of Student Ill Health" form and discuss it with the appropriate person in your department. The application for extension **must** be made BEFORE the deadline and not retrospectively.

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- You may be under occasional and ongoing medical attention which affects your studies. If so, you should obtain a letter from your physician which should be given to your department before the end of the January, May/June or August/September examination period, as appropriate, if you wish your condition to be taken into account as an extenuating circumstance.

Notes

- Certification of Student Ill Health forms are available in all departments and halls of residence and a copy is reproduced in this handbook.
- Your department will give you guidance on the effect of any absence from your studies or if you consider your illness has affected your studies. If you have repeated episodes of ill health which is affecting your studies, your department may refer you to the Student Health Centre.
- If you are found to have been deceitful or dishonest in completing the Certification of Student Ill Health form you could be liable to disciplinary action under the University's General Regulation XX: Conduct and Discipline of Students.
- The use of the "Certification of Student Ill Health" forms by GPs as described above has been agreed by the Manchester Local Medical Committee. A GP may make a charge for completing the form.

CERTIFICATION OF STUDENT ILL HEALTH - GUIDELINES

These guidelines set out the procedures to be followed by students who fall ill and are absent from the University for brief periods and/or who believe their illness may have affected their academic performance. Students are reminded that they must register with a local GP and must visit their GP for treatment of ill health where necessary.

Students should always consult their GP if their illness is severe, if it persists or if they are in any doubt about their health.

1. Self-Certification – THIS WILL NORMALLY BE THE USUAL PROCEDURE

(i) You should use self-certification to explain absences through illness for up to one week (i.e. seven days including the weekend). You should complete Part I of this form to give the exact dates of the absence and a clear explanation of the reason for it. The form should be handed in to the appropriate office or person in the department immediately after the absence.

(ii) You should do all you can to inform your department at the time of your illness and to seek advice. Although you may feel too ill to attend classes or you believe your illness is affecting your performance, you may be able to visit your department. You should give this form to your tutor or other appropriate member of staff and they can use Part II to record the advice given to you and/or that you appeared to them to be unfit to perform to your potential.

Repeated self-certification will normally result in the student being referred to the University Student Health Service for assessment.

2. Medical Certification

For illness of more than one week

The university will accept self-certification, as above, for illness of up to one week but if you are ill for longer than this you should obtain a consultation with your GP and ask for your illness to be certified using Part III of this form. Copies of this form are available in local GP practices.

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When you visit your GP for treatment or because you are concerned about your health

As stated above, you should always consult your GP if your illness is severe or if you are in any doubt about your health. If you do this you may ask your GP to certificate your illness and part III may be used for this purpose. Some practices may make a charge for this.

3. Illness prior to/or during Examinations

If you are ill immediately prior to or during examinations you must inform your Department immediately and discuss the situation with your personal tutor or other appropriate person in the department. Depending on the circumstances, you may be advised to proceed with the examinations or, instead, to sit the examinations at the next opportunity. You may be asked to self-certify your illness using this form and the appropriate person in the Department will use Part II to record advice given and/or that you appeared to be unfit to perform to your potential. This should be handed in, or posted, to the appropriate office or person in the department as soon as possible.

If you are taken ill during an examination, you should be referred to the University Student Health Centre. The doctor or nurse at the Student Health Centre who sees you will, at your request, complete this form and send it to the department to confirm the visit and the ill health.

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THE UNIVERSITY OF MANCHESTER

CERTIFICATION OF STUDENT ILL HEALTH

This form may be used:

- i). For Self Certification by the student (complete Part I only)
- ii). To record advice by a tutor or other appropriate member of staff (complete Part I & II)
- iii). For Formal Certification by a Medical Practitioner (complete Parts I and III)
- iv). **NB: It is not part of your GP's duties to provide routinely certification for short term illness. If asked to do so, the GP may charge a fee. Read guidelines below.**

Part I To be completed by the student

Name _____ Date of Birth _____

Student Registration No _____ Programme _____

Details of Medical Condition including times and dates:

Way in which work is affected:

I declare that the above statement is an accurate, complete and honest representation of the facts.

Signed by Student _____ Date _____

Part II To be completed by a member of staff

(To record advice given and/or that the student appeared to be unfit to attend and/or to perform to his/her potential.)

Signed by member of staff _____ Date _____

Part III To be completed by Medical Practitioner

Name of Doctor:

The above named student is registered with my practice/is or was under my professional care (delete as appropriate) He/she consulted me in relation to the medical condition described on (dates/times, etc):

Further Comments:

Signed _____ Practice Stamp:

Date _____

Illness and Other Circumstances Affecting Assessment: Mitigating Circumstances Committee

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Students who believe that the assessment of their work or performance in an examination will be adversely affected by illness or other mitigating circumstances, can ask for these circumstances to be taken into consideration in determining their progression to the following year or final degree classification. Such requests will be considered by the Mitigating Circumstances Committee. If there is unambiguous evidence that performance in a particular element of assessment has been adversely affected, the Committee may reduce the weight of the mark to the overall assessment.

Any students who wish to be considered by the Mitigating Circumstances Committee must complete a Mitigating Circumstances form (available from Nuclear Programmes Office). This should be submitted to the Nuclear Programmes Office along with supporting documentary evidence (such as a letter from their doctor). Students who report mitigating circumstances to a member of staff *'in confidence'* should confirm (in writing) whether or not these circumstances may be reported to the Mitigating Circumstances Committee for consideration. Where the information is of a confidential nature the Secretary will determine with the student the terms in which the information will be disclosed to the Mitigating Circumstances Committee.

While illness (of the student or close family member) and other forms of major crises which significantly impair a student's ability to study or perform in exams are considered as mitigating circumstance, more routine problems such as the consequences of paid employment, general exam stress (unless under medical treatment) and poor time management are not. Further details can be found in the University's Policy on Mitigating Circumstances at <http://documents.manchester.ac.uk/display.aspx?DocID=4271>.

All potentially mitigating circumstances are expected to be reported at the earliest possible opportunity, which will almost always be before or on the day of the assessment. Problems other than acute illness affecting continuous assessments should be reported in advance and dealt with through a deadline extension and not through the mitigating circumstances procedure.

The Mitigating Circumstances Committee (MCC) meets to rule on requests for mitigation. The committee decides whether unforeseeable and unpreventable circumstances have had an adverse effect on the student's examination performance. If a case is accepted then the MCC proposes mitigation to the examination board. Mitigating circumstances related to coursework are normally dealt with by the relevant course tutor and reported to the MCC to ensure that consistent procedures are applied across all courses. From time to time it is necessary for decisions to be made outside the MCC's meeting. Such cases will be dealt with by the Director of Teaching, and Chief Examiner.

In order to assist the process the following advice is given to students who have submitted a request, and to tutors, to make sure that they follow the correct procedure. The role of the tutor is to make sure that students are aware of the rules and regulations and are clear what is acceptable and what is not.

- *Any issue whose effect is less than one week's duration, and which happens more than two weeks before an assessment will not usually be accepted as mitigation.
- *Decisions concerning mitigating circumstances are taken by the MCC and the examination boards. Tutors can only advise on possible outcomes of a request. It is important that all decisions are consistent across all students in the school.
- *Illnesses will not be accepted without a letter from a medical practitioner making the extent of the illness clear. If no evidence is provided then a case will not normally be accepted. Please note:

1. Hospital attendance slips, not including any diagnosis signed by a medical practitioner, are not considered to be evidence
2. Just telling a tutor that you are ill is not considered to be evidence.

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- *In cases of depression or other mental health conditions, these must be related to a medically diagnosed condition. Evidence must be provided in the form of a letter from a medical practitioner, the University Counselling Service or the DSO, and evidence of treatment by medication or therapy will usually be required. Moreover, long-term conditions should be registered with the DSO. In cases where a condition persists, the MCC will look for evidence that the student has sought help.
- *There are deadlines for submissions of requests for mitigation. In cases where a student misses the deadline they will have to provide a good reason why this has happened (e.g. the student was an inpatient at the time of the deadline). **The MCC will not normally consider claims for mitigation that are made after the examination results are published. It is the student's responsibility to make sure that they have provided all the documentation.**
- *When making a submission for mitigation a student will be asked to specify which assessments have been affected. If something is specified on the form then the MCC will not attempt to extrapolate to cover assessments not included on the form. If a student feels that something else has been affected then they should fill in an additional request for mitigation.
- *Certain issues are specifically excluded by University regulations. These include the consequences of paid work, general exam stress and undiagnosed panic attacks, computer equipment problems in the case of coursework or project work, and poor time management.
- * Death, terminal illness or serious long-term problems related to a close relative (ie mother, father or sibling) may be considered to have affected a whole year. Similar cases involving grandparents, aunts and uncles - except where they have been responsible for bringing up the student - will only be considered as mitigation if they occur very close to the examination period. Only in the most severe cases will circumstances affecting non-family members be considered as mitigation.
- *In cases of very long-running problems it is often sensible for students to interrupt their studies. In such cases, the MCC will usually support the first interruption of studies with the proviso that the condition has relented prior to resuming the course. If, after interrupting, a student comes back to their studies, and then uses the same circumstances to request mitigation, the MCC will not normally accept them as mitigating. Continued interruptions to study are not in the interest of the student.

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APPENDIX 3. Degree Regulations

An introduction to Postgraduate Taught Degree Regulations for Students September 2016

Postgraduate Taught degrees at the University of Manchester are based on the [National Framework for Higher Education Qualifications](#) (FHEQ). This framework requires students to achieve credit at masters' level in order to get an award. For a standard postgraduate taught Masters programme this will normally mean passing 180 credits. A standard postgraduate diploma will normally have 120 credits and a postgraduate certificate 60 credits. The way in which you study these credits will be defined later in the programme handbook and the programme specification.

The University sets standards relating to your performance on every unit but also on your progression through the programme. Your programme and course unit specifications will set out the requirements for passing the credit on individual units.

What happens if I fail some units?

First of all don't panic, but the first thing to do is sit down with your academic adviser or Programme Director who will take you through your options. The regulations allow you further attempts of up to half the taught credits, for a standard masters programme as defined by your programme specification, so you can still get back on track. *In addition you may also resubmit your Dissertation on one further occasion, subject to the Examination Board's decision (delete as appropriate).*

This is known as 'referred assessment' and these reassessments will normally take place in the same academic year as the original assessment. The Examination Board will then make decisions on your progress and advise you accordingly of the decisions and next steps. Referred assessment at Masters level will be capped in the following way

- If a student passes a course unit by resit, then they should not end up with a lower mark than they obtained at the first sit. So if a PGT student gets 45% in the first sit (which is a fail), and then they get 60% in the resit, then their final mark should be 45R and not 40R.
- A student who got a low mark in the first sit of an exam should not gain an advantage compared to a student who got a relatively good mark in the first sit. So, for example, if a PGT student got 23% in the first sit and then 60% in the resit, their final mark will be 40R. That is, their resit mark is capped at the compensation level. This final mark is lower than that of the student in the first example, above, as intended.

It is this mark that will be used to calculate your final degree classification.

If you pass most of your units and only 'just' fail some of them, there may be a possibility of the examination board compensating this failed credit. This means if your mark was between 40-49% at Masters level the examination board is able to compensate up to a maximum of 30 credits. Your transcript of results will show the actual mark achieved (e.g. 47C). You can be referred up to 30 credits and will be marked on your transcript with an "R"

If you are on a postgraduate diploma or certificate programme then the overall pass mark will normally be 40%. The same logic for managing reassessment will be applied on these programmes but the mark will be capped at 30R and compensation can be applied for marks between 30-39%. You can be referred in up to half the taught credits on a postgraduate diploma or certificate programme and compensated in up to 30 credits on a postgraduate diploma programme and 15 credits on a the postgraduate certificate programme.

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What happens if I fail my resits?

Upon taking the referred assessment, if you fail again the Examination Board will make a decision with regards to your progress. The possible options available may, in exceptional circumstances, include repeating the unit or being awarded an exit award once you've exhausted all the opportunities to retrieve failed assessment.

Referrals may also be compensated; so if you manage to achieve a mark at referral of between 40-49% at Masters level, this may be compensated providing you haven't already used your quota compensatable credit. Compensated referrals will be capped at 40 and this is the mark (40R) that will show on your transcript of results and be used to calculate your final degree classification.

Again if you are on a postgraduate diploma or certificate programme then the pass mark and compensation mark range will be adjusted according to the lower pass rate.

What happens if I fail my dissertation?

If you fail your dissertations at the first attempt you will be given the opportunity to resubmit a revised version of the dissertation. You will normally be given up to six months in which to make the requested revisions or undertaken additional work. You will be provided with feedback from your examiners and guidance on the revisions required to bring the work to the appropriate standard for the Masters award. Students achieving a mark of less than 30 for their dissertation or project are not allowed to resubmit and will be given an exit award.

How is my degree calculated?

To be considered for a Masters Degree you must have achieved 180 credits at the appropriate level. Don't worry if you have had a referral or compensation as these still count towards your credit total for a Pass or Merit. If, however, you have undertaken any referred assessment or been compensated you will not be eligible for a Distinction.

The award of masters is based upon gaining the required number of credits, normally 180. Classifications for merit or distinctions will be calculated on the basis of an average mark, based on the weighted programme as a whole.

If you are completing a postgraduate diploma or certificate programme then these degrees are only awarded as a pass.

When and how are decisions made about my results and my progress?

There are normally three available assessment opportunities: January, May/June and August/September within each academic year. It is expected that all your attempts at referral assessment will take place in the same academic year in which the assessment was first taken. After each assessment period there is an 'Examination Board'.

Members of the Examination Board normally include your unit tutors, programme directors and overseen by an external examiner from another university. It is the job of the Examination Board to review all the results anonymously and make decisions on the award of credit and who can resit exams / assessment or gain compensation. It is also the role of the Examination Board to decide who cannot continue and will leave the University with an exit award. Some students will narrowly miss the threshold for a degree classification and so we look at their pattern of marks (Mark Distribution) and may look at their examined work (Mark Review).

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What do I do if I disagree with the Examination Board's decision?

The University has clear and fair procedures which set out the course of action should you wish to appeal against an Examination Board decision or make a complaint. There are a number of grounds on which an appeal may be made, however an appeal which questions the academic or professional judgement of those charged with assessing your academic performance or professional competence will not be permitted. The relevant regulations and forms can be found at:

- [Regulation XIX Academic Appeals](#)

In the first instance, we would urge you to contact your school who will be able to talk you through the decision making process.

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ACE Business Travel Insurance Policy

Policy Number - 55UK475502

Emergency Assistance

In the event of difficulties contact ACE *businessclass* assistance:

+44 20 7173 7796 (for calls from outside the United Kingdom)

020 7173 7796 (for calls from within the United Kingdom)

Assistance Services

The full range of assistance services are summarised on page 2 below and are included automatically with the insurance cover. Travellers are encouraged to use the *businessclass* assistance services to the full.

☒ Telephone Based Services

To help monitor and improve service standards, calls may be recorded.

On calling the helpline, a number of options will be given to direct you to the appropriate service needed e.g. Press 1 for Medical Assistance or pre-travel advice; Press 2 for Counselling or other helpful services; Press 3 for Security Services or advice; Press 4 to speak to an operator.

You will be requested to provide

- your name
- your company's name
- the name of your parent company, if any,
- the nature of the assistance needed, and
- a contact number or address where you can be reached.

It would be helpful, but not essential, if you had your Policy Number (55UK475502) to hand.

The assistance line cannot provide details of your cover and should not be contacted to make a claim when you return home. In both instances you should contact the University of Manchester Insurance Office.

☒ Internet Based Services

To access these services please log onto www.businessclassassistance.com and follow the link to Assistance Services.

When prompted for a password please enter the last four digits of the *businessclass* assistance telephone number (7796).

Whilst ACE takes every care in selecting business partners to provide assistance services, ACE cannot accept responsibility for any advice given or information provided by them.