



MMU  
Cheshire

# Students' Handbook

# 2012 / 13





## **Welcome to the Faculty and your new academic session with us.**

This handbook has been compiled to provide all the basic information you will need for the forthcoming year and contains information about University Regulations and Procedures. Please familiarise yourself with its contents. It should be read in conjunction with your programme handbook, which will give specific detail of your programme's structure and content.

If you have any queries please contact your Programmes Officer who will be pleased to help.

I should like to wish you well in your studies and I hope that you find your time at MMU in Cheshire both enjoyable and fulfilling.

Hilary Legge  
Head of Faculty/Campus

September 2012

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# Key Contacts Within The Faculty

**Dean of Faculty** Mr D Dunn MBE

## HEADS OF DEPARTMENT

**Business & Management Studies** Ms D Wright  
**Contemporary Arts** Ms C Boehm  
**Exercise & Sport Science** Prof N Fowler  
**Interdisciplinary Studies** Dr J West-Burnham

## STUDENT AND ACADEMIC SERVICES

**Head of Campus SAS** Mrs H Legge

**Learning & Teaching Support Group Manager** Mrs J Lennon

**Management Services Manager** Mrs V Jones

## PROGRAMMES OFFICE

**Programmes Office Manager** Mrs M D Brown (Ext. 5472)

**Programmes Officer** (Business & Management, Interdisciplinary Studies) Mrs A J Bailey (Ext. 5373)

**Programmes Officer** (Exercise & Sport Science, Contemporary Arts) Mrs B Buckley (Ext. 5303)

**Programmes Officer** (Faculty of Education) Mrs A G Johnson (Ext. 5074)

## STUDENT LIFE OFFICE

**Student Life Office Manager** Mr J Rivers (Ext. 5084)

**Student Services Officer** Mrs M Bentley (Ext. 5268)

**Assistant Student Services Officer (Exams)** Mrs A Hollins  
Mrs J Murfin (Ext. 5565)

**Research Degree Enquiries** Mrs K Clarke (Ext. 5122)

## STUDENT INFORMATION POINT

Laurence Building  
0161 247 5783      studentlife.cheshire@mmu.ac.uk

**Placements & Employability Team** Enquiries (Ext. 5061 or 5337)

**ADMISSIONS OFFICE**  
Couzens Building 0161 247 2991

adm.cheshire@mmu.ac.uk

**LEARNER DEVELOPMENT SERVICE**  
Laurence Building 0161 247 5326

stsrcheshire@mmu.ac.uk

**STUDENT SUPPORT OFFICER** Mr M McGarry (Ext. 5237)

Laurence Building

m.mcgarry@mmu.ac.uk

**FINANCE OFFICE** 0161 247 5199  
College House

**INFORMATION & COMMUNICATION TECHNOLOGY SERVICES** Help Desk  
0161 247 4646

**LIBRARY** 0161 247 5002  
Crewe-lib-enq@mmu.ac.uk

**Faculty Librarian** Dr M Robinson

## CAMPUS & RESIDENTIAL SERVICES

**Reception** 0161 247 5003

**Accommodation Office** 0161 247 5137

accommodationincheshire@mmu.ac.uk

**SECURITY** 0161 247 5200/3111

## AXIS ARTS CENTRE

**Box Office** 5302

# The MMU Commitment and Term Dates

## **The MMU Commitment**

Our commitment sets out how everyone at the University will work in partnership with you to support your learning and help you to succeed. We place our students first and provide academic courses informed by high quality research, scholarship and enterprise, adding value to your learning experience.

## **Mission and Vision**

Our mission is to be the UK's leading university for world class professionals. Our vision is to provide high quality learning and teaching which support the development of effective independent learners to become successful graduates with highly employable skills.

## **True Partnership**

An excellent educational experience depends on a close and effective partnership between the University's staff, our students and the MMU Students' Union. The MMU commitment sets our expectations and responsibilities to ensure that we all have a role to play in creating successful graduates.

Full details of The MMU Commitment will be made available to students at the beginning of the 2012/13 academic year.

## **TERM DATES 2012/13**

The standard term dates for the academic year 2012/2013 are:

Autumn Term	17.09.12 - 14.12.12
Spring Term	07.01.13 - 22.03.13
Summer Term	15.04.13 - 21.06.13

There may be slight variation for some programmes and you should check dates with your Programme Leader.

# Accommodation/Welfare Service

## **The Accommodation/Welfare Office is located in the Student Zone on the Crewe Campus.**

Living away from home can be a challenging and interesting experience and the Accommodation Office can assist you with University Halls and with off campus accommodation in privately owned houses or flats in the local area. Information is available throughout the year, although approval is not implied as private accommodation is not always inspected.

We try to ensure that Hall places go to students who will benefit most from the experience of living in a residential community of students, which is why we keep the majority of Hall places for first year students. We also give priority to students who are care-leavers, those with special needs and students who live the furthest away from the University.

MMU offers the following assurance to new students:

All UK/EU and overseas students in the first year of study; provided they:

- Are coming to the University alone
- Are studying for the full academic year
- Have submitted an application by 15th August
- Hold a firm offer

will be able to secure accommodation in student halls of residence.

If we receive your application after this date we will endeavour to process your application but forms received before the deadline will take priority.

### **Local Students**

We regret that we are not able to allocate places in MMU Halls to students who live within a 25 mile radius of the University.

### **Care Leavers**

MMU give special consideration to care-leavers (a care-leaver is a person that has been in the care of the Local Authority, i.e. living in foster care or a children's home within the last two years).

### **Under 18's**

You must be 18 or over to be eligible to stay in a University Hall. If you will be under 18 at the start of the term you'll need advice from the Accommodation/Welfare Office on suitable accommodation.

### **Health Care**

It is a condition of residence that students register with a local GP for their care and protection; it is also essential that students living away from home in private accommodation should register with a local GP. It will not be possible to obtain medical care if you are not registered. There are several practices within easy walking distance of the halls of residence, including Booth Hall. Lists of local doctors and dentists are available from the Accommodation/Welfare Office. In addition, all students have access to the trained First Aiders available on the campus, details of whom are available in Departments, at Reception and can be found on the Health and Safety website at <http://www.mmu.ac.uk/humanresources/health/fuirstaid/all>

Student Services provides professional help in careers, employability, volunteering activities, counselling and learner development, designed to enhance your life as a student. Appointments for all services can be made by telephone (see individual entries below for further details). You can also look on the Student Services website [www.mmu.ac.uk/academic/studserv](http://www.mmu.ac.uk/academic/studserv) where you will find links to all our services

## **Careers and Employability**

The Careers and Employability Service is here to help you to get the most from your time at University and develop the skills and experience that employers look for. The following services are available through the year:

**Workshops**—Our comprehensive career development runs throughout the year and covers topics such as choosing a career, writing CV's, applications and preparing for interviews.

**The MMU Professional Passport**— Learn about graduate recruitment and how to sell your skills to an employer by undertaking this award.

**Mentormatch**—our e-mentoring service, where you can get advice from an expert in the industry you want to work in.

**Volunteering MMU**—Learn new skills, gain work experience and build self confidence through volunteering with not-for-profit organisations

**Opportunities Online**—Our online jobs board advertising par-time work, graduate jobs, placements and volunteering vacancies—register for this service at [www.mmu.ac.uk/findajob](http://www.mmu.ac.uk/findajob)

**Bookable “Quick Query”** - appointments with a Career & Employability adviser and careers advice by e-mail through our e-guidance service

For more information visit our website [www.mmu.ac.uk/careers](http://www.mmu.ac.uk/careers), ring 0161 247 5326 or call in to the Student Information Point in the Laurence Building.

## **Learning Development - Disability Information and Advice**

Learner Development Advisers can provide information, advice and support to disabled students about the resources which are available to them, both within the University and from other external agencies. We can assist in identifying a student's individual needs and with applications for the Disabled Students' Allowances (DSAs) and work with disabled students to produce a Personal Learning Plan where appropriate. We also offer a dyslexia screening service. To make an appointment, please ring 0161 247 5725 or call into the Student Information Point in the Laurence Building.

Study skills advice, together with a range of other support, is offered by the Faculty Student Support Officer (FSSO), contactable on 0161 247 5237.

## **Spiritual Welfare**

Details of local places of worship of various denominations are available from the Student Information Point.

## **Counselling**

Our qualified counsellor offers one-to-one, confidential counselling to all enrolled students on any issues or concerns to do with both personal and academic life. We have an appointment system available Mondays and Tuesdays 9-4pm and Wednesday mornings 9-11am. An Open Door drop-in service is available from 12am-12.45pm on Mondays during term-time for a shorter service.

If you would like to know more about the Counselling Service or make an appointment please call 0161 247 3493 or e-mail [counselling@mmu.ac.uk](mailto:counselling@mmu.ac.uk).

# IT Services and The Library

**Here at MMU we believe IT Services should make your life easier.**

Whether it's getting on-line, printing across all campuses or equipping your learning spaces with the right technology, IT's all about you.

That's why our Cheshire Campus has over 330 networked computers for students:

- Desktop PCs are located in the Brock Building, the Student Zone and the Library, all of which have windows 7 and include Office 2010
- The Library offers a laptop loan service of 30 units, of which are Mac Books
- The Digital media Zone offers over 40 Apple Macs for video editing and sonic arts.
- Halls of residence are also provided with 10MB data connections in each room

It's also why we've introduced a new printing and copying system:

- Print from any networked device and collect from any of the new printers
- Copy, scan and email documents all from the same device
- Credit your account at a print kiosk or online via MyMMU

**We don't just want to make this easier. We want to help you to work smarter too.**

We've set up MyMMU, an online student portal which is tailored to reflect your studies and provide easy access to the services that you need most, all in one place.

Your account offers you up to 1GB of personal network storage (Drive H). We recommend you keep a master copy of all your documents on this secure site, as pen drives and similar devices can get lost or broken.

If you need more space, you can access a 5GB Skydrive using your MMU username and password.

**We're working to provide a faster ways to give you the support you need.**

Visit [www.mmu.ac.uk/itservices](http://www.mmu.ac.uk/itservices) for support, guidance and policies relating to the IT Services that you rely on the most.

## **Need Help?**

We're here to help. Contact us whenever you need us: 24 hours a day, 365 days a year.

**Call the IT Helpline on 0161 247 4646.**

## **IT Services**

**Smarter. Faster. Easier.**

## **Reprographics**

The MMU Cheshire Campus has its own Reprographics Unit which provides high volume copying and print finishing services. This includes paper, acetate, laminating and binding with wire, plastic comb or tape.

Reprographics can offer cheaper rates for printing and can give documents a professional finish.

## **Audio Visual**

IT Services provides both equipment and expert advice on audio visual services for both staff and students.

Some services can be chargeable and include:



# IT Services and The Library

Lecture theatre and other presentation support  
Bulk production of DVDs  
Media editing and transfer (tape to DVD) and a loan service

## Loan Service

Students may borrow AV equipment such as voice recorders, video cameras and still cameras to support their studies.

These must be booked in advance and are free, as long as all equipment is returned on time. Late returns may incur charges.

**LIBRARY** <http://www.library.mmu.ac.uk/>

## Relevant Collections

The University has libraries on six sites, and students may use all of these. However, most of the material relevant to courses taught in MMU Cheshire is held in the Crewe Library and/or is available electronically via the Internet, usually available both on and off campus. Students may also use other academic libraries, normally for reference purposes only, under a reciprocal agreement (SCONFUL Access). For further details of this scheme please ask at any enquiry desk.

## Access, accessibility and opening hours

You must always carry your current Manchester Metropolitan University student ID card when using libraries, and show it on request. Cards are non-transferable. Opening hours for the Crewe Library is as follows:

### Term time:

Monday to Thursday	08.30 to Midnight
Friday	08.30 to 18.00
Saturday	10.00 to 16.00
Sunday	13.00 to 18.00

### Vacation (except for the month of August):

Monday to Thursday	09.00 to 18.00
Friday	09.00 to 16.30

During August:

Monday to Friday	09.00 to 16.30
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(There is normally no Saturday or Sunday opening during the vacation. Please note that University terms always end on a Friday). Please check the Website for any variations to the above, particular during the vacations.

## Electronic Resources

A large amount of electronic information is available via the Library's website. When accessing this electronic information you will usually be prompted to supply a username and password which is the same as your MMU network ID and password. No password is required to check the catalogue which is also available via the internet, but you will need a personal identification number or PIN in order to check your borrower records, renew and reserve items, etc. This is available from any library enquiry point on production of your Manchester Metropolitan University student ID card.

We try to make our libraries as accessible as possible. If you have a disability, please contact the Learning Development Service in Student Services, (telephone 0161 247 5725 or e-mail [stsrvcsh-ire@mmu.ac.uk](mailto:stsrvcsh-ire@mmu.ac.uk)), before making contact with your local Library Services Manager or Subject Librarian to discuss any particular needs.

## Loan periods, limits, renewals and returns

Undergraduate students may borrow a maximum of 12 one and/or four week loan items at any one time and additionally may borrow up to three one day loans and up to ten audio visual items (plus schools material if appropriate). The maximum number for postgraduate students is 14 in addition to audio visual and schools material (if appropriate) and up to three one day loan items. Fines are charged on late returns, but books (except one day loans) may be renewed remotely via the My Account section of the catalogue or via the telephone renewals service (0161-247-6130). Ensure you have your borrower number (from your Manchester Metropolitan University student ID card) and PIN ready. Alternatively, part-time students can e-mail [circ-lib-eng@mmu.ac.uk](mailto:circ-lib-eng@mmu.ac.uk). Except for one day loans, books can be returned to any site, either direct to the issue counter or via the book returns boxes located outside the libraries.

## Other key services

- Books from any site (except one day loans) can be reserved via the catalogue.
- Laptops, netbooks and a limited number of macbooks may also be borrowed from the Library on a one day loan. For further details please see <http://www.library.mmu.ac.uk/pdfhelpsheet/laptops.pdf>
- Material not available within MMU or electronically can be requested via the inter-library loans service (there is a non-refundable charge of £2 per request).
- Each site library has an IT zone open to students from all Manchester Metropolitan University campuses, with printing/photocopying/scanning facilities available. There are printers/photocopiers in all site libraries. Payments for photocopying and printing are made via an on-line account. Credit can be added to your account online via the student portal or by using an MMU Print kiosk.
- Some items of stationery are available for loan or can be bought from the Students Union Shop.

## Regulations and penalties

Use of the Library is conditional upon observance of the Library's Rules and Regulations; similarly, use of PCs is subject to the Student Regulations for Use of University Computing Facilities, and the Acceptable Use Policy. All of these are available in student handbooks and on the University website.

In particular, your attention is drawn to the following.

- Each site library has provision for group work; students are required to work silently in all other areas of the Library.
- Mobile phones should be switched off, or to silent mode, on entering the Library. Urgent calls may be made in the designated phonezone only.
- Food and drink, with the exception of bottled water, is not permitted in the Crewe Library or IT Zones.

Please remember that the majority of the University's buildings were not designed and built with children in mind. For this reason, as well as to avoid disturbance to those studying, the Library allows accompanied children into certain parts of the Library only and only for brief visits, so that parents/guardians can return/renew items. Accompanying adults are responsible for their children at all times.

The full replacement cost plus an administrative fee is charged in case of lost, damaged or vandalised material, with the damaged material remaining the property of the Library. If the exit barrier alarm is triggered by the inadvertent or deliberate removal of undamaged materials, details of the incident will be recorded and kept on file centrally. A written warning will normally result from the first such occasion, with a subsequent occurrence triggering a £10 fine.

Borrowing facilities will be withdrawn until the fine is paid. The Library also reserves the right to withdraw access to networked resources and/or to refer disciplinary matters to the relevant Head of Department or Dean of Faculty.

## **How to get the best from the Library**

All new students are offered an induction. If you miss this or want to go through it again, you can use the podcast on the Library website at [http://podcast.mmu.ac.uk/Podcasts/2011-08-15/Library\\_welcome-multi.mov](http://podcast.mmu.ac.uk/Podcasts/2011-08-15/Library_welcome-multi.mov).

The Library also offers InfoSkills sessions to help you learn how to exploit information resources. Ask your tutor to arrange a session for your class.

Our website <http://www.library.mmu.ac.uk> has detailed information on the various services we offer. It also acts as a gateway to all the electronic resources (databases, e-journals and e-books) to which we provide access. Take time to become familiar with both the Website and the Library Catalogue.

The Library also produces a range of guides and help sheets as well as an Info card which details our services. These are available from any site along with other locally relevant guides. Help sheets for electronic resources are available via the Library Website.

## **Further information and keeping in contact**

Further information is available from the enquiry desk in the Library, by telephone 0161 247 5002 (Crewe) or by e-mail [crewe-lib-enq@mmu.ac.uk](mailto:crewe-lib-enq@mmu.ac.uk). The Faculty Librarian responsible for services at MMU Cheshire is Margaret Robinson. Remember that we will also need to get in touch with you from time to time. We will normally contact you via your University e-mail account, so you must check it regularly. You must also keep the University informed of your current local and home addresses.

More details are available during Student Induction and at <http://my.mmu.ac.uk>

All information is correct at the time of going to press but is inevitably subject to review from time to time. Always check the library website for current information.

## **Copyright Responsibility (*please note this section is subject to confirmation*)**

### **Introduction**

Copyright is a right to prevent other people copying an original work. Copyright exists in material which comes within one of the categories prescribed as being capable of having copyright protection: original literary, dramatic, musical and artistic works; sound recordings, films, broadcasts or cable programmes; the typographical arrangement of published editions.

The definition of literary work includes anything which is written, spoken or sung and extends to, for example, mathematical tables, computer programs and databases.

Students have responsibility for ensuring that they comply with copyright law and with the terms of copyright licences held by the University, which permit copying within specified limits.

### **Copying from Paper onto Paper**

Under the Copyright, Designs and Patents Act 1998 students may copy short extracts from any literary, dramatic, musical or artistic work for the purposes of research or private study.

The University separately holds a licence from the Copyright Licensing Agency (CLA) to make photocopies, as follows.

### What the CLA Licence covers

The CLA Licence permits students to make a copy from paper onto paper, irrespective of whether the pages copied consist of text or graphics. The copies must be made in connection with the

student's course and may be made at any location, including on (or off) campus copyshops or print service units. Each student may copy up to the following limits during his/her course of study:

a book -

up to 5% or one complete chapter (whichever is the greater)

an issue of a serial publication -

up to 5% or one whole article (whichever is the greater)

a set of conference proceedings -

up to 5% or one whole article (whichever is the greater)

a published report of judicial proceedings -

up to 5% or the entire report of one single case (whichever is the greater)

an anthology of short stories or poems -

up to 5% or one short story or one poem of not more than 10 pages in length (whichever is the greater).

In addition to material published in the UK, licensed material published in the following countries may be copied: Australia, Canada (including Quebec), Denmark, Finland, France, Germany, Greece, Iceland, The Netherlands, New Zealand, Norway, Republic of Ireland, South Africa, Spain, Sweden, Switzerland and by some publishers in the USA (a list of participating US publishers is available at Reprographics Units).

## What the Licence does not cover

The following material is outside the scope of the CLA Licence: works published outside the countries listed above, printed music (including the words), newspapers (covered separately), maps, charts or books of tables (maps covered separately), public examination papers, private documents (fee based tuition), workbooks, work cards and assignments, industrial house journals, 'copying not allowed under the CLA licence' titles, works on the Excluded Works list.

The information above is extracted from the University's guidelines on copyright and copying. Full details are given in Secretary's Notice 2002/3 and are available at: [www.mmu.ac.uk/policy/policy.php?id=16](http://www.mmu.ac.uk/policy/policy.php?id=16).

## **Copying from Electronic Sources**

Electronic sources include CD-ROM, DVD, videotape, film, MP3, CD etc. Copying electronic sources, printing out from electronic sources or the copying of print-outs derived from electronic sources requires individual consent. It is good practice to check the source of the material for any information on copyright. In the absence of information on the source itself, you should contact the publisher or the relevant collective licensing organisation for consent to copy material.

All content stored in an electronic format and published on websites is subject to the permission regime operated by the copyright owner (which may be formalised in an agreement or licence). It is good practice to initially check the website for specific statements about downloading, printing and re-use. In the absence of such guidance being available, you are advised to contact the webmaster for lawful permission.

As a member of a licensing scheme operated by the Educational Recording Agency (ERA), the University is able to copy broadcast material off-air. Since there are heavy restrictions on the copying of purchased videos, you should seek advice if this is necessary in your teaching programme. There are facilities for programmes to be recorded and at Manchester there is a system of recording programmes in the evenings and during weekends so that programmes which may have been missed can be obtained. However, it must be stressed that all such arrangements MUST BE AUTHORISED by Departments.

## IT Services and The Library

You are also reminded of your responsibilities in connection with the use of computer software. Attempting to carry out unauthorised installation or copying of software is a disciplinary offence.

If you require any further information with regard to copyright please telephone the Media Services Superintendent on extension 5372.

# Student Information Point

The Student Information Point is located on the ground floor of the Laurence Building.

## Opening Hours

**Autumn and Spring Terms**      Monday to Thursday 09:00 to 18:30  
Friday 09:00 to 17:00

**Rest of Year**                      Monday to Friday 09:00 to 16.00

**0161 247 5783**  
**Studentlife.cheshire@mmu.ac.uk**

The Student Information Point (SIP) aims to provide a comprehensive advice and information service to all students on student-related matters, including

- Careers Service
- Council Tax Exemption Certificate (on production of your Student ID Card)
- Enrolment
- Examinations Timetable
- Faculty Student Support Officer
- ID Card replacement
- Induction Enquiries
- International Officer Adviser (available on Mondays during Term Time)
- Learner Development Service
- Letter to confirm student status
- Local Information
- Password resets
- Submission of Coursework

## **Awards Ceremonies**

Award Ceremonies are normally held in July. For information, see <http://www.mmu.ac.uk/graduation/> or telephone Student and Academic Services (ext 1043).

## **Requirements for the submission of coursework**

For full details of the arrangements for the submission of coursework, please see <http://www.coursework.mmu.ac.uk/>

Please refer also to the regulations for submission of coursework which can be found online in Appendix 1 at <http://www.mmu.ac.uk/academic/casqe/regulations/assessment.php>

## **ID Cards**

When you register at the start of your programme you will be issued with a Student ID card which will last for the duration of your study. The ID card will give you access to all Faculty facilities and therefore you should carry it with you at all times. If you lose your ID card, you should go to the Student Information Point where a replacement card will be issued.

# Programme Information

## Change of Personal Details

If you change your name or marital status, please bring a copy of your marriage certificate, deed poll documentation etc. To the SIP so that we can update your record. If you change your address (term-time or home) or mobile phone number you can update this yourself via Moodle—just click on 'Update Your Contact Details' on the left hand side. Failure to do so could lead to important information and /or messages not reaching you.

## Change of Unit

If you wish to change a unit(s) you should complete Form R2 available from the Student Information Point. Such changes will only be allowed within the first three weeks of the academic year and must be approved by Unit and Programme Leaders.

## Timetable Clashes

If you experience a timetable clash in the first few weeks of term, please contact the relevant Departmental Timetabler (listed below) as soon as possible to discuss:

Telephone numbers are 0161 247 plus extension number

Business & Management Studies	Sue Coles	Ext 5134
Contemporary Arts	Bev Stevens	Ext 5350
Exercise & Sport Science	Peter Lee	Ext 5456
Interdisciplinary Studies	Fergie Morrison	Ext 5248
Faculty of Education – Crewe	Jayne Barnes	Ext 5212

## Transcript/Syllabus

If you require a transcript of your studies you should make a written request to the following address:

Programmes Office, MMU Cheshire,  
Crewe Green Road, Crewe, Cheshire, CW1 5DU

If you require a syllabus, the University makes a charge of £10, which you should send with your request to the above address (cheques made payable to Manchester Metropolitan University please).

## Data and Data Protection

The Faculty holds personal data on all applicants and enrolled students. All such data is kept in accordance with the provisions of the Data Protection Act, 1998. (See the University Regulations at the back of the handbook for more details.) Students may apply for disclosure of the information held on them by completing an Access to Information form, available from the Student Information Point.

## Leave of Absence

Students are expected to be in the Faculty during term time to fulfil their prescribed programme requirements. For some units 100% attendance is a requirement.

Approval for official leave of absence can only be given by your Programme Leader and you must complete Form 'Request for Official Leave of Absence' available from the Student Information Point.

Students who nevertheless choose to absent themselves risk:

- (a) failing a part or all of the programme;
- (b) notification to their local education authority;
- (c) an adverse comment on their reference (employers are now requesting information on such matters as punctuality and regular attendance).

# Programme Information

## Sickness Absence

If you are absent through illness you should report it to the Student Information Point immediately and subsequently submit form SSC1. If you are absent for more than seven days you must obtain a medical certificate and forward it to your Programmes Office without delay. If you are absent from an examination or are prevented from completing some other form of assessment, you must obtain a medical certificate to cover the period in question. Any such medical evidence should be forwarded to your Programmes Office immediately. If you are absent without notification for fourteen consecutive days your local education authority/sponsoring body will be notified.

Please refer to the detailed guidance on sickness absence reporting in the University Regulations.

## Testimonials/References

If you require a testimonial/reference you should automatically name your Department in the first instance as the referee and give one of the following addresses:

Manchester Metropolitan University  
Department of .....  
MMU Cheshire  
Crewe Green Road  
CREWE  
CW1 5DU

Requests must not be made or sent to individual members of staff. Failure to follow the above procedure may lead to a delay in responding to a request.

Testimonials/references for vacation jobs, temporary posts/casual work, bank accounts, insurance or other financial purposes cannot be supplied except where posts count as bona fide work experience, in which case application should be made direct to your Programme Leader.

## Transfers

### (a) *Transfer within the Faculty*

If you think that you are not following the right programme of study, you should discuss this with your Programme Leader. Programme changes can normally be allowed only within the first three weeks of the academic year and require the approval of both Programme Leaders.

### (b) *Transfer between Faculties within the University*

This will only be possible in exceptional cases. Advice can be obtained from your Programme Leader and from the Student Information Point.

### (c) *Transfer to another Institution before completion of a programme*

This will only be possible if the new institution agrees in writing that there is educational justification for such a transfer. As a matter of courtesy, you should notify your Programme Leader of your intention to transfer.

## Withdrawal or Suspension

If you wish to withdraw from your programme for any reason, you should see your Programme Leader first. If you then decided to leave you should complete a Notice of Withdrawal form or Notice of Suspension form available from the Student Information Point, stating your last date of attendance and also returning your ID Card to the Programmes Office once you have vacated Halls. You should also advise your local education authority of your intentions. Depending on the date of your withdrawal you may be entitled to a refund of your tuition fees (if these have been paid). Students who decide to suspend can request a refund by e-mail (tuitionfeenq@mmu.ac.uk) or by letter to the Financial and Legal Services Tuition Team otherwise the credit payment will remain on your account until your return.



# Programme Information

## **Departmental Learning Development Co-ordinators**

Each Department has an academic tutor with specific responsibility for coordinating learning support and study skills development for students who might benefit from this. Learning support can include advice on academic-related study problems, guidance on study skills (including information on, eg, self-study software packages) liaison with subject tutors and, where appropriate, (eg, in cases of possible dyslexia), referral to the Learning Development Team. Information about your particular Departmental Coordinator can be obtained from the Student Information Point or from programme or subject handbooks.

## **Statement on Personal Development Planning (PDP)**

The Faculty is committed to assist each student record achievement throughout their period of study through a process of Personal Development Planning (PDP). To make the most of personal, educational and career development students should embrace various learning opportunities. Therefore, in addition to academic study other interests and activities are encouraged (e.g. sporting achievements, part-time or voluntary work, etc).

On entry to the University each student will be introduced to the MMU Cheshire PDP website that contains guidance and exercises to help with its completion. It also includes useful resources and contacts from both within the University and external to the University which may help students with the PDP process: it may also provide links to various points of assistance.

The PDP process incorporates these 4 stages:

Plan (goals and intentions for learning or achievement)  
Do (Identify and perform actions to fulfil plans)  
Record (to show what has been undertaken and understand what was gained from these experiences)

And,

Reflect (reviewing and evaluating experiences and the results of learning)

At level 4 students are able to discuss and develop their PDP with their allocated personal tutor.

At levels 3, 5 and 6 departments may utilise different methods to provide this assistance (Programme Leaders will be able to inform students of this).

Students are encouraged to undertaking Personal Development Planning throughout their programme of study as it will enhance students experience of University as well as providing a resource from which information is selected to produce personal such as CVs for employment or for admissions tutors for further study, it can also contribute to a well informed reference for each student, upon completion of their programme.

Students are encouraged to keep other hard copy records of their progress (such as their transcripts for each level of study, evidence of participation in non academic courses) to use in conjunction with the on-line PDP materials.

If you have further queries in this, you should seek clarification from your designated personal tutor or Programme Leader.

## **FACULTY FINANCE OFFICE**

The Faculty Finance Office is based in College House and is open for students to make payments for tuition fees, accommodation fees and other payments. Staff are also available to answer any finance related queries you may have and provide advice where appropriate.

### **Crewe Finance Opening Hours:**

Monday to Friday 09.00 to 12.00 and 13.00 to 16.00 (excluding Bank Holidays and Christmas closure period)

Information on how to make tuition fee and accommodation payments, together with other student related financial information, can also be found at <http://www.finance.mmu.ac.uk/students>

# Records, Rules and Regulations

## University Assessment Regulations

You can find the full University Regulations at

<http://www.mmu.ac.uk/academic/caqe/regulations/assessment.php>

The Regulations contain detailed information on areas such as

- Assessment, progression, re-assessment and attendance
- Awards and classifications
- Academic misconduct
- Academic appeals
- Penalties for Late Submission of Coursework
- Student Sickness Certification Procedure

## Exceptional Factors Affecting Performance

The Faculty is committed to supporting your studies towards successful completion. However, certain events or conditions may have a serious effect on your work. These need to be documented for full consideration by the Faculty Exceptional Factors Panel. Listed below is some guidelines on Exceptional Factors Affecting Assessment Performance, the procedure to be followed and the documentation to be provided.

### What counts as Exceptional Factors?

Exceptional Factors are short-term events which have a serious impact on the student's assessment in one of two ways:-

- (i) Preventing a student from attending, completing or submitting an assessment on time;
- (ii) significantly affecting performance in an assessment.

Exceptional Factors must comply with the University's Assessment Regulations and must be:

- Severe: The event or circumstance must have had a serious impact on assessment performance;
- Unexpected: The student must have had no prior knowledge that a particular event would occur;
- Unpreventable: There must have been no reasonable steps that the student could have taken to prevent the event or circumstance from occurring;
- Relevant: The event or circumstance must have occurred at the time of the assessment or during the period immediately leading up to the assessment;
- Corroborated: The claim for exceptional factors must meet the requirements for independent documentary evidence that are outlined in this policy.

### What does not count as exceptional factors?

- completing and submitting coursework too late and missing deadlines (time management);
- non-availability of books or other resources;
- losing coursework (not backed up);
- financial problems (other than cases of the most extreme hardship);
- house moves, family celebrations or other events where the student either has control over the date or may choose not to participate;
- problems with postal delivery of work (students are advised to obtain receipts for assessments submitted in this manner);
- normal work commitments reducing time available for study or coursework;
- appointments (legal, medical, etc) which could be re-arranged;
- a long-standing condition, such as susceptibility to hay fever;
- misreading the examination timetable;
- over sleeping / alarm clock not going off causing a student to be late for or miss an exam or assessment;

If your exceptional circumstances are ongoing and prolonged you should discuss these as soon as possible with your Programme Leader or Head of Department. If your situation is unlikely to be resolved or improve in a reasonable time, it may be in your best interests to suspend your studies. If you have a long term condition that is normally managed and allows you to complete your studies,

# Records, Rules and Regulations

but have experienced a worsening or exacerbation in your circumstances and you consider that this change in your circumstances has seriously affect your ability to engage with your programme of study, you should provide evidence of this exacerbation.

## When should you report Exceptional Factors?

Claims must be submitted prior to the submission date for the assignment., or prior to the date(s) of the examination(s) affected. Exceptionally, where the reason is acceptable to the relevant Faculty Exceptional Factors Panel explaining why a student was not able to submit by the deadline indicated above, submission may be accepted up to a maximum 5 working days beyond the original submission date.

If you feel that the Exceptional Factors have affected your ability to hand in a piece of coursework on time, you should try to submit your work as soon as you can. After the coursework hand-in date you will have 10 working days within which to submit your work, supported by a completed EF1 Form as outlined below. If you feel your circumstances will persist beyond the 10 days and your supporting evidence supports this, you will need to indicate this in your application.

If your circumstances mean you cannot meet the above timescales you should ensure you submit your coursework as soon as you can together with your EF1 form, which should indicate the reasons for the delay. Your application will be considered by the monthly Faculty Exceptional Factors Panel at the next available meeting.

If the Panel supports your application, your coursework will be marked in the normal way and no penalty will be applied and/or the Panel may agree to offer you an extension to the published submission date. However, if the Panel does not support your application, your coursework will be marked as a late submission and the relevant penalty applied.

There must also be evidence of a demonstrable adverse effect on academic performance, which may take various forms, including:

- that you have been unable to submit work by a deadline date or attend a presentation, test or examination;
- that the event or circumstances have meant that the work which has been completed has not been to your usual standard, with the result that you have underperformed in the assessment task.

## Submission Procedure

All claims must be submitted on a fully completed Exceptional Factors Form (EF1) and handed in to the Student Information Point for all units affected. Only exceptional factors reported in this way will be taken into account by the Exceptional Factors Panel. Discussing exceptional factors with members of staff does not constitute a submission of a claim for Exceptional Factors. It is very important that you submit appropriate evidence to cover the assessment dates you have listed on your form.

The Exceptional Factors Panel meeting dates and submission deadlines for EF1 forms are shown below:

<b>Panel Meetings</b>	<b>Deadline for the submission of Exceptional Factors forms to Student Information Point</b>
Monday 19 <sup>th</sup> November 2012	Monday 12 <sup>th</sup> November 2012
Monday 10 <sup>th</sup> December 2012	Monday 3 <sup>rd</sup> December 2012
Monday 21 <sup>st</sup> January 2013	Monday 14 <sup>th</sup> January 2013
Monday 18 <sup>th</sup> February 2013	Monday 11 <sup>th</sup> February 2013
Thursday 21 <sup>st</sup> March 2013	Thursday 14 <sup>th</sup> March 2013
Monday 22 <sup>nd</sup> April 2013	Monday 15 <sup>th</sup> April 2013
Tuesday 28 <sup>th</sup> May 2013	Tuesday 21 <sup>st</sup> May 2013
Wednesday 28 <sup>th</sup> August 2013	Friday 23 <sup>rd</sup> August 2013

You will be notified of the panel's decision within 5 working days of their meeting.

# Records, Rules and Regulations

**Important:** You should submit your coursework *within 10 working days of the original deadline date* as that is the extra time normally given if your Exceptional Factors are accepted. If your circumstances mean that you are unable to submit within the 10 day deadline you must state this in your EF1 form.

**Full details of the procedure for the Disclosure of Exceptional Factors Affecting Performance can be found at <http://www.mmu.ac.uk/sas/studentservices/guidance/>**

Regulations for the Conduct of Examinations can be found in section G2 of the Assessment Regulations for Undergraduate Programmes of Study at [http://www.mmu.ac.uk/academic/grad\\_regulations.php](http://www.mmu.ac.uk/academic/grad_regulations.php)

## **Re-sit Arrangements**

Re-sit exam week is normally at the end of August and students must make themselves available during this period. Arrangements for the Resubmission of course work will be advised to you by your tutors. If you require further details concerning re-sit arrangements, please contact the Student Information Point.

**Students who do not pay the required re-sit fee by the date specified will not be allowed to take the re-sit examinations or undertake any other form of re-assessment. They will be deemed not to have presented themselves for reassessment and will therefore be FAILED.**

## **Other Regulations**

Copies of other University regulations can be found at <http://www.mmu.ac.uk/studenthandbook/>

## HEALTH AND SAFETY

It is the duty of all members of the Faculty to take reasonable care of their personal safety and to ensure that they do not undertake any act that will adversely affect the safety of others. Leisure activities which are likely to be hazardous require prior approval from the Faculty, which must include a written risk assessment, in advance and in writing. Students should also note that whilst guests are welcome, these responsibilities apply also to them. Guests should be booked in as visitors.

## Emergency Evacuation Procedures

In the event of a fire or emergency, immediately raise the alarm; in the case of a fire, break the nearest fire activation point and inform campus security.

- (a) Then telephone the Police, Fire Brigade or Ambulance Service on 9-999. The Fire Brigade has requested that the following standard format be used to identify the Faculty on call-out:
  1. Manchester Metropolitan University
  2. Site (Crewe or Alsager Campus)
  3. Site - (postal address) Crewe, Crewe Green Road CW1 5DU, Crewe Beswick Drive CW1 5NP
  4. Entrance or gate road name, closest to alarm point.
- (b) You should be aware of the type of fire alarm system for the building you occupy. Some University buildings have sirens, others bells. Whatever the system, the alarm should be audible in all parts of the building. The alarms are regularly tested. If the alarm sounds at any other time you must evacuate the building and proceed to the evacuation assembly point for the building you were in.
- (c) Please ensure that fire doors are not wedged in the open position - fire doors are designed to maintain compartmentation of a building in the event of a fire. This prevents the spread of smoke and fire and provides sufficient resistance to protect the means of escape. If a fire door is wedged open, smoke (usually of an extremely high temperature and toxic) will quickly penetrate throughout a building and cut off escape routes.
- (d) Do not use lifts; electrical power is usually the first building service to fail in the event of a fire. You could be trapped between floors. Know your nearest exit and alternative escape route. This may not be the route you usually use for general access and egress. All escape routes are signed for this purpose.
- (e) Some of the University building exit doors use a Redlam bolt system. This system, accepted by the Fire Brigade, prevents access into a building but will allow escape in the event of an emergency evacuation **WITHOUT THE NEED FOR A KEY**. The bolt securing the door is spring loaded and held in the locked position by a glass tube. The glass must be broken to release the bolt and allow escape. A small hammer is usually fixed adjacent to the Redlam bolt for the purpose of breaking the glass. If no hammer is available, use a shoe or other handy object. It is not difficult to break the glass. When you walk towards an escape door fitted with a Redlam bolt it may appear padlocked - the padlock is purely a means for gaining access to the glass tube and will not prevent escape. **SMASH THE GLASS TUBE**.
- (f) Make sure you know where to assemble after evacuation (consult fire notices in individual buildings).
- (g) Do not re-enter a building that has been the subject of an emergency evacuation until it has been declared safe by the Fire Brigade, Police or other authorised person.

**Fire drills are held on a regular basis and everyone, without exception, must attend, including visitors.** Fire appliances are serviced in accordance with requirements and any misuse is regarded as a serious offence. The alarm must be raised for any fire no matter how small and Security alerted on 5200 or mobile telephones on 3111, for Booth Hall contact 5747. Any attempt to deal with the fire must only be made if it can be done so without personal risk.

## Examinations

Examination timetables are displayed on various notice boards as well as the MMU Cheshire website <http://www.cheshire.mmu.ac.uk/students/>. It is your responsibility to check the timetable and ensure you turn up at the correct time and place for the examination. Please use unit code numbers to check you have the correct examination as unit names can be quite similar. You will need to bring your student ID card to all examinations. You are also responsible for bringing an adequate supply of pencils, pens, erasers etc. The exam weeks for 2012/13 are weeks commencing 29th April, 6th and 17th May 2012. Please note that exams can be held on any day between Monday and Friday and will be either morning or afternoon.

**IF AT ANY STAGE YOU ARE UNSURE OF WHAT TO DO IN CASE OF A FIRE OR ANY OTHER EMERGENCY SITUATION ASK YOUR TUTOR, SUPERVISOR OR A MEMBER OF SECURITY STAFF. ALL THE ABOVE INFORMATION WILL BE EXPLAINED TO YOU AT INDUCTION.**

**IF AT ANY STAGE YOU ARE UNSURE OF WHAT TO DO IN CASE OF A FIRE OR ANY OTHER EMERGENCY SITUATION ASK YOUR TUTOR, SUPERVISOR OT A EMBER OF SECURITY STAFF. ALL THE ABOVE INFORMATION WILL BE EXPLAINED TO YOU ON YOUR INDUCTION.**

## Children on Campus

The Faculty is a place of work with potential hazards which make it unsuitable for the presence of children and therefore they are not allowed on campus. However, it is recognised that there may be exceptional circumstances which may necessitate a student bringing a child onto campus. In such cases normal visitor rights apply and children must be supervised at all times by an adult:

- (a) Reception must be formally notified.
- (b) Access to lecture rooms, laboratories, workshops and other teaching spaces is not permitted. Access to the libraries and gymnasias is also prohibited.
- (c) Children are not allowed to stay overnight.

Children cannot be admitted to the libraries at any point during the year as this can be disruptive to other users. They may however accompany their parents whilst books are returned/renewed only and should not enter the body of the library where the study facilities are located.

It is essential that where children visits have been organised by the Faculty or one of the Departments that an appropriate risk assessment has been constructed that identifies the risk control measures to prevent exposure of children to unreasonable risk. This must be completed before the event. This is particularly important in respect of children under 10 years of age.

## STUDENT AFFAIRS

### MMUnion (MMU Students' Union)

Run by 6 student officers chosen by you: we are your Student Union. MMUnion is a not-for-profit organisation and exists solely to represent you and help you get the best of your time at University.

Once you are enrolled at MMU, you are a member of MMUnion, one of the biggest students unions in the country. We are the backbone of student life at MMU and represent around 34,000 students.

In Crewe we have a newly-refurbished union building at the heart of the campus, adjacent to Crewe Lecture Theatre.

MMUnion Cheshire has two officers dedicated to talking to you about what's important, and then making sure you are listened to.

### What we offer you

We also offer you a wide range of student-friendly services aimed at helping you make the most of your time with us:

- **Student Activities Centre**—a hub for all of our clubs, societies and groups
- **Advice Centre**—offers free, impartial and independent advice on any issues you may face during your time with us
- **Union Shop**—for all your essentials, from newspapers and snacks to stationery and MMU clothing. We also offer photocopying, post and many other useful services
- **The Studio**—your new cool and contemporary coffee lounge and multi-use space
- Meeting rooms and open space for your use

If you can't make it in to see us in the Students Union Building, we are only a phone call or e-mail away (see below). You will also find everything you need to know on our website [www.mmunion.co.uk](http://www.mmunion.co.uk)

## Contact details

Sabbatical Officers:

Laura Ramli (Vice President MMU Cheshire) 0161 247 5498  
E-Mail [s.u.vpcheshire@mmu.ac.uk](mailto:s.u.vpcheshire@mmu.ac.uk)

Sanka Asomaning (Vice President Student Activities) 0161 247 5695  
E-Mail [s.u.sacheshire@mmu.ac.uk](mailto:s.u.sacheshire@mmu.ac.uk)

## Opening Hours

MMUnion Crewe: 0161 247 5136     [s.u.crewe@mmu.ac.uk](mailto:s.u.crewe@mmu.ac.uk)  
Opening Hours Monday - Friday 8.30am - 5.30pm

## Students Competing at International Sports Events

The Faculty may, if funds permit, provide a financial contribution for students representing their country at international level.

The criteria are as follows:

1. Students must be representing their country at an international event.
2. **(a)** If a member of the Students' Union Athletics Union, the applicant must have the support of the Students' Union; *or* **(b)** If not a member of the Students' Union Athletics Union, the applicant must have the support of his/her Head of Department.
3. Applications must be made in advance of the event; they will not be considered retrospectively.

Applications, giving full details and accompanied by a letter of support (see 2 above), should be submitted in the first instance to the Head of Faculty and Campus.

## INTER-SITE BUSES

A free inter-site bus service operates between the Crewe and Alsager campuses on specific days during term time, to ensure students from the Department of Exercise & Sport Science and those who are members of the MMU's sports teams can use external sports facilities. The inter-site timetables are posted on bus stops and are available from the Student Services Office, Reception desk and the Student Union Office. The timetable can also be found at [www.mmu.ac.uk/students/travel](http://www.mmu.ac.uk/students/travel) within the 'By Intersite Bus' tab.

The inter-site transport is provided for students in order to meet their sporting and timetables academic commitments.

From time to time, the inter-site transport may arrive or depart late, due to circumstances beyond our control. However, if you experience any difficulties with the service, you should immediately contact the MMU Travel Team on 0161 247 2989.



The Crewe bus stop is situated on the lay-by near the main entrance on Crewe Green Road. The Alsager bus stop is situated at the front of the old Reception building close to the main car park. ID cards must be shown when boarding the bus. Please do not ask the driver to stop at other points at this causes delay in the running times.

## TELEPHONES

### Mobile Telephones

The use of mobile phones is prohibited in teaching areas. Please note also that mobile phones may not be taken into examinations.

### External Telephones

A Pay telephone is situated on the campus which will allow you to make outgoing calls but which will not receive incoming calls. This telephone is situated in outside Couzens building next to the mail room.

## SECURITY

MMU Cheshire Security Staff may be contacted by the following:

Ext 5200  
Ext 3111 (Direct Radio)  
Mobile 07774752973  
E-Mail - security.cheshire@mmu.ac.uk

### Incidents/Accidents

Contact Security **immediately**, with details of any incident, including threat of violence, theft, suspicious persons/vehicles etc.

In the event of an accident, Security Staff will assist with First Aid & completion of an Accident Report Form.

### Access To Buildings

Access to non-risk areas  
Weekdays 7.00am—12 Midnight (with access outside these hours via Security)  
Weekends 7.00am—12 Midnight via Security

NOTE: For access via Security, students must leave their ID Cards with Security

Student Zone, including Slouch Couch is open 24 hours 7 days per week.

### Lost/Found Property

The Security Team operates a system for the above, if you have lost or found an items, contact Security.

### Events on Campus

Security will be available to assist with the above; if you are organising an event, please contact us with details and we may be able to assist with Car/Coach parking, stewarding or in an Ambassadorial role.

# Campus Life

Staff and Students are required to carry their ID Cards at all times.

Staff, Students and Visitors are required to provide identification if asked to do so by a member of Security Team

## Reception

Enquiries Contact Reception on the following:

Ext 5003

E-Mail [reception-crewe@mmu.ac.uk](mailto:reception-crewe@mmu.ac.uk)

## Messages

Messages for students or academic members of staff can be left at Reception

## Mail

For students residing in Booth Hall mail is delivered to students post box. For other students mail should be collected from Reception, **Every student is provided with a student e-mail address. Please check mail regularly.**

## CAR PARKING GUIDANCE

### Introduction

Welcome to MMU Students car parking information.

The University's Car Park Policy has been introduced to manage the number of cars coming to our campuses through demand management measures, which are guided by local planning obligations.

The University's Directorate have taken the decision to allow applications for car parking permits from day students based at the Cheshire Campus and only students that are European Blue Badge Holders or have a medical condition which affects their mobility, at the Manchester Campus.

Generally, it is University Policy to encourage resident students to seek sustainable alternatives to bringing their cars to campus. It is however, understood that some students will require parking at Halls of Residence, for numerous reasons.

A limited number of residential parking is available at Booth Halls of Residence in Crewe and at Broomhurst Halls of Residences in Didsbury, at a cost of £180 per annum. Please visit <https://butonline.mmu.ac.uk> for further information.

Space on all MMU Car Parks is limited and for this reason a needs based permit allocation criteria has been implemented, based on access to public transport, journey length, medical/disability and other social and academic related criteria.

### Disabled Parking

There are designated disabled parking spaces on all University Campuses, placed in strategic locations near to major buildings, lecture rooms, libraries and other main facilities. For more information please contact 0161 247 2989.

### Cheshire Students

For the Cheshire campus, all day students are eligible to apply for parking. Students living in Booth

## Campus Life

Halls of Residence can apply for parking as part of their accommodation package. Car parking is unavailable for resident students living in Davenport, Harley and Barlow Halls of Residence. All applications for parking will be assessed on the criteria within the student car park application form.

The application process will begin in early September and will run until Mid October. An online application form and Term & Condition of use of all car parks at MMU will be available at [www.mmu.ac.uk/student/travel](http://www.mmu.ac.uk/student/travel). Applications will not be accepted outside of this application window unless there are extenuating circumstances.

Applications will be assessed and successful students will receive an MMU parking display permit for their vehicle. There are currently no charges for day students at the Crewe campus, subject to re-view.

### **Enforcement and Parking Charge Notices**

To protect the interests of all permit holders; the car parks will be patrolled daily to ensure compliance with the Terms & Conditions of use of all car parking facilities. This is to ensure safety, fairness and equity for all. The patrols will be carried out by specialist car park operators on behalf of MMU.

Any user found in breach of the Terms & Conditions of use (which are displayed on signage within all car parks) will be issued with a parking charge notice of £70 reducing to £35 if paid within 14 days of issue. All users have the right to appeal and further details can be found at [www.mmu.ac.uk/student/travel](http://www.mmu.ac.uk/student/travel).

PLEASE NOTE: no students are permitted to park on any of the University's car parks without completing an application form and being successful in obtaining a valid student parking permit.

Verbal abuse of staff enforcing the regulations will be referred to your Head of Department and could result in disciplinary action and persistent and deliberate infringement of the regulations will result in the withdrawal of your permit.

If you have any questions regarding student parking at MMU please contact [studentparkingpermits@mmu.ac.uk](mailto:studentparkingpermits@mmu.ac.uk) or contact 0161 247 2989

### **Visitors Car Parking**

Visitors' parking bays are available on the Reception car park. For any visitors coming by car, we need to book parking spaces via Crewe Reception on ext 5003 as early as possible due to the limited number of visitor's spaces available

For any events or meetings with a large number of visitors attending, please contact the MMU Travel Team well in advance on ext 2989 or e-mail [carparkpermits@mmu.ac.uk](mailto:carparkpermits@mmu.ac.uk) to discuss the arrangements.

**Please report to reception upon arrival to collect a permit to park. Visitors are also required to pay for parking (30p per hour or £2.30 per day). Failure to display a permit and a pay and display ticket may result in the issue of a Parking Charge Notice.**

### **STUDENT-STAFF FORUM**

The Student Staff Forum was established in the Spring of 2002, as part of the response to a Faculty survey entitled "The Total Student Experience". It is a conduit for communication and a platform for all students and staff at the Faculty for the sharing of experience of life on campus. Meetings are held at least once a term and all students are welcome. The Forum offers the chance for you to make your voice heard, and has an impressive record of turning discussion into actions which enhance the student experience. Look out for notices of meetings and just come along.

## FOOD & DRINK

### Coffee Bar

The café bar is located in the Valentine building. Offering premium barista coffees, deluxe hot chocolates and a great selection of teas this is a great space to relax between lectures. We also have free Wi-Fi so you can have a bite to eat while catching up on some work or checking Facebook. When the weather is good we have outside areas for you to be able to enjoy the fresh air and watch the world go by.

### The Student Zone, Fillas

Located in the centre of the Crewe Campus the Student Zone eatery provides a refreshments service.

With a range of breakfast options to help start your day we can also provide an excellent lunch time selection. All our food and drink is great value. We change our menus on a daily and weekly basis so there is always something new to try. We have a wide range of homemade cakes and scones and snack items which are baked daily. If you want food or drink at any time we operate a selection of vending machines that are always available to use. The Student Zone also have free Wi-Fi.

Fillas offers premium, made to order sandwiches and baguettes. Have your choice of toppings and get it made your way! (Its our subway)

We will be open for theme nights & curry nights for evening service twice a week.

### The Overdraught bar

Located within the Student Zone is the on campus Bar, Overdraft. This facility will be open throughout Freshers Week and for various nights and events ongoing. It encourages that students take an active role in the use and promotion of this facility and you can expect to see regular student led events such as Open Mic, Comedy and Film nights in addition to those already run by Students Union such as "I Love Wednesdays", a long standing club night with residents DJ's and a late bar. Some events carry an admission charge and you will need to carry your Student ID at all times. All events and opening time will be advertised in advance and further information will be available during Freshers Week.

All of our staff are more than happy to help with anything they can if you need assistance please just ask.

## ATM MACHINE

There is an ATM Machine located in the Foyer of the Student Zone. The machine is available 24/7.

## LAUNDRY

For those students wishing to launder personal belongings, a laundry area is offered on the campus. The laundry at Booth Hall is open 24 hours a day for Booth Hall residents. The Laundry on the Crewe campus, behind the Couzens building is open between 9.30am—midnight. The washers and dryers are coin operated.

## CAMPUS and RESIDENTIAL SERVICES (CaRes)

The CaRes unit encompasses the following areas: Catering, Domestic Services, Reception, Bars, Accommodation/Welfare and the Conference Office in addition to residential and wardening matters. Students experiencing difficulties with any of these services or wishing to discuss related matters are invited to contact the Facilities Manager (Mrs J Rowlands on Ext 5058 and Mrs T Delves, Halls ext 5740).

## Animals

Animals, except for registered assistance dogs, can not be brought onto the campus.

## ARTS AND RECREATION

### Axis Arts Centre