



SWANSEA METROPOLITAN UNIVERSITY

PRIFYSGOL FETROPOLITAN ABERTAWE

A Guide for New Students 2012/13

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Welcome to Swansea Metropolitan University

Swansea Metropolitan University has enjoyed a long and proud reputation in higher education in Wales and the UK. We can offer you some of the best higher education courses in the world and an attractive, exciting and stimulating environment in which to study.

I am delighted that you are coming to Swansea and I am pleased to give you a personal welcome to Swansea Metropolitan University, an institution with a very strong feeling of community. I hope this results in you receiving a warm welcome, and also in you feeling encouraged to contribute to that community.

Swansea Metropolitan University celebrates diversity - in programmes of study, types of students, modes of study, location and types of campuses. We have a varied and international background amongst our students and this enriches the academic and cultural life of the University as well as the learning process itself. Similarly, our campuses vary and depending on your choice of subject, you will be located on one particular campus and yet have access to facilities as appropriate on others.

Whatever your previous background, whether it be school, further education, access courses or returning after some years away from study - you will need to assimilate a lot of new information quickly, and prioritise what is most important to know as you move into a higher education setting. For some this may cause a little anxiety, but for most it is an exciting period which is full of challenge. If you are in any difficulty during this period of transition then there are plenty of people to help, including our returning students. One of our strengths is the way in which the Students' Union and current students come to the assistance of first year students in those first few weeks, when a helping hand or a guiding word can make all the difference. Make sure you avail yourself of all the help that is on offer through the student counsellors, and many other members of staff.

I am sure that you have many questions about being a student here. This Guide has been produced to give you key information that will be helpful during your first weeks. Hopefully this will help you to feel more prepared and confident before your course starts. More detailed information is available in other guides produced by the University, and these will be made available to you during your first week. Once enrolled you will also have access to the detailed information via the University's Intranet system. These guides also tell you whom to contact in relation to specific queries about your programme of study, accommodation and other essential aspects of life here.

One of the most important things you will have to achieve is good time management, since there are always more things to do than time will permit. You will want to invest the right amount of time in study, while making the most of cultural, sporting and recreational facilities, and give proper time to other priorities that might include family responsibilities and part-time work. When it comes to recreation and relaxation, the University and the City and County of Swansea has much to offer.

There are important things to do during induction, orientation and registration. Please make sure you read these sections of the Guide, and I strongly encourage you to attend the Students' Union Freshers Fayre normally held in the Theatre, Townhill Campus, in late September. It is also important that you develop a strong social network amongst other students in your residential area and within your study group.

I wish you all the very best for your period of study at Swansea Metropolitan University. A period in higher education is probably the most influential time in the formation of any person, and you will be joining us at a most exciting time as we prepare for the next phase of the University's development. We aim to maximise the potential of all members of the University's community, especially our students. We hope to take care of you, and we hope that you take care of yourself, and optimise all the possibilities that are open to you while you are here with us.

Professor DAVID WARNER, *Vice-Chancellor and Chief Executive.*

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How to use this Guide

There are a number of ways this guide can be of use to you, but first a word of warning! Do not feel that you have to read this guide from page to page - or even section by section. Instead, this guide is just that, a guide to help you find what you need to know and what you can do. This guide can be used as a reference for specific information as and when you want it. It can be used as a source for telling you where to find further information and help. It can be used in your first days to help build up a framework to understand and organise yourself in your new surroundings. It also provides a number of forms and information sheets, which you may find useful throughout your student career.

The Guide is primarily for new full-time undergraduate students and so contains information, which we think may be useful to you in your first days and weeks with the University. ***There is essential information about what you should do before you leave home, arriving at the residential Halls, information concerning the campus you will be attending, orientation and induction, registration and enrolment, University services, regulations and procedures, appeals and complaints, and forms that must be returned before you commence your studies.***

There is a fuller version of this guide available on the University's web site at www.smu.ac.uk that you can access when you need more information. It will also provide a reference for you concerning University policies, regulations, procedures and appeals, and can be used as resource material throughout your whole career as a student at the Swansea Metropolitan University. You may also be issued with additional information booklets; these could include Regulations and Procedures relevant to your programme of study. All the documents relevant to students may be accessed from the University's webpage via the 'Current Students' button.

This Guide can be made available, on request, in Welsh and in a format to meet the individual needs of students who may have a disability.

Don't forget we are always here to help - you can call us on 01792 481000 during our normal working hours, Monday to Thursday 8.30 am - 5.00 pm and Friday until 4.30 pm, or 01792 481085 (answer phone) anytime, 24/7.



**DR NICK POTTER
HEAD OF ACADEMIC SERVICES**

Contact Details and Numbers

University Main Switchboard - 01792 481000

FACULTY OF APPLIED DESIGN AND ENGINEERING

tel: 01792 - 481117
e mail: fade@smu.ac.uk

FACULTY OF HUMANITIES

tel: 01792 - 482066
e mail: education@smu.ac.uk

School of Social Sciences and Performing Arts
tel: 01792 - 482052
e mail: janette.richards@smu.ac.uk

FACULTY OF BUSINESS AND MANAGEMENT

tel: 01792 - 481132
e mail: sbs@smu.ac.uk

FACULTY OF ART AND DESIGN

tel: 01792 - 481284
e mail: artanddesign@smu.ac.uk

ACADEMIC REGISTRY (ADMISSIONS)

tel: 01792 - 481010
e mail: enquiry@smu.ac.uk

INTERNATIONAL OFFICE (REGISTRY)

tel: 01792 - 481090
e mail: international@smu.ac.uk

FINANCE OFFICE

tel: 01792 - 481182
tel: 01792 - 481050
email: finance.office@smu.ac.uk

ACCOMMODATION OFFICE

tel: 01792 - 482086
e mail: accommodation@smu.ac.uk

STUDENTS' UNION

tel: 01792 - 655400
e mail: su@smu.ac.uk

STUDENT SERVICES OFFICE

tel: 01792 - 481206
e mail: student.services@smu.ac.uk

COUNSELLING

DISABILITY SUPPORT

e mail: disability@smu.ac.uk

STUDY SKILLS

DYSLEXIA SUPPORT

dyslexia@smu.ac.uk

CAREERS SERVICE

GO WALES (JOBSHOP)

tel: 01792 - 481213
e mail: careers@smu.ac.uk

HEALTH AND SAFETY OFFICER

tel: 01792 - 481014
e mail: healthandsafety@smu.ac.uk

GRIFFITH LIBRARY AT DYNEVOR

tel: 01792 - 481030

OWEN LIBRARY

MOUNT PLEASANT CAMPUS

tel: 01792 - 481141

TOWNHILL CAMPUS LIBRARY

tel: 01792 - 482113

SWANSEA BUSINESS SCHOOL LIBRARY

tel: 01792 - 481000

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BECOMING A STUDENT

Key Information

AS A NEW STUDENT TO THE UNIVERSITY, YOU WILL RECEIVE A LOT OF INFORMATION OVER THE NEXT FEW WEEKS. BELOW IS A CHECKLIST OF THE KEY INFORMATION WHICH YOU NEED TO KNOW. IF YOU FEEL THERE IS ANY INFORMATION OR ADVICE YOU WOULD LIKE BUT HAVE NOT YET RECEIVED, SUGGESTIONS FOR WHERE YOU MAY OBTAIN THIS CAN BE FOUND IN THE RIGHT HAND COLUMN.

BECOMING A STUDENT	Pre-arrival, arrival, registering, enrolment, student loan, ID card, join/opt out of Students' Union, overview of policies, regulations and procedures.	This Guide for New Students
NEED TO KNOW INFORMATION <i>Programme of Study</i>	Timetable, curriculum, flexibility/choice of modules, learning and assessment methods, course structure. Programme Leader, personal tutor, supervisor, study skills/support provision, work experience opportunities.	Programme Handbook, Programme orientation event, Programme Leader, School Office
LEARNING RESOURCES <i>Supporting your Studies</i>	Libraries/Learning Resources Information Technology facilities	Tours and meetings will be available during orientation and induction. Library and Learning Resources Guide
SOCIAL AND WELFARE <i>Supporting you</i>	Accommodation Student Services Guidance and Careers International Students Childcare, Equal Opportunities and Disability advice, Financial information and advice, Medical, Personal counselling, Social Life, Welfare	Accommodation Office Accommodation Guide Student Services Office
UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES	Academic Appeals and Complaints, Sexual/Racial Harassment, Rules, Regulations and Policies (for reference only)	This Guide for New Students

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Swansea Metropolitan University Calendar of Events

2012 / 2013

2012

The University has an on-line enrolment system for all students. Before the beginning of your term, you will be receiving a letter from us explaining how you use this.

MONDAY 10 SEPTEMBER

Start of full-time Primary PGCE.
Students to report to the main lecture theatre, Townhill Campus at 9:30 am

MONDAY 10 SEPTEMBER

Start of full-time Secondary PGCE.
Students to report to their Curriculum Subject Room, Townhill Campus at 9:30 am

MONDAY 10 SEPTEMBER

Start of full-time Foundation Course in Art and Design.
Students to report to the Foundation Studios, 5th floor, Swansea Business School Campus at 9.30am

THURSDAY 20 SEPTEMBER

Welcome orientation and information event for International students. Please visit www.smu.ac.uk for details.

**SATURDAY 22 / SUNDAY 23
SEPTEMBER**

Halls of Residences open for receiving new UK and returning students. Students will be informed of opening times by the Residential Services Officer.

Refreshments available Student Bar (Townhill Campus) open from 7.00 pm.

Students staying in off-campus accommodation should make arrangements with their landlord/lady as to when they can move in. All students are welcome to make use of the services being provided on the Townhill campus.

MONDAY 24 SEPTEMBER

9.30am - All new full-time students report to their Schools/Programme Directors for their programme orientation and class timetable.

Please see page 13-15 for a full list of course locations.

For those who have not been able to enrol on-line, extra enrolment sessions will take place on both Mount Pleasant and Townhill Campuses during the first week of term, when staff will be available to assist you.

Extra enrolment session times will be provided during the programme orientation session.

ID Cards will be issued by the Library.

Start of Freshers Fortnight - activities arranged by the Students' Union. (for more info see: www.metsu.org)

2012

**FROM TUESDAY 25
SEPTEMBER**

All new full-time students report to their normal course base room or as advised by their Schools/Programme Directors for their normal programme of activities.

Please see page 13-15 for a full list of course locations.

FRIDAY 28 SEPTEMBER

Freshers Fair at Townhill Campus (for more info see: www.metsu.org)

MONDAY 1 OCTOBER

All continuing full-time students return and part-time studies commence.

Start of Term 1 and main lecture programmes for all full-time and part-time students.

FRIDAY 14 DECEMBER

End of Term 1.

2013

MONDAY 7 JANUARY

Start of Term 2.

FRIDAY 11 JANUARY

Deadline for 2nd and final instalment of tuition fees

MONDAY 28 JANUARY

Start of Semester 1 examinations (subject to confirmation)

FRIDAY 1 FEBRUARY

End of Semester 1 examinations (subject to confirmation)

FRIDAY 22 MARCH

End of Term 2.

FRIDAY 29 MARCH

Good Friday

MONDAY 1 APRIL

Easter Monday

MONDAY 15 APRIL

Start of Term 3.

MONDAY 6 MAY

May Bank Holiday

MONDAY 20 MAY

Start of the end of session examinations (subject to confirmation)

MONDAY 27 MAY

Spring Bank Holiday

FRIDAY 31 MAY

End of the examinations period (subject to confirmation)

FRIDAY 28 JUNE

End of the Academic Year for students

**WEDNESDAY 17 / THURSDAY
18 / FRIDAY 19 JULY**

Academic Congregation for the conferment of degree awards (subject to confirmation)

MONDAY 2 SEPTEMBER

Start of re-sit examinations week

Academic Year at a glance

TERM 1 2012

NEW STUDENTS

Monday, 10 September 2012 - Friday, 21 December 2012 *(PGCE Primary and Secondary Students Only)*
Monday, 10 September 2012 - Friday, 14 December 2012 *(Foundation Art & Design Students only)*
Monday, 24 September 2012 - Friday, 14 December 2012 *(All other new full-time students)*

CONTINUING AND PART-TIME STUDENTS

Monday, 1 October 2012 - Friday, 14 December 2012

CHRISTMAS VACATION

Monday, 17 December 2012 - Friday, 4 January 2013

TERM 2 2013

Monday, 7 January 2013 - Friday, 22 March 2013

EASTER VACATION

Monday, 25 March 2013 - Friday, 12 April 2013

TERM 3 2013

Monday, 15 April 2013 - Friday, 28 June 2013

PUBLIC HOLIDAYS

The University will be closed on the following Bank Holidays

Good Friday	29 March 2013
Easter Monday	1 April 2013
May Bank Holiday	6 May 2013
Spring Bank Holiday Monday	27 May 2013
Summer Bank Holiday Monday	26 August 2013

Pre - Arrival

Things you need to check

In this section we have listed some of the things you need to check before you start your journey to Swansea Metropolitan University.

In the first place you should have received an unconditional offer of a place on a course and you should have returned your acceptance of that offer.

You should also receive a map showing the location of Swansea, and the University within the City of Swansea. The University's teaching accommodation is located on five sites, and you can find out where your course is located from the following list.

Course Locations

Alexandra Road Campus

FACULTY OF APPLIED DESIGN AND ENGINEERING, SWANSEA SCHOOL OF GLASS

Glass
MA Glass

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF DIGITAL MEDIA

Music Technology (BBC Building)

Swansea Business School Campus

FACULTY OF ART & DESIGN

Foundation Art & Design

FACULTY OF BUSINESS & MANAGEMENT, SWANSEA BUSINESS SCHOOL

Accounting
Business & Finance
Business
Human Resource Management
Marketing Management
Management & Leadership
MBA
International Travel & Tourism Management
Sports Management
Tourism Management
Events Management
Leisure Management

FACULTY OF BUSINESS & MANAGEMENT, SCHOOL OF PUBLIC SERVICE LEADERSHIP

Health & Social Care
Public Services

Mount Pleasant Campus

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF INDUSTRIAL DESIGN

Automotive Design
Product Design

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF AUTOMOTIVE ENGINEERING

Motorsport Engineering & Design
Automotive Engineering
Motorcycle Engineering
Motorsport Engineering

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF APPLIED COMPUTING

Computer Systems & Electronics
Electronic Engineering
Business Information Technology
Computer Games Development
Computing and Information Systems
Computer Networks
E-Commerce
Software Engineering
Web Development
Computer Networks Technology

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF DIGITAL MEDIA

Multimedia
3D Computer Animation
Creative Computer Games Design
Interactive Digital Media

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF LOGISTICS & MANUFACTURING ENGINEERING

Mechanical & Manufacturing Engineering
Motorsport Management
Logistics & Supply Chain Management

FACULTY OF APPLIED DESIGN AND ENGINEERING, SCHOOL OF BUILT AND NATURAL ENVIRONMENT

Building Studies
Civil Engineering & Environmental Management
Civil Engineering Studies
Environmental Conservation
Project and Construction Management
Quantity Surveying

Dynevor Centre for Art, Design and Media Studies

FACULTY OF ART AND DESIGN

Advertising & Brand Design
Fine Art (Contemporary Dialogues)
Fine Art (Combined Media)
Fine Art (3D & Sculptural Practice)
Fine Art (Painting and Drawing)
General Illustration
Graphic Design
Photography (Contemporary Dialogues)
Photography in the Arts
Photojournalism
Surface Pattern Design (Contemporary Applied Arts Practice)
Surface Pattern Design (Textiles for Fashion)
Surface Pattern Design (Textiles for Interiors)
Digital Film & Television Production
Video Arts
Documentary Video
Fashion Styling, Design & Embellishment

Townhill Campus

FACULTY OF HUMANITIES, SCHOOL OF SOCIAL SCIENCES & PERFORMING ARTS

Performing Arts
Technical Theatre
Counselling & Educational Studies
Counselling & Psychology
Educational Studies & Psychology
Applied Drama
Counselling & Drama
Drama & Psychology
Drama & Educational Studies
Educational Studies

FACULTY OF HUMANITIES, SCHOOL OF EDUCATION

PGCE Primary & Secondary
PGCE (PCET)
MA Education
MA (PDET)
Graduate Diploma in Professional Development
Graduate Certificate in Professional Development
Foundation Degree in Learning Support
Introduction to Teaching
Principles of Teaching

Additional Pre-Arrival Information

LIBRARIES

We have libraries located at the Dynevor, Mount Pleasant, Townhill and Swansea Business School Campuses.

CENTRAL ADMINISTRATIVE SERVICES

Central administrative services are located on the Mount Pleasant Campus.

ACCOMMODATION

If you have not already arranged suitable accommodation, finding somewhere to live will be one of your main concerns. We have our own Residential Services Office and this should be the first place you should go to ask about accommodation. We can provide accommodation in a students' hall of residence (self-catering), but space is limited, so applications for such accommodation should have been made as soon as you received an unconditional offer of a place on your course.

JUST A REMINDER

If you do take up a place in Halls, you will need to bring with you a quilt, pillows, pots, pans, cutlery, crockery, toaster, iron, tea towel, and coat hangers to make your stay comfortable. You can also bring more personal belongings such as a TV (TV licence required), stereo, computer, hairdryer, table lamp, and an extension lead would be a good idea (must be in good condition and subject to PAT testing). There are laundry facilities available on both campuses.

If you are an international student or you do not want to bring your own bedding, we can provide bedding packs at £30 per year, or you can purchase these items locally.

PRIVATE ACCOMMODATION

If you are not staying in the halls of residence, the accommodation office may be able to help you to find suitable accommodation outside the University. There is no shortage of good quality housing for students in the Swansea area, but you will need to have available funds for deposits and rent.

Please contact the Residential Services Officer, Jonathan Bradley. Tel: (01792) - 482086 or (01792) - 482082, Fax: (01792) 482118, Email: accommodation@smu.ac.uk

CAMPUS BUS SERVICE

The Townhill and Mount Pleasant/Alexander Road/Dynevor/Swansea Business School Campuses are approximately 2 miles apart. Should your accommodation be on the Townhill Campus and your course located on another campus, or vice-versa, you will have to allow sufficient time to get from one to the other. It is possible to walk between the Townhill Campus and the other Campuses in approximately 30 minutes. Or, you may prefer to use the campus bus service provided by the First Bus Company. This is a commercial service and the fare, one-way, is approximately £1.10.* The first bus departs the Townhill Campus at 8.45 a.m. for the Mount Pleasant Campus, and then every half hour. The last bus back from the Mount Pleasant Campus to the Townhill Campus is currently 5.00 p.m.

**Subject to change*

CAR PARKING

Car parking around the University is not easy, especially around the Mount Pleasant Campus. There is no on-site parking at Mount Pleasant, with the exception of a few parking spaces for disabled students. There are a limited number of spaces for students parking in the nearby Pen-y-Bryn car park, which is on a first-come-first-served basis.

The Townhill Campus has more student car parking spaces, available on a first-come-first-served basis.

If you have to park in the local streets, please give due regard to the local residents' parking needs, and please do not park on any pavements or grass verges. If you park in 'residents only' spaces, you may well get a Parking Ticket. Swansea City Council will only issue residents parking permits to applicants who can show that they are a full time resident of the street. Confirmation of this is by means of the vehicle registration document and the driving licence.

If you are intending to travel to the University by car, you must allow sufficient time to find a parking space so that you can get to your lectures on time.

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Starting Arrangements for September / October 2012

Full-time Students

FOUNDATION ART & DESIGN

Date: Monday 10 September 2012
Where to report to: Foundation Studios, 5th floor, Swansea Business School Campus
Time: 9:30am

PGCE PRIMARY

Date: Monday 10 September 2012
Where to report to: Main Lecture Theatre, Townhill Campus
Time: 9:30am

PGCE SECONDARY

Date: Monday 10 September 2012
Where to report to: Curriculum Subject Room, Townhill Campus
Time: 9:30am

ALL OTHER STUDENTS

Date: Monday 24 September 2012
Where to report to: Main Reception of their campus
Time: 9:30am

CONTINUING STUDENTS

Date: Monday 1 October 2012
Where to report to: Course base rooms
Time: 9:30am

WELCOME PROGRAMME FOR INTERNATIONAL STUDENTS

Date: Thursday 20 September 2012
Please see www.smu.ac.uk for further details

Part-time Students

Part time programmes will start the week commencing 1 October, unless the students have been advised otherwise. They will be advised by their Programme Director regarding the day, time and location of their programmes.

BEING A STUDENT

Travelling to Swansea Metropolitan University

You may arrive in Swansea from any part of the UK by coach, train or car. Our Campus Plan and Location Guide will provide you with instructions on how to get to the City of Swansea and the Swansea Metropolitan University.

BY TRAIN

If you are an international student arriving at Gatwick you should catch the Railair coach link to Reading Station, where you join the train for Swansea. The Railair service is hourly. Alternatively, if you arrive at Heathrow airport, you can catch the Heathrow Express train, which runs every 15 minutes to Paddington Station in London, from where you can catch the train to Swansea. The journey takes approximately 3 hours. The train station in Swansea is close to the Mount Pleasant Campus and the city centre, but if you have luggage it would be best to take a taxi on arrival.

If you are travelling to Swansea by train from any part of the UK, you can buy a Young Person's Rail card (16-25 year olds). You will need to complete the application form, available from a British Rail ticket office. You will also need two passport-sized photographs and proof of age. This Railcard normally entitles you to 30% discount on most fares.

Travel details are available from the National Rail Enquiry Line 08457 484950 or the UK Rail website: www.nationalrail.co.uk

BY COACH

National Express coaches run from London Gatwick and Heathrow airports to Swansea approximately every two hours. National Express coaches also depart London Victoria Bus Station in central London for the 4-5 hour journey to Swansea. The Swansea Bus station is in the city centre, not far from the Mount Pleasant Campus. It is advisable to take a taxi if you have heavy luggage.

If you are travelling to Swansea by coach from any part of the UK, you can buy a National Express Young Persons Coach card (16-25 year olds) at the National Express ticket counter at the London airports, or your hometown in the UK. You will need to complete the application form, provide a passport-sized photograph and proof of student status. This normally entitles you to 30% discount on most fares for a year. Details are available at www.nationalexpress.com

The cost of a taxi from the train or bus station to the Mount Pleasant Campus will cost about £3.00 and £5.00 to the Townhill Campus.

EMERGENCY ARRIVAL SERVICE

If you are arriving by train or coach on Saturday 22 September 2012, or Sunday 23 September 2012 outside our normal service hours, and you find yourself having difficulty with the local bus or taxi services, then you may phone our emergency numbers 01792 481200/07850 321705 and we will be able to give you appropriate advice, or arrange to collect you.

BY CAR

If you are arriving by car, then please refer to the directions in our Location Guide and the road direction signs for Swansea Metropolitan University.

Arrival - Halls of residence

Welcome to Swansea Metropolitan University! So now you have arrived, what happens next? This is the fun part, settling in, finding your way around, making new friends and participating in the activities we have arranged for you. During the weekend of Saturday 22nd and Sunday 23rd September we will have staff and students on duty to meet and help you on your arrival at a Hall of Residence. All students in Halls of Residence will receive separate arrival instructions from the Accommodation Department, giving specific details about their arrival arrangements. You will be able to collect important arrival information, meet other new students, meet current students who will be helping you sign in, collect your room key, take you to your room, generally help you to find your way around, and meet staff.

Saturday, 22 September 2012 between 10.00 am and 4.00 pm. (Townhill Arrivals)
Saturday, 22 September 2012 between 10.00 am and 2.00 pm. (Mount Pleasant Arrivals)

You may move into your room at the Halls of Residence on the Mount Pleasant Campus (10-2pm) and the Dyfed Hall of Residence, on the Townhill Campus (10-4pm).

Sunday, 23 September 2012 between 10.00 am and 4.00 pm.

You may move into your room in the Gwyr Hall and Cenydd Hall, on the Townhill Campus.

If you are unable to arrive during the above opening times, we would be obliged if you could contact the Accommodation Officer, Mr Jonathan Bradley, on (01792) 482086 or by email to accommodation@smu.ac.uk to make alternative arrival, and meet and greet arrangements.

PRIVATE RENTED ACCOMMODATION

If you have opted to go into private rented accommodation, then you should make your arrival arrangements with the landlord/lady. You are welcome to take part in the meet and greet activities being held at the Halls of Residence on Saturday 22nd or Sunday 23rd between 10.00am and 4.00pm on the Townhill Campus.

INTERNATIONAL STUDENTS

Just a reminder for our international students who want to take part in the orientation programme. You may arrive on Wednesday, 19th September 2012, with the Orientation Programme taking place on Thursday, 20th September 2012.

Arrival and Welcome Meetings

POSTGRADUATE CERTIFICATE OF EDUCATION (PGCE) PRIMARY AND SECONDARY STUDENTS ONLY

Please report at 9:30am on Monday 10 September 2012 to the Townhill Campus.

FOUNDATION ART AND DESIGN STUDENTS ONLY

Please report at 9.30am on Monday 10 September 2012 to the Swansea Business School Campus.

ALL OTHER NEW STUDENTS

Monday, 24 September 2012 at 9.30am

You should report, at 9.30 am, to your course base room in the appropriate faculty. You will be met by your programme director and other tutors who will take you through a welcome and orientation programme. Later in the week, arrangements will be made for you to collect your ID card, and then you can register with the Library and Learning Resource Centre. To make sure you know exactly where to report to, take note of the following:

- Refer to pages 13-15 of this Guide - Course Locations to find out on which campus your course is located.
- Go to the Main Reception area of the appropriate campus where you will find notice boards displaying room numbers and direction signs to take you to the correct room.
- If you are unsure where to go, members of staff will be available in the Main Reception areas to help you.
- If you wish to confirm any details regarding your first morning before you arrive at the University, please contact the appropriate Faculty/School Secretary from the numbers below:

Faculty of Humanities	Christine Lucas	01792 - 482066
Faculty of Art & Design	Dawn Lake	01792 - 481284
Faculty of Applied Design & Engineering	Susan Lambert	01792 - 481117
School of Built & Natural Environment	Ffion Thomas	01792 - 481192
School of Logistics & Manufacturing Engineering	June Birkin	01792 - 481168
School of Applied Computing	Ffion Thomas	01792 - 481192
Faculty of Business & Management	Caryn Gibson	01792 - 481132
School of Social Sciences & Performing Arts	Janette Richards	01792 - 482052

PROGRAMME ORIENTATION

During the day you will follow a course-based welcome programme. This usually includes campus, faculty and library tours. In addition, you will be provided with all the details relating to your programme of study.

Enrolment and Administrative Procedures

Every student is required to enrol at the beginning of each academic year, and only those who have enrolled are allowed to enjoy the facilities provided by the University. It is your responsibility to enrol; if you do not enrol you will be unable to remain at the University. For the third consecutive year, we are using an online enrolment system for all students.

You will receive a separate letter from us that will explain what you need to do to enrol with the University.

Should you not be able to enrol online, sessions will take place both at Mount Pleasant and Townhill Campuses during the first week of term, where staff will be available to assist you. The dates and times of these will be given to you by your tutors.

ID CARDS

When you apply to Swansea Metropolitan University, we establish your personal record on our student record system. This information is then used to prepare your record for the enrolment process. On completion of the enrolment process, an ID Card is created which acts as proof of enrolment. This card will be available for collection from a Library and Learning Resources Centre, **at a time to be advised**, and it will act as a source of identification for access to other University facilities. It is vital that you keep us up-to-date with any changes to your personal record, such as a change of name or address. You should inform your tutor and the Academic Registry of any such changes as soon as possible. Change of details forms are available from Academic Registry, Faculty Administrative Offices and the Students' Union office.

If you ever need a replacement ID Card, please contact the Library. There will be a charge (currently £10) made for any replacement cards issued.

YOU WILL ONLY BE FULLY ENROLLED WHEN YOU HAVE:

- Fulfilled all the conditions applicable to the offer of admission on to a programme of study;
- Submitted your University or College Payment Advice, or sponsorship form as evidence of full payment of fees. The University or College Payment Advice is only applicable to UK and EU students sponsored by a Local Education Authority (LEA/SLC);
- Paid the full tuition fee or the balance of the fee due;
- Completed the full enrolment process and been issued with an ID Card.

DOCUMENTS YOU NEED TO HAVE WITH YOU WHEN ENROLLING, OR DURING YOUR FIRST FEW DAYS AT THE UNIVERSITY:

- A copy of your University or College Payment Advice which you will have received from your Local Education Authority (LEA) if your tuition fees are being paid by your LEA, or the Student Loan Company (SLC) if you are entitled to a student loan.
- If your tuition fees are being paid by your employer or sponsor other than your LEA or the SLC - an official order or letter of authorisation from your employer or sponsor confirming that your tuition fees will be paid on your behalf. The order/letter should be on headed paper, and should include your name, programme/course, contact name and invoice address.

- If you are responsible for the payment of all or part of the tuition fee, the appropriate amount by credit card or debit card payment.
- Certificates. You will need to have with you the original qualification certificates which are relevant and appropriate for entry to your course. i.e. Degree certificates for Postgraduate courses, A-levels, or equivalent for Degrees/HND's, GCSEs Maths and English Language for all Teacher Training courses, plus Science, for Primary Teaching.
- Identification. You will have to confirm your full name (and date of birth), so you should have appropriate documents, Passport, Birth Certificate or driving licence for this purpose. If you are an international student (i.e. NOT a British Citizen) this must be your passport.
- Passport style photographs - you may need for student travel cards and club membership.

If you are enrolling on a programme that is different from your original application, then you must complete a change of details form for your LEA.

Student Finances, tuition fees, living expenses & extra help

MANAGING FINANCES

Managing your finances is one of the most important and challenging aspects of a successful and enjoyable academic experience. Before you begin your studies, you should ensure that your financial matters are in order.

You should have adequate funding to support yourself and any dependants for the duration of your course. Be realistic about the costs involved. Once you have started your course, financial assistance may be extremely limited.

Budgeting and other financial advice is available from staff in Student Services.

TUITION FEES

Tuition fees for UK/EU students

Top-up Fees come into effect from September 2012. This will not affect continuing undergraduate UK/EU students. Their fees will be assessed as 'old style' students with the fee being £3,465.

New students fees will be as follows:-

UK/EU undergraduate Art and Design fee - £8,750

UK/EU undergraduate All other courses fee - £8,500

UK/EU PGCE fee - £9,000

Eligible Welsh and non-UK European Union domiciled students will be entitled to receive a Welsh Government Tuition Fee Grant to cover fees above £3,465 per annum. This Grant is non-means tested and does not need to be repaid.

It is advised that all UK or EU students should contact their Local Education Authorities/Student Loan Company to arrange their tuition fee and loan support after receiving our unconditional or conditional offer of a place. It is very important that the application forms are completed accurately and returned promptly to your Local Education Authority or the Student Loan Company.

It is your responsibility to ensure that you have sufficient funds to pay the tuition fee element due. Individual students are liable to pay tuition fees not paid by any sponsor including Local Education Authorities (LEA's), The Student Loan Company (SLC), the Students Awards Agency for Scotland (SAAS), and the Research Councils. All sponsored students (non LEA/SLC/SAAS) should ensure that they either, send in advance to the Finance Office, or bring to enrolment one of the following: (1) Full payment from their sponsor, (2) A copy of their sponsor's letter. All sponsors, excluding Local Education Authorities/Student Loan Company and Research Councils, must pay for the fees in full on receipt of the University's invoice.

If you are a UK, EU or EEA student you should bring with you a copy of your LEA/SLC/DfES form called University or College Payment Advice.

The maximum tuition fee that you will be responsible for paying will be shown on the financial assessment notification form.

INTERNATIONAL STUDENTS

International students have to pay full cost fees of £9,000 and are not eligible for loans or extra financial help.

If you are an International student it can take a few days to set up a UK bank account and you may not have access to your money immediately. In which case you may pay by bank transfer or bank draft, but only in pounds sterling (£). We cannot accept cheques drawn on foreign bank accounts. You will be required to add £10 to cover UK bank charges. At the discretion of the Finance Office you may be provisionally enrolled to allow time for a UK bank account to be opened, after which, you may pay by cheque or credit card or certain debit card drawn on that bank account.

TUITION FEE PAYMENT

Tuition fees are payable at enrolment. You are welcome to pay your fees by cash (sterling), credit card, debit card or cheque.

Unlike many other institutions, Swansea Metropolitan University does not demand a substantial payment on enrolment. If they wish, students responsible for full fees can pay their tuition fees in two instalments. The first instalment (50% of tuition fee) will be payable at enrolment, and the second instalment (the remainder of the tuition fee) at the beginning of the second term.

SANDWICH COURSES - TUITION FEES

If you are an undergraduate student on a placement (normally one year) outside Swansea Metropolitan University, you will pay a reduced fee (normally 50% of the full tuition fee) for the period of the placement. Further details are available from the Finance Office.

For any queries on fee payment, please contact the Finance Office for advice and further details on (01792) 481182 / 481050

EXTRA FINANCIAL HELP AVAILABLE - ACCESS & HARDSHIP FUNDS (CALLED FINANCIAL CONTINGENCY FUNDS IN WALES)

There is a limited amount of additional assistance available to UK students through the University's Financial Contingency Fund. This Fund, provided by the Welsh Assembly Government, enables the University to assist students that encounter unexpected expenditure once they have started their course. To be eligible for support, students must have received the first instalment of their student loan.

This fund is not available to fund the shortfall between income (Student Loan; grants; parental support and income from part time work) and normal expected expenditure.

The University's Access Committee will decide if students are eligible for assistance and, if so, the value of any award.

Students with a disability that prevents them from studying 50% of a full-time course are also eligible for support from the hardship fund, as long as they are studying at least 25% of a full-time course.

Other Means Tested Grants. Depending on your circumstances Welsh students may be eligible to receive a Means Tested Grant of up to £5,000. Other students may have other grants available to them. Your LEA/SLC will be able to inform you if you are eligible.

STUDENT DEBT

You should note that any student in debt to the University might be excluded from any, or all University services and may be refused permission to progress within the University until the debt is paid. It is our normal practice to withhold progress to the next year, and not award certificates until the debt is paid. Students completing their course will not be able to graduate if they are a final year student. The University will normally take appropriate action to recover any outstanding debt or recover/replace any University property.

BURSARIES

From 2012/13 all new UK/EU students studying at Swansea Metropolitan University may be eligible for a distance bursary whose home address is 45 miles or more away from the University.

The following bursary rates will apply:

45 miles or more - £500 per annum

70 miles or more - £1,000 per annum

The bursary will be paid in the middle of February 2013. This is non-means-tested and does not need to be repaid.

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COUNCIL TAX

If your landlord/lady requires proof that you are a student, a Student Certificate can be issued once you have fully enrolled. You can obtain your Council Tax Exemption Certificate from the Academic Registry at Mount Pleasant. Please note that in order for a landlord/lady to claim rebate for student tenancy, s/he will have to rely on you supplying a Council Tax Exemption Certificate. Therefore, if you are asked to supply one, please do so; if you do not, the Council Tax charges may be passed onto you. Your certificate should be collected, in person, as early as possible. **We will be providing the City and County of Swansea with a list of all students who will be resident in their area. For these students a Council Tax Exemption Certificate will not, normally, be required.**

FURTHER INFORMATION

For further information and advice on finance and managing your finances, please contact our Student Services Department. You should also go to the Student Services Department to make an application for any of the extra funding to which you might be entitled.

Students' Union (www.metsu.org)

As a student at the Swansea Metropolitan University (SMU), you're automatically a member of Swansea Metropolitan University Students' Union. The Students' Union (SU) is there to ensure that all students at SMU have the best experience possible. The SU is there to provide academic support and representation, welfare support as well as events, societies and sporting opportunities alongside lots, lots more. Whether you study full or part time, are an undergraduate or postgraduate student, the SU is here for you. We aim to empower students through our democratic procedures, and equip them with vital skills and experiences through the activities we provide. With our diverse range of students, we do our best to cater for everyone.

During the enrolment session you will be meeting some of our Students' Union representatives and staff and finding out more about what they can offer you whilst you are studying at SMU. You will see a lot of the SU in the first two weeks as they run a range of events in order to help get you settled in. The Freshers Fayre provides a showcase for local businesses, including bar and nightclub venues, health and fitness companies, banks, transport and travel companies and community groups. Students' Union sports teams, student clubs and societies will also be there, offering plenty of opportunities to sign up and take part. As a member of the Students' Union, you are entitled to purchase a NUS Extra card which allows you to receive exclusive student discounts across the country! The NUS Extra helps students save lots of money each year. You can purchase a NUS Extra card from Freshers Fayre, online through our Union website www.metsu.org or just pop into the SU offices to find out more.

Representation is one of the key features of our Students' Union. The SU aims to ensure that there is some form of student representation on all University committees, so that the student voice is taken into consideration whenever decisions are made. Over your first few weeks, you may be asked to become a Student Rep for your course. This helps us to find out what's happening on your course, in order that we may raise any issues which may occur. In addition to this, we also have three full time student representatives who are there to look after you:

- The President is responsible for the overall management of the Students' Union and is the lead officer for democracy, representation, Student Experience and the National Union of Students (NUS). They also have the responsibility for all the academic affairs and representation, as well as Union development.
- The Welfare and Student Rights Officer is responsible for co-ordinating campaigns on everything from mental health and safer sex to housing & community issues. They also make sure that your general welfare and student rights (whether that be academic, personal, financial or accommodation) is at the forefront of everything that the SU does.
- The Student Activities Officer (SAO) co-ordinates a range of activities for students during the year, including sports, societies, volunteering and entertainments. The SAO will continue to run events during the rest of the academic year, including club, charity and black-tie events.

The SU have worked closely on campaigns against the increase in University fees, promoting awareness of mental health issues, Student Retention and the promotion of responsible drinking over the last year. We also work to ensure that Swansea Met has a voice on a national scale by sending students to NUS conferences and training events.

The SU also runs a shop service in Mount Pleasant, selling stationery essentials, Swansea Met clothing, bus passes and much more! A professional heat-binding service for assignments and dissertations is also provided.

Within the University exists a Student Charter which has been jointly created by students and the University. It is in place to allow every student at the University to receive a high standard of education throughout their studies. The Students' Union also carries out a wide range of campaigns that are targeted to allow every student at SMU to receive the support that they require.

Remember Don't Drop Out Drop In. If you have any problems, questions or suggestions, please do not hesitate to drop into the office at Mount Pleasant Campus, contact us on 01792 655400 or visit our website www.metsu.org

OPTING OUT OF THE STUDENTS' UNION

Under the provisions of the Education Act 1994, any student has the right not to be a member of the Students' Union. For more information on this or on how to opt out, please contact the SU President.

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The University and Sustainability

The University is committed to improving its sustainability. It was rated the best of all UK Universities for use of energy in 2009, was graded first class status in the UK Green League in June 2010, and has won many environmental awards. We have Green dragon Level 4 Environmental Management System and actively work to reduce our carbon footprint, promoting energy efficiency, reduced water consumption, sustainable travel and are working hard to reduce and recycle our waste as much as possible (currently at 66% recycled). We are a Fairtrade University. We hold a staff and student Sustainability Forum once a term, and an environment week every year in March. While you are at the University, we hope to encourage you to become greener, and to support the University's goals for sustainability. (For more information see the University's sustainability web pages: <http://www.smu.ac.uk/index.php/university/>)

GREENING THE UNIVERSITY

- Recycle paper, cans and plastics together in the recycling bins provided.
- Food waste goes in separately marked bins.
- There are bins for glass bottles in the campus recycling centres.
- Electrical goods e.g. old laptops should be handed into the Townhill Accommodation Office or Main Reception to be passed onto Facilities.
- Buy Fairtrade goods in the refectories, bar and the SU shop.
- Turn off unnecessary lights, computers, printers and machines. (Standby mode uses over 50% of normal energy use.)
- In the winter, close windows and doors. (We are working hard to manage our energy use.)

BEING GREEN YOURSELF

Why not combine the need to manage your money carefully, with being friendly to the environment?

HERE'S HOW: -

- Study sustainability; we usually have a half day event in early October/Freshers, or with your tutor's permission you could study a 'Living Sustainably' module.
- Travel.
(See information on the environment section of the University's website, or go to the local council's website <http://swansea.gov.uk> (See Swansea Cycling map for more detail.))
- Cycle to and from college. (This is for the fit and if you are going to Townhill, for the very fit! We have cycle racks on all campuses. Lock your bikes up securely. We have showers and lockers on both main campuses – use the gym facilities at Townhill.)
- Walk to uni and get healthier, too!
- Car share. Register on www.swwitch2share.com under private "Educational" group to share only with staff or other students from both the Universities in Swansea. Alternatively, look for people to share with from your course, there are many benefits (see information on web site).
- Use the bus or the train. You can get discount tickets for some public transport using your NUS student card. (Journey planning web site: www.traveline-cymru.info).
- You can use Swansea's Park and Rides from Fabian Way, Llandore and Fforestfach, Park & Ride buses drop off passengers close to the city centre campuses.
- Do not buy a car; car travel is really bad for the environment and running costs are very high. Unless you travel over 5000 miles a year it is cheaper, much more environmentally friendly, and convenient to buy a bus and/or train ticket for the year and to use taxis when necessary.
- Support Environment Week in March. Enter the various green competitions with cash and/ or Fairtrade prizes.
- Save energy bills. Study at University or in the public libraries. Turn the thermostats down at home and put on more clothing. Turn off lights in rooms you are not using. Turn off TVs – yes that little red light costs at least half of the full operating costs. Draw the curtains. Have a shower rather than a bath. Put cooking foil behind radiators to reflect back the heat into your room. Use low energy light bulbs.
- Use less and/or recycled paper. Write on both sides! Write on the backs of handouts.
- Recycle at home. Information about Swansea Council's recycling scheme can be found at <http://www.swansea.gov.uk>

- Do not photocopy articles or print out articles from the Web, read them and make concise notes. (You will learn more that way). Or, if you want to keep the piece so you can quote it in an assignment, select it, and copy into a Word file (it will help you with learning, rather than amassing loads of paper that you will NEVER read!) Remember to record authors, book or journal title, page numbers, and for web information the date of access.
- Set your printer to draft quality to reduce ink cartridge use, and print double sided if your machine allows it. Use recycled ink cartridges which are available in a number of shops in Swansea. Remember to turn your computer off when you are not using it.
- Do not buy papers or books - read them in the University libraries or your local library, or alternatively share papers and books amongst friends.
- Buy locally produced food and use seasonal vegetables. Swansea market has local produce and is often cheaper than the supermarkets. There are also some great local farmers markets held monthly at the weekends in Mumbles, Sketty and Penclawdd. (Local food is cheaper and better for the environment as it hasn't had to travel a long distance and therefore has reduced food miles.) Another tip is to buy food, which is reduced in price, which is about to go past its sell by date. If you use it quickly, it will be fine and it will only go to landfill otherwise.
- Buy clothes and other items in charity shops.
- You will be able to find out more information at Freshers.
- Use Swansea's Environment Centre in Pier Street behind Morgans Hotel.
- Enjoy yourself.

USEFUL INFORMATION AND WEB SITES:

City and Council of Swansea	www.swansea.gov.uk
Conservation Society	www.facebook.com/smuconservationsociety
Countryside Council for Wales	www.ccw.gov.uk
EAUC	www.eauc.org.uk
Friends Of The Earth	www.foe.org.uk
Green League	www.peopleandplanet.org
Gwalia	www.gwalia.com
Keep Wales Tidy	www.keepwalestidy.org
Marine Conservation Society	www.mcsuk.org
National Trust	www.nationaltrust.org.uk
Ramblers Cymru	www.ramblers.org.uk/wales
RSPB Wales	www.rspb.org.uk/wales
Safer Swansea	www.saferswansea.org.uk
Sustainable Swansea	www.sustainableswansea.net
Sustrans	www.sustrans.org.uk
Swansea Community Farm	www.swanseacommunityfarm.org.uk
Swansea Environmental Education Forum	www.seefforum.org.uk
Swansea Fairtrade Forum	www.fairtradeswansea.org.uk
Swansea Metropolitan University	www.smu.ac.uk
Swansea Waste Forum	www.swanseawasteforum.org.uk
Swansea's Economic Regeneration Partnership	www.swansea2020.com
The Environment Agency	www.environment-agency.gov.uk
The Environment Centre	www.environmentcentre.org.uk
Wales Green Business Centre	www.walesgreenbusinesscentre.co.uk
Wildlife Trust	www.wildlifetrusts.org
Green maps	www.sustainableswansea.net/green-maps

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SUPPORT SERVICES FOR STUDENTS

As a valued student of Swansea Metropolitan University you will be able to make use of a comprehensive range of support services that are designed to help make your stay with us as beneficial as possible. Depending on the culture you are from, you may or may not, be used to turning to family and friends for support and advice when necessary. However, at Swansea Metropolitan University, it is normal practice to seek advice from trained professionals if you encounter a particular problem, or if you need someone non-judgmental and understanding to talk to in confidence. An introduction to these services can be found on the following pages.

Academic Registry

The Academic Registry is situated at the Mount Pleasant campus, and deals with your academic needs from the application stage of your course through to your graduation. Registry can also provide you with letters confirming your enrolment at the University and Council Tax Exemption Certificates, (except for students residing within the City and County of Swansea). The office is open from 8.30 am - 5.00 pm Monday to Thursday, and 8.30 am - 4.30 pm on Fridays.

The International Office (Academic Registry)

If you are an International student, we have an International Office, based in the Academic Registry that exists to provide support to all non EU international applicants and students. The members of staff are available to advise you on any issues relating to your academic needs as an International student, and also to provide a comprehensive visa advisory service to SMU students.

STUDENT SERVICES

The Student Services department, runs an advisory service, where you are welcome to seek information in confidence on any issue that is affecting you. Common topics that students seek advice on are immigration, cultural adaptation and homesickness, employment regulations, healthcare and support for the families of students. Information leaflets are available on various topics, and a noticeboard outside the Student Services offices displays posters and leaflets of interest to international students.

SOCRATES-ERASMUS EXCHANGE SCHEME

Erasmus offers an opportunity to travel, live and study in another country when you are a student. This is an exciting and rewarding opportunity, which for most people, will never be repeated. You should consider it seriously, and apply for a place on an Erasmus Exchange programme during your studies at Swansea Metropolitan University.

Socrates-Erasmus is a European Union funded programme designed to encourage student mobility and higher education links within EU and EEA countries.

A few opportunities exist across Swansea Metropolitan University that allow you study periods in Europe as part of your programme. Not only do such periods allow you to experience a different learning and living culture and improve linguistic abilities, they are also important for your personal and academic development, adding extra key skills to your profile on graduation.

This EU funded scheme exists to encourage students to study abroad for a period of time not less than three months and not more than one academic year. The University applies annually for an Institutional contract that includes student exchange arrangements between the University and various specified 'universities' in EU countries. The contracts commence in October to cover student travel in the ensuing academic year. Normally students exchange with their EU counterparts during their second year of study (but this can vary according to the programme you are following). It is a condition of the contract that the University follows the provisions of the European Credit Transfer Scheme (ECTS) so that study periods

abroad can be credited to the programme followed at Swansea.

Students on this scheme receive a contribution from EU funds towards the cost of travel and the difference in the cost of living in EU countries.

Students participating in the Socrates-Erasmus exchanges should, via their local co-ordinator and the Academic Registry, sign a learning agreement with the host university which lays down in detail their study programme and the ECTS credits they will receive. On completion of their study abroad, students are expected to provide a written report of their experiences: this is a condition of receiving the grant. If you are interested in finding out about the opportunities of studying abroad under the Socrates-Erasmus programme, please contact the Academic Registry on 01792 481197 for further details.

Finance

The Finance department is also situated on the Mount Pleasant campus, where staff will deal with, and offer advice on, the financial aspects of your study period at the University, including student loans, access bursary funds and supplementary grants. The office is open from 8.30 am - 5.00 pm Monday to Thursday, and 8.30 am - 4.30 pm on Fridays.

Student Services

The Student Services Department provides a framework of advice, support and information relevant to you as a student. The work of Student Services recognises that life as a student is varied. Whilst it can be exciting and enjoyable it can, at times, also be stressful, challenging and expensive. It is important to remember that the first few weeks at the University can be particularly daunting as it involves making a major life change. Specialist professional staff within Student Services are available to assist by offering support for study difficulties, careers guidance; counselling and welfare advice; advice and support on issues of special needs, disability, gender or ethnicity. All advisers will offer you assistance which is entirely confidential. To book an appointment with any of these members of staff, please contact the Student Services secretary, who is available on the Mount Pleasant campus, throughout the weekdays.

The office is open from 8.45 am - 4.00 pm Monday to Friday, or you can contact:

Student Services secretary

tel: 01792 - 481206

email: student.services@smu.ac.uk

Library and Learning Resources Service

The Library and Learning Resources service at Swansea Metropolitan University aims to support all students by providing information and library services of a high quality, within the University's resources framework.

At each of our main campuses at Dynevor, Mount Pleasant, Townhill and Swansea Business School, we have a comprehensive library, well-stocked with materials relating to the courses taught on each site. All four offer a wide range of books and journals, as well as other resources and facilities. You can also access our electronic books and electronic journals, plus other online databases and information on and off campus 24/7, via the library website: www.smu.ac.uk/library Our friendly staff are on hand to give you help and advice in using these, and our other resources and services.

The opening times and contact details for the four libraries can again be found on the library website, as can the library catalogue. This provides you with a search facility for all of our stock, as well as the opportunity to access your library account and renew any items you have on loan, or reserve items you'd like to borrow. (Please refer to the library website also for further information regarding the different loan categories of our stock, and the number of items you can borrow from us). We have self-service kiosks at all sites which enable you to quickly and easily borrow, and return, your own material. Finally, if we do not stock an item required for your studies, we will do our best to obtain it for you from another library.

In all four libraries we have photocopiers and scanners available for your use, in addition to open access computer areas with PCs linked to the University's network giving you the option to print and photocopy in black and white, or colour. Additionally, you can access SMU's wireless network if you wish to bring in your own laptop. All four libraries provide a DVD player, as some areas of our stock have items in this format. If you are looking for somewhere to study, we also provide a variety of study facilities.

All new students have the opportunity to take part in our general induction library tours during the first few weeks at university, to become more familiar with our facilities, services and staff. Other sessions are organised later on by our subject-specialist librarians, to teach you how to use our online databases, e-journals, e-books and websites to help you progress with your studies. Our librarians are available too if you need further assistance on a one to one basis. Lastly, if you are online and want to learn more about our services, facilities, events etc. you can follow us via our Library Blog, Twitter and/or Facebook pages.

It is important to remember that during your time with us as a student, if you have any questions, need any help, or wish to give us feedback, please do not hesitate to contact a member of our staff.

Finally, we look forward to seeing you soon, and welcoming you to your library!

Catering

Meals can be obtained in the Universities refectories

Townhill Refectory - Metro 2
Opening Times: Mon - Thurs: 8.00am – 6.00pm
 Fri: 8.00am – 3.00pm

Townhill - Campus Cafe
Opening Times: Mon - Thurs: 8.00am – 2.30pm
 Fri: 8.00am – 2.00pm

Selection of hot and cold meals, baguettes, Panini's etc.
Special diets are available if required.

Mount Pleasant - George Thompson Block - Café Metro.
Opening Times: Mon – Thurs: 8.00am – 6.00pm
 Fri: 8.00am – 2.30pm

Hot and cold food available throughout the day: also rolls, sandwiches, baguettes (choice of fillings) from £2.40. Vegetarian dishes are also available

Students Centre – Metro Xtra
Opening Times: Mon - Fri: 9.00am – 2.30pm

A wide selection of freshly made sandwiches, rolls and baguettes with a choice of fillings from £1.30. We serve a wide selection of freshly cooked meals including jacket potatoes with a choice of fillings, burgers including vegetarian, and pastries. Frankfurter sausages in warm crusty rolls cooked as you order, a varied selection of confectionery, and hot and cold drinks are also available. A good place to meet up with your friends in a relaxed, friendly atmosphere! This area also has a games room where you can relax and have a game of pool. Vending machines are available for confectionery and hot and cold drinks when the food area is closed.

Upper Floor - Starbucks
Opening Times: Mon - Thurs: 9.00am – 2.30pm

Dynevor Centre - Café Bar
Opening hours: Mon - Fri: 8.00am – 3.00pm

Serving hot and cold snacks, Panini's, baguettes as well as hot and cold drinks.

Bar - The Metro Lounge Starbucks Townhill Campus
Opening hours: Starbucks Mon - Fri: 8.00am – 4.00pm
Opening hours: Metro Lounge Mon – Sun: 7.00pm – 11.30pm

Full range of beers, wines and spirits available. Also coffee, Panini's and snacks available.
Please note that ALCOHOL will not be served during day time hours.

UNIVERSITY POLICIES, REGULATIONS AND PROCEDURES

The University has established a number of rules, regulations and procedures with regard to appropriate conduct of students and staff. You (students) should observe all rules, regulations and procedures that govern the effective organisation and management of specific areas within the University, including those relating to enrolment, registration, finance, health and safety, use of learning and teaching material, computers, refreshments, sport and recreation facilities, professional codes of practice pertaining to a course, and residential accommodation.

All of the University's Policies, Regulations and Procedures are available on the University's Intranet which can be found on the website at www.smu.ac.uk

CODE OF CONDUCT

Whilst on campus, in University property off-campus or engaged in University activities you must conduct yourself in a normal orderly manner. Please ensure that your standard of behaviour does not interfere with the legitimate freedoms of any other student, member of staff, or visitor, and that it does not disrupt or interfere with activities properly carried out by the University.

You must comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations. Accidents must be reported promptly to your Dean of Faculty or Head of School, who will ensure the necessary documents are completed and actions taken. Smoking is prohibited throughout the University. The University is not liable for loss or damage to personal property brought on to or left on campus.

- 1. Failure to observe the University's Code of Conduct may lead to action being taken under the disciplinary regulations and procedures.
- 2. This in turn may result in a penalty or even expulsion from the University.
- 3. If such an action is taken the student has the right of appeal.

CHANGE OF ADDRESS

If you change either your permanent and/or term-time address, you need to let both the Faculty Office and Academic Registry know by using the appropriate form obtainable from your Faculty Office or the Academic Registry. We need to know this as there are times during the year when we will forward you information, for example, invitation to the appropriate awards ceremony, information packs in September. If our records are not updated, we cannot promise that the information will reach you.

WITHDRAWING PERMANENTLY FROM YOUR PROGRAMME

Before you decide to withdraw, seek advice. It is a very difficult decision to make and you should talk to your tutor, your programme director, the Student Counsellor, the Students' Union, or all of these. They may be able to give you help and support, which may overcome any difficulties that are leading you to consider withdrawal. You need to get help as early as possible if you are having any difficulties.

Once you have made the decision to withdraw, you will need to complete a withdrawal form, and return it to Academic Registry at Mount Pleasant. The Academic Registry, on receipt of confirmation from your course tutor, will inform your LEA and the Student Loans Company. Please note that any

delay in completing and returning this form may result in you receiving a demand for repayment of part of your award, and you may unintentionally fall into arrears with the loan repayments. You should, at the same time as informing Academic Registry, write to your LEA and/or the Student Loans Company with information regarding your withdrawal. Academic Registry will be asked to confirm the date of withdrawal with the LEA/Student Loans Company.

SICKNESS/ABSENCE FROM STUDIES

You will need to let both the Faculty and the Academic Registry know if you are absent from your studies for any reason, including illness/accident related absence. Copies of the Student Sickness/Absence from Studies Form are available from the Faculty Office.

This form should be completed for sickness absence of up to seven days. If the sickness absence extends beyond the seventh day, then on day eight you will need to obtain a medical certificate, indicating the EXPECTED date on which you can return to the University, from your doctor. (This can always be extended by another medical certificate if your illness continues). Send the medical certificate and the completed self- certification form covering the first seven days to the Head of Academic Services, Academic Services, Mount Pleasant, Swansea SA1 6ED.

NB: If you visit your doctor before day eight, you need only self-certify for the period up to your visit as the medical certificate takes over from the day of your visit.

If your absence is for another reason that is known in advance, you should complete the self- certification form, ask your tutor to approve your absence by signing the form and send it to the Head of Academic Services (at the address given above). If your absence is unexpected/unplanned, then complete and return the form to the Head of Academic Services as soon as you are able to do so.

IMPORTANT - PLEASE NOTE

Academic Registry will notify your faculty of your absence upon receipt of your Self-Certification form and/or medical certificate. However, it would be courteous and sensible for you to try and contact your programme tutor to inform him/her of your situation.

PLEASE DO NOT DELAY IN COMPLETING AND RETURNING THE FORM.

There may be circumstances when your reason for absence and/or the length or frequency of your absences, requires us to notify your Local Education Authority. The provision of any false information may result in disciplinary action being taken, your Local Education Authority being notified (where appropriate) and possible exclusion from your programme of studies.

SUSPENDING STUDIES

If you do have an extenuating circumstance and you need time to sort things out, you may temporarily suspend your studies. This is normally for up to one year. If you suspend your studies, your LEA will normally suspend your award for the same period. If your suspension is for medical reasons, your LEA will require a medical certificate at the time you leave. If you wish later to continue with your studies, your LEA will normally be willing to reinstate your award. If you need to suspend your studies for longer than one year, you will need to contact your LEA to protect your entitlement.

TRANSFERRING COURSES

You may transfer from one course to another and still get financial support for the full duration of the new course, provided that you do so within the time limit and satisfy the other conditions for a transfer of award. You will need to check with your LEA before making your final decision. You may transfer within the University or to another institution. All transfers require the support and consent of the academic authorities.

REPEAT YEARS

If you have to repeat all, or part of the first year of your course for the first time, you may still be entitled to full support for the repeat year of study. If any subsequent year of the course is being repeated, or part of the first year is being repeated for a second or third time, your LEA has discretion over whether to provide full student support for that period. If you are required to undertake repeat study on less than the normal full-time hours (i.e. part-time), you are normally entitled to the full-time

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rate of student support, as long as the course is a designated full-time course.
For all your student support entitlements you must check with your LEA and the DfES guide: Financial support for higher education students.

CHANGE OF CIRCUMSTANCES

If your circumstances change at any stage during your studies or before you begin your course, you must tell your LEA immediately.

Data Protection

Statement for Student Enrolment (Data Protection Act)

Swansea Metropolitan University requires a certain amount of personal information for the administration of your studies, and to ensure the proper completion of your chosen course(s) or degree. All personal information provided by you will be treated strictly in terms of the Data Protection Act 1998. This means that confidentiality will be respected, and that all appropriate security measures will be taken to prevent unauthorised disclosure. The data which you provide will be used for stated purposes only. You will be advised about any further uses.

The University is also required to process some data which current legislation refers to as sensitive personal data (for example, racial or ethnic origin, marital status, health records, etc). Again, appropriate security will be in place to ensure that documents such as medical certificates (possibly required for examining boards) are retained confidentially and that they are retained no longer than is necessary.

The administration of studies may extend beyond the University’s central administration. Examples include the transmission of data to academic departments, the Library, the Computing Services, Halls of Residence, or professional bodies which accredit degrees. In other words, it may include all aspects of student progress through to eventual graduation. Like other institutions we archive student records for a limited number of years after graduation, in order to be able to confirm requests from prospective employers, etc. Details are also passed to our Alumni Office so that we can keep in touch with former students.

Under certain circumstances prescribed by the Act we might have to make data available without your consent. For example, in common with all other higher education institutions, we are obliged to pass information to the Higher Education Statistical Agency (HESA). To comply with other statutory and government requirements we must provide data to other organisations such as Council Tax Registration Officers, Higher Education Funding Council for Wales, Teacher Training Agency, Local Education Authorities, Student Loan Company and Research Councils.

When you enrol with the University you will be giving us permission to process data about you. Enrolment provides you with an opportunity to see some basic data held about you and to correct inaccuracies. If you do not enrol and give your consent to this processing, the University may not be able to accept you as a student. You will have the opportunity, at enrolment, to withdraw your consent for publication in open pass lists, newspapers and the Alumni database. This can be done by ticking the appropriate opt out boxes on the enrolment form or providing us with a letter.

When you enrol we ask you to give details for an Emergency Contact. This data will be used or disclosed only in the case of emergency. Please note that you must ensure that the contact is notified of the disclosure of their details to the University.

Please note that even if fees are paid by a third party, such as a parent or spouse or sponsor, under the Data Protection Act 1998 the Institute will not disclose any personal data relating to students to such third parties without the student’s express permission.

At various times during your studies you will be asked for personal data by University departments or services. You will still have full rights under the Data Protection Act, and may, if you wish, withhold personal data from publication in, for example, Web-based directories and graduation booklets.

The University does all it can to ensure that all data remains up-to-date and accurate. There are some areas in which we must rely on students to warn us of changes which occur, and it is important that you keep us informed of any such changes to avoid situations where (for example) we might send vital material to the wrong address.

Personal data will be processed only in accordance with the University's registration under the Data Protection Act. Any queries on these issues may be raised either with Academic Services or directly with Mr Paul Osborne, Deputy Head of Academic Services and Data Protection Officer.

Acceptable Use Policy

1. INTRODUCTION

The use of networked Personal Computers (PCs) as a tool for work, research and communications has become an essential part of modern society. Many people find it difficult to function without ready access to computing facilities, especially e-mail and the internet. This document defines Swansea Metropolitan University's policy in respect of the acceptable use of information and communications technology (ICT) facilities used within the University.

2. PURPOSE

In SMU the IT Infrastructure team (ITI) are responsible for minimising and containing potential risks to the University and its members, both operationally and legally, from the consequences of misuse of its ICT facilities. The purpose of this policy is to state clearly both users' obligations in using these facilities and ITI's responsibility and authority in taking action to safeguard them.

3. SCOPE

This Acceptable Use Policy applies, without exception, to all users of computer facilities of SMU, be they staff, student or a visitor with access privileges and whether registered as a user with the IT Infrastructure Department or not. It covers all Users' activities while:

- using any computer facilities owned by SMU wherever those facilities may be located (this would include any SMU laptop computers taken home);
- using any other computer facilities on any of the SMU campuses, including personally owned PCs in Halls of Residence;
- connecting over the Internet or via dial-up from off-campus to access SMU resources.

All Users will be deemed to be familiar with and bound by this Policy, copies of which can be found on the SMU Website and Intranet Site, the Students Union and in all SMU libraries.

4. RESPONSIBLE AUTHORITIES

The term "designated ICT Authority" as used in this policy refers to the Director of Finance and Resources or his/her authorised delegate. This policy is issued under the authority of the Director of Finance and Resources who, as an Officer of the University, is responsible for enforcing sanctions, where necessary, to safeguard the University and its members. The IT Infrastructure is managed by the Head of IT Infrastructure who is responsible for the prevention and detection of ICT misuse. This policy is managed by the Head of IT Infrastructure who is responsible for investigating incidents of ICT misuse.

5. POLICY STATEMENTS

5.1 GENERAL

It is the policy of the University:

- to provide a working environment that encourages access to knowledge and sharing of information;
- to maintain ICT facilities for academic and administrative purposes which provide access to its community for local, national and international sources of information;
- that ICT facilities will be used by members of its community with respect for the public trust through which they have been provided, and in accordance with prevailing laws and such regulations and policies established from time to time by the University, Faculties, Boards and other bodies;
- to ensure that the University is protected by holding users responsible for safeguarding passwords and access identities. Passwords and usernames must not be shared.

5.2 ACCEPTABLE USE

It is the policy of the University:

- (i) that the University's ICT facilities are provided in support of the University's teaching, learning, research, enterprise, and administrative activities;
- (ii) that they may be used for any purpose that is in accordance with the aims and policies of the

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University (as defined in the ITI regulations) and the JANET Acceptable Use Policy, including interworking with other organisations;

(iii) that only registered users (i.e. those holding valid ITI usernames and passwords) or those given permission by the designated authority are permitted to use the University's ICT facilities.

(iv) that only IT Technicians and other designated persons may service, modify, add or remove internal components of ICT equipment belonging to SMU;

(v) that no User may connect external peripherals to ICT equipment belonging to SMU that could foreseeably affect the University's data network without the express written consent of the Head of IT Infrastructure.

(vi) that users are expected to:

- be prepared to show ITI staff their ID card as proof of identity. This must be shown when requesting any changes to a network account;
- respect the published times of access to the facilities;
- respect the rights of others, and conduct themselves in a quiet orderly manner when using the open access facilities;
- take responsibility for any actions on the network attributed to their network account;
- to log off any PC when leaving it unattended, to prevent unauthorised access;
- comply with all valid regulations and legislation covering the use of Copyright and licensed material, including software, whether those regulations are made by law, or the originator of the material, or the distributor of the material (e.g. CHEST), or the University, or by any other legitimate authority;
- make all reasonable efforts to send data that is 'Virus Free', and to protect themselves from viruses and hacking attempts when connected to the University's network either on or off Campus. The University will not be held responsible for any damage to users' systems or information that occurs through such virus or hacking attacks;
- conform to all other appropriate policies and guidelines from ITI, the University and externally (including the JANET Acceptable Use Policy).

5.3 PERSONAL USE

The University accepts that a user's personal use of ICT facilities is within the scope of Acceptable Use, subject to the provisos within this document. It is the policy of the University:

- that provided that personal use is occasional and reasonable and does not interfere with, nor detract from an individual's everyday workload and commitments, nor with the effective functioning of the University or any part of it, and that it complies with all other terms of this Acceptable Use Policy then it will normally be tolerated;
- employees may be subject to disciplinary action, if excessive time is wasted engaging in the personal use of computing facilities during contracted hours;
- reserves the right to withdraw access to ICT facilities at any time.

5.4 STUDENT PCs IN HALLS OF RESIDENCE

Student PCs in Halls of Residence may be freely used for any purpose, as long as that use complies with this policy. Use of the Internet must also comply with JANET AUP. However, students are not allowed to:

- Set up their own personal computers to act as servers or be part of any unauthorised file sharing network (e.g. Kazza, Napster, Grokster);
- Connect any device to the network socket in their room other than the computer approved for connection by ITI;
- Connect any other computing device to their own approved computer (daisy chaining) in order to share the Local Area Network with others.

Network sockets in any student room may be disconnected from the Local Area Network if any account for fees is unpaid.

Any student who has a computer connected to the SMU Local Area Network must grant Technical staff

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permission to inspect their computer at any time, especially if that student is suspected of breaching this policy.

5.5 PERSONALLY - OWNED SOFTWARE

The definition of Personally-Owned Software covers all software programmes licensed specifically in the name of the User. Such software would not normally be approved for installation on SMU-owned hardware. However in exceptional circumstances, the Head of IT Infrastructure may approve the installation of such software, but only if:

- the User has a justifiable need for the use of this software in their academic work;
- a valid licence expressly permitting the installation of the software on more than one PC can be produced;
- the original software and associated media is provided.

5.6 UNACCEPTABLE USE

It is the policy of the University to prohibit the use of its ICT facilities when used or attempted to be used intentionally in contravention of the general principles outlined in 5.1 above. The activities prohibited under this policy include (but are not restricted to) those listed below. Users must not:

- (i) cause the good name & reputation of the University or any part of it to be damaged or undermined;
- (ii) create or transmit (other than in the course of properly supervised academic research where this aspect of the research has the explicit approval of the University's official processes for dealing with ethical issues) any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material;
- (iii) access, create, change, store, download or transmit material which the University may deem to be threatening, defamatory, abusive, indecent, obscene, racist or otherwise offensive;
- (iv) place links to websites which have links to, or displays pornographic and inappropriate material, facilitate illegal or improper use, or to bulletin board which are likely to publish defamatory materials or discriminatory statements; or where copyright protected works such as computer software or music are unlawfully distributed;
- (v) generate excessive noise, cause annoyance, inconvenience or needless anxiety to, or to violate the privacy of, anyone else;
- (vi) allow the ICT facilities to be damaged or contaminated by food, drink or smoking materials;
- (vii) interfere with the legitimate use by others of the ICT facilities, or interfere with or remove computer printout or media belonging to others;
- (viii) send unwanted, e-mail, chain letters, hoax virus warnings, pyramid letters or similar schemes using the University e-mail system;
- (ix) falsify e-mails to make them appear to have been originated from someone else;
- (x) attempt to access any other Users files, network equipment, or anything other than the facilities expressly authorised by SMU ITI;
- (xi) make use and possess, distribute, sell, hire or otherwise deal with any unauthorised copies of computer software for any purpose without the license of its owner;
- (xii) install any software that is not licensed to the University and /or install without authorisation software licensed or otherwise acceptable to the University on any of the University's computer systems under any circumstances.
- (xiii) transmit unsolicited unauthorised commercial or advertising material;

- (xiv)** use the ICT facilities for commercial, social or group distribution activities unless permission has been formally granted by the Designated ICT Authority;
- (xv)** connect any equipment to the Local Area Network without the prior consent of the Head of IT Infrastructure, as only Technician or other specifically designated and approved personnel may carry out such connections;
- (xvi)** gain unauthorised personal commercial benefit;
- (xvii)** gain unauthorised access to facilities or services via the University network;
- (xviii)** allow others to gain such unauthorised access, either wilfully by disclosing user names or passwords or neglectfully by failing to log out of the system, thereby permitting unauthorised use of a University account;
- (xix)** disseminate any material which may incite or encourage others to carry out unauthorised access to or unauthorised modification of the University's or others' computer facilities or materials;
- (xx)** introduce and transmit material (including, but not restricted to, computer viruses, Trojan horses and worms) designed to be destructive to the correct functioning of computer systems, software, networks and data storage, or attempt to circumvent any precautions taken or prescribed to prevent this;
- (xxi)** attempt to circumvent the University's firewall systems, or use file-sharing systems (sometimes known as P2P or peer-to-peer) without first gaining the permission of the designated authority;
- (xxii)** change, damage, dismantle, corrupt, or destroy (or cause to be changed, damaged, dismantled, corrupted or destroyed) any network component, equipment, software or data, or its functions or settings, which is the property of the University, its partners, staff, students, visitors, or anyone else, without the express permission of the designated ICT authority;
- (xxiii)** cause any of the University's ICT services to be overloaded, impaired, disrupted, curtailed or denied (other than in compliance with the direct instruction of the Head of IT Infrastructure);
- (xxiv)** connect any non approved computer network equipment (including wireless access points) to the University network without first gaining the written permission of the designated ICT Authority (this excludes normal and reasonable use of computer equipment connected to network points in student rooms within University halls of residence);
- (xxv)** set up any network services (e.g. web servers, e-mail services etc) unless formally sanctioned by the Head of IT Infrastructure;
- (xxvi)** register any domain name which includes the name of the University or any name which may mislead the public into believing that the domain name refers to the University;
- (xxvii)** use equipment (including mains leads) which has not first been PAT Safety tested (Portable Application Tested) by University approved staff; the equipment must display an up to date PAT label;
- (xxviii)** continue to use any item of networked hardware or software after a designated ICT authority has requested that use ceases because of its causing disruption to the correct functioning of the University ICT facilities, or for any other instance of Unacceptable Use;
- (xxix)** fail to comply with any action directed by a designated ICT authority to prevent or respond to any threats to the correct functioning of the University ICT facilities;
- (xxx)** contravene the local rules for University ICT facilities outside ITI;
- (xxxi)** create or transmit material that infringes the copyright of another person or institution, or infringe the Copyright laws of the UK and other countries;

- (xxxii) interfere with the legitimate activities of other users covered within the principles outlined in Section 5.2 of Acceptable Use;
- (xxxiii) otherwise act against the aims and purposes of the University as specified in its rules, regulations, policies, and procedures adopted from time to time;
- (xxxiv) contravene applicable laws and prevailing regulations and policies applied by bodies external to the University, including but not restricted to JANET (the Joint Academic Network).

5.7 PREVENTION, DETECTION & INVESTIGATION OF MISUSE

Under the terms of the Computer Misuse Act 1990, the Human Rights Act 1998, the Data Protection Act 1998 and the Regulation of Investigatory Powers Act 2000, SMU has a clear right to monitor all computing activity on all campuses and off-site where appropriate.

Monitoring will generally be automated, so log files and personal e-mails, files etc. will not be routinely read by SMU.

However SMU technical staff are authorised by the Vice-Chancellor to access such material, without notice to Users, when investigating technical problems, possible breaches of this Policy, or when investigating possible illegal activity

The University reserves the right to inspect and validate any items of University owned computer equipment connected to the network. Any other computer equipment connected to the University's network can be removed if it is deemed to be interfering with the operation of the network.

- It is the policy of the University:
- to publish its Acceptable Use Policy and to promote this to all users of the University Network;
 - to provide advice to staff and students, on request, on matters relating to acceptable use;
 - to take swift and effective action within existing disciplinary and / or legislative frameworks against anyone found to be intentionally misusing the information and communications facilities.

- In all cases where there is the potential for the University's ICT facilities to be misused, it is the University's policy to:
- record the identity of the individual using the specific facility at any given time;
 - retain these records for not less than three calendar months, and shall make them available to those senior managers appointed by the University to investigate complaints of misuse;
 - destroy these records after twelve calendar months, unless required in connection with a specific investigation.

6. LEGISLATION

6.1 COMPUTER MISUSE ACT 1990

It is a criminal offence under the terms of this act to gain unauthorised access to a computer system to make any unauthorised modification of computer material (including the introduction of a computer virus) or to interfere with any computing system provided in the interests of health and safety.

Any ICT user who tampers with any item of hardware, software or networking equipment belonging to SMU without permission, or who attempts to install any software on SMU-owned hardware without permission is committing an offence under the Computer Misuse Act 1990, which carries a maximum penalty of 5 years in prison and/or a fine.
For more information see: http://www.hms0.gov.uk/acts/acts1990/Ukpga_19900018_en_1.htm

6.2 DATA PROTECTION ACT 1998

The Data Protection Act 1998 regulates the storage of personal information (i.e. any information that can be identified as relating to a particular person or person(s) on computer systems. Before storing any such information on the University computer system, you must notify the University Data Protection Officer in writing. It is everyone's responsibility to ensure that any such information complies with the law.
<http://intranet/C15/Policies%20Procedures%20and%20other/default.aspx>

6.3 LIBEL

Libel is a civil wrong, which in proven cases, may incur substantial compensation. It is very complicated and therefore one of the easiest laws to contravene through ignorance. Facts concerning individuals or organisations must be accurate, verifiable and views or opinions must not portray their subjects in any way that could damage their reputation. Web pages and E-mail messages are regarded as published material. Check with the University's Deputy Head of Academic Services and/or the Ethics Committee before publicly displaying any contentious material.

6.4 COPYRIGHT

The Copyright laws of the UK and other countries must not be infringed. Downloading material from the Internet carries the risk of infringing copyright. This applies to files, music, films, TV programmes, documents and software, which must be licensed. Material illegally copied in this country or elsewhere and then transmitted to another country via the Internet, will also infringe the copyright laws of the country receiving it.

Copyright, Design and Patents Act 1998 is applicable to all types of creations, including text, graphics and sounds by an author or artist. This will include any that are accessible through the University's computer systems.

Any uploading or downloading of information through on-line technologies which is not authorised by the copyright owner will be deemed to be an infringement of her/his rights.

Users must not make, transmit or store an electronic copy of copyright material on the University's computing services without the permission of the owner.

<http://intranet/C15/Sections/default.aspx>

7. SANCTIONS

- Where misuse of ICT facilities has been identified, the matter will be investigated under the University's appropriate disciplinary procedure. The Director of Finance and Resources (or his/her nominee) has the authority, as an officer of the University, to investigate cases of alleged misuse and, where applicable, to apply sanctions directly or to refer individuals to their faculty/school/department for disciplinary action.
- Any misuse which is in contravention of the law and/or which involves the intentional access, creation, storage or transmission of material which may be considered racist, indecent or obscene (other than in the course of academic research where this aspect of the research has the explicit approval of the University's official processes for dealing with ethical issues) will be regarded as an act of gross misconduct.
- Students may be expelled for gross misconduct under the University's student disciplinary procedures and staff may be dismissed under the University's staff disciplinary procedures.
- Where there is evidence of a criminal offence, the issue will be reported to the Police for them to take action. The University will co-operate with the Police and other appropriate external agencies in the investigation of alleged offences.

8. OTHER REFERENCES

- Users are bound by the Law of England and Wales when using the University's ICT facilities e.g. The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 at: <http://www.hms0.gov.uk/si/si2000/20002699.htm>
- In addition, when accessing computers abroad, the rules of that country apply.
- It is the user's responsibility to ensure his/her activities comply with these laws.
- The use of the University's information systems facilities is subject to all relevant University regulations. <http://intranet/Regulations%20and%20Policy/default.aspx>
- The use of some information systems software is subject to the Chest Code of Conduct detailed at: <http://www.chest.ac.uk/conduct.html>.
- When making use of the Internet, the acceptable use policies of the carriers apply, in particular JANET <http://www.ja.net/services/publications/policy/aup.pdf>.
- Users of the University's email services should follow the e-mail user guidelines for using e-mail effectively, securely, considerately and legally.

The University is compliant with the Privacy and Electronic Communications (EC Directive (Amendment) Regulations 2011 in relation to the use of cookies. The University’s policy is available on the web site www.smu.ac.uk

9. DISCLAIMER

Swansea Metropolitan University makes no representations about the suitability of ICT services for any purpose. All warranties, terms and conditions with regard to these services, including all warranties, terms and conditions, implied by statute, or otherwise, of satisfactory quality, fitness for a particular purpose, and non-infringement are excluded to the fullest extent permitted by law.

Swansea Metropolitan University shall not in any event be liable for any damages, costs or losses (including without limitation direct, indirect, consequential or otherwise) arising out of, or in any way connected with, the use of the ICT services, or with any delayed access to, or inability to use the services and whether arising in tort, contract, negligence, under statute or otherwise. Nothing in these terms excludes or limits liability for death or personal injury caused by the negligence of Swansea Metropolitan University in providing this service.

Race Equality

The University is committed to tackling racial discrimination and promoting equality of opportunity and good race relations as required by the Race Relations Act and the Race Relations Amendment/Act.

All staff and students have a responsibility and duty under the Acts to assist the University in seeking to ensure that it remains free of any form of racial discrimination. Staff or students who do not adhere to the Race Relations Policy will not only be failing in his/her personal responsibility to help create and foster a society which is free of racial discrimination, but will also be subject to disciplinary action in accordance with the University's equal opportunities policies.

The University does not tolerate racial discrimination of any kind. Promoting Race Relations within Swansea Metropolitan University, through treating staff and students with respect is one of our principal values. As individuals, we need to learn about 'differences' as well as the common ground we share. An open mind to people's differences can reduce bias and prejudice and can help us understand the needs of others.

Attendance Policy

All award-bearing courses offered by Swansea Metropolitan University comprise a programme of study, which has been rigorously scrutinised and then approved by a panel of specialists including members from outside the University. The assessment for these courses is closely linked to the topics covered in the approved programme of study.

In order to prepare for the assessment it is important that students should attend the classes provided for each course as the classes have been designed both to cover the content of the programme of study and to provide a learning support structure for the other work (for example reading, essays, exercises, projects) which the course entails.

The nature of 'classes' will vary from course to course and will therefore be prescribed by the appropriate Dean of Faculty on the advice of the Programme Director.

It is accepted that students will unavoidably miss the occasional prescribed class. When this occurs, the reason should be provided either in advance, or no later than one week after the absence, to the appropriate designated person.

Students who miss more than 3 consecutive prescribed weekly classes or one week of study without good reason, as determined by the Dean of Faculty or nominated colleague, may be subject to action that may result in a student being withdrawn, suspended or in extreme circumstances excluded from the University.

The purpose of this policy is to assist students to complete their course as successfully as they are able. Attendance at prescribed classes will greatly facilitate this. When required, students have access to integrated support services to help them with their learning and attendance.

Drugs Policy

The University aims to protect young people from the harmful effects of the misuse of drugs and other harmful substances, and to raise the awareness of the damages of drug and substance misuse.

To meet our obligations, the University seeks to ensure that all staff and students comply with the approved Drugs Policy, statements and procedures.

Students are strongly discouraged from using any illegal drug or substances. The supply and/or use of illegal drugs or other harmful substances on University property will not be tolerated and the University will uphold the criminal law on drug abuse.

Students are strongly advised against the misuse of legal drugs, alcohol or other substances, which could impair their ability to achieve their full academic potential and/or damage their general health.

The University undertakes to provide a programme of drug awareness initiatives to furnish students with necessary facts for informed decision-making.

Student Services Staff offer confidential support to students seeking help in resolving related problems. However, it may not always be possible to uphold complete confidentiality where students are considered to be a danger to themselves or to other people.

POSSESSION OF CONTROLLED DRUGS ON UNIVERSITY PROPERTY

The police will be informed where considered appropriate, but in the first instance, students found to be in possession of controlled drugs will be immediately reported to the Head of Academic Services who will refer the matter to the University’s Compliance Officer for Investigation. The student could face expulsion from the University.

SUPPLY OF CONTROLLED DRUGS ON UNIVERSITY PREMISES

Any person discovered supplying drugs on University premises will be reported to the Head of Academic Services who will in turn inform the Police. In addition, if the supplier is a student, he/she will be dealt with under the University’s Student Disciplinary Procedures and expulsion is likely.

STUDENTS UNDER THE INFLUENCE OF DRUGS/ALCOHOL

Students who are suspected of being incapable of working safely as a result of taking drugs/alcohol or other substances will be reported to the occupational Health Staff and the Head of Academic Services. University disciplinary proceedings could follow.

STUDENTS PERCEIVED AS HAVING A DRUG PROBLEM

Staff or students who suspect that a student has a problem which is related to drug/alcohol abuse should report their suspicions in the first instance to one of the Counsellors who will offer the student confidential support.

DISCOVERY OF SUBSTANCES ON UNIVERSITY PROPERTY

1. Staff finding an illegal substance will take possession of the substance, where possible, in the presence of a witness.
2. Should the offending student refuse to give up the substance, the police will be called.
3. Having removed the illegal substance, the staff member will seal it in an envelope and sign and date the seal. It should then be handed to the Vice-Chancellor or Head of Academic Services.
4. The date, time, place and name of student involved will be logged and signed.
5. The Vice-Chancellor /Head of Academic Services will then immediately inform the police and arrange for collection of the substance. Until collection, its safekeeping is the responsibility of the Vice-Chancellor /Head of Academic Services.
6. Any equipment connected with substance misuse will be removed, but it should be handled with extreme care. Used syringes carry the risk of infection and should be placed in a rigid container.

Student Conduct

Disciplinary Regulations

BULLYING AND HARASSMENT

The University treats very seriously behaviour which can either be described as bullying or harassment and there are University regulations which are designed to provide protection for you if you are the victim. Such behaviour can include inappropriate use of social networking websites, text messaging or any other form of communication, and it can be directed at students or employees of the University.

If you are a victim of such behaviour you can make an official complaint using the University’s Student Complaints Procedure on the basis that the behaviour has had an adverse effect on your progress within the University. Details of the Complaints Procedure are included in this Guide.

If the person who is carrying out the improper behaviour is a fellow student then that person will be subject to the Major Offences procedure under the Student Disciplinary Regulations. (A member of staff will be subject to the Staff Disciplinary procedure) In all cases it is recommended that you contact your tutor and Students’ Union who can provide the appropriate support, in addition the University’s Counselling Service is available for advice and assistance.

PART D- DISCIPLINARY REGULATIONS

REGULATION F14- STUDENT DISCIPLINARY REGULATIONS

F14.1 Basis of Jurisdiction

All students of Swansea Metropolitan University (“Swansea Metropolitan University”) are subject to the jurisdiction of the Vice Chancellor (his delegates) and the Board of Governors, in respect both of their studies and their conduct.

F14.2 These regulations deal with student misconduct which is defined as improper interference in the broadest sense with the proper functioning or activities of the institution, or with those who work or study in the institution, or action which otherwise damages the institution whether on Swansea Metropolitan University premises or elsewhere.

F14.3 In these regulations:

- (a) “friend” shall be understood as meaning a member of academic staff of Swansea Metropolitan University or a registered student of Swansea Metropolitan University or a Sabbatical Officer of the Students’ Union;
- (b) “Student” shall mean any student studying or registered at Swansea Metropolitan University and for the avoidance of doubt this shall include all postgraduate students registered solely for the purpose of writing up and all graduands.
- (c) “Head of Academic Services” shall mean the Head of Academic Services of Swansea Metropolitan University as appointed from time to time.

F14.4 The Discipline Committee (“the Committee”)

- (a) The Committee deals with major offences and appeals against decisions of authorised Swansea Metropolitan University officers in the case of minor offences.
- (b) The membership of the Committee is as set out below; the quorum of the Committee is three members:

Chair – normally a Dean or Assistant Dean (appointed by the Vice Chancellor);
 Three further members of Academic Board (appointed by the Vice Chancellor);
 Two student members (normally a sabbatical officer of the Union of Students and one other student whose names shall be communicated to the Head of Academic Services by the President of the Students' Union).

- (c) The Vice Chancellor is not a member of this Committee, and an officer authorised to deal in the first instance with minor offences is precluded from membership where an appeal from a decision made by him/her in the case of a minor offence is being heard.
- (d) The Vice Chancellor has authorised certain officers of Swansea Metropolitan University (see section (6)) to deal, in the first instance, with minor offences.

F14.5 Appeals from the Committee

- (a) Appeal from any decision of the Committee is directed to the Appeals Committee of the Board of Governors ("the Appeals Committee") in writing to the Clerk to the Board of Governors within ten working days of the promulgation of the Committee's decision.
- (b) The membership of the Appeals Committee will be three members of the Board of Governors of whom at least one should be an independent/co-opted governor. The Chair of the Appeals Committee will be appointed annually by the Board of Governors.

F14.6 Minor Offences: Jurisdiction

- (a) The following officers ("authorised officer(s)") or their deputies may deal with minor offences: The Vice Chancellor, The Deans of Faculties, The Head of Academic Services and the The Director of Estates who will exercise his power only within students' residences and their immediate confines.
- (b) The penalties which may be imposed by the foregoing authorised officers will not exceed £100.
- (c) Where appropriate the Officer concerned may require an individual to make and attend an appointment for counselling or medical treatment, a requirement to undertake community service, a reprimand or suspension of privileges for a period not exceeding one term, or a requirement to make good the cost in whole or in part of any damage caused and/or repay/make good any financial loss to Swansea Metropolitan University, or any or all of these. The limits of these penalties may be reviewed periodically by authority of the Board of Governors.
- (d) Anti-social conduct, including causing a public nuisance by drunkenness or disorderly conduct, is normally to be regarded as a minor offence and will attract a penalty as defined above.
- (e) In the event of repeated minor offences (that is two or more as proven under this procedure) the authorised officers above have the discretion to refer the student concerned for discipline under the major offences procedure

F14.7 Minor Offences: Procedure

- (a) In all cases, the individuals concerned are to be specifically informed of the details of the alleged offence in writing (to be served personally and/or by Special Delivery) and given the opportunity of defending themselves and shall, if they so desire, be accompanied by a friend. Where a student does not appear on the date appointed and Swansea Metropolitan University's authorised officer is satisfied that he/she has received notice to appear, Swansea Metropolitan University's authorised officer may proceed to deal with the charge and if necessary, impose an appropriate penalty in the absence of the student. The authorised officer also has the power to postpone, continue or adjourn the case on cause shown at his/her discretion.

.....

(b) In cases where guilt is admitted or proved on a balance of probabilities, a record of the offence and of the sentence will be filed, by the officer concerned, in the office of the Head of Academic Services of Swansea Metropolitan University.

(c) When responsibility is admitted, Swansea Metropolitan University's authorised officer's decision is final subject to the right of appeal to the Vice Chancellor, within ten working days (in writing) in mitigation of penalty. The note of appeal must state briefly the grounds upon which the appeal is made.

When responsibility is denied, and if the student is not prepared to accept Swansea Metropolitan University's authorised officer's decision, he/she has the right to appeal in writing to the Vice Chancellor within ten working days of the decision. The note of appeal must state briefly the grounds upon which the appeal is made.

In both cases, if the Vice Chancellor considers the grounds for appeal to be inadequate, he/she may decide not to proceed with the appeal.

(d) The date and place of the hearing of the appeal will be notified in writing to the student not less than five working days in advance of the hearing and the Committee shall have the same powers of postponement, continuation or adjournment as in section (7)(a). The student will be informed that, unless he/she expresses a wish to the contrary before the date of the hearing, students will sit as members of the Committee.

(e) In all cases of appeal to the Committee, the student has the right to be accompanied at the hearing by a friend.

(f) The Committee in such cases will, as soon as practicable after receipt by the Head of Academic Services of the note of appeal, call on the authorised officer concerned for a brief report, in writing, of the circumstances of the case. This report will also be submitted to the student in advance of the hearing.

(g) The student may be allowed to call or present fresh evidence at the discretion of the Committee.

(h) The Committee has the power to call any witness who has given evidence before the officer concerned or to call before it additional witnesses and to admit new evidence.

(i) In all cases of appeal before the Committee, the appellant shall be heard first, and thereafter the authorised officer or his/her representative. Where witnesses are called, they shall be subject to examination, cross-examination and re-examination by the parties.

(j) The student and anyone representing or accompanying him/her and the authorised officer or his/her representative will withdraw while the Committee considers its decision, and return to hear it delivered.

(k) If the Committee rejects an appeal against an authorised officer's decision the student shall be heard in mitigation before any penalty is determined. In determining the penalty the Committee may take into account any record of previous misconduct.

(l) In determining appeals, the Committee may set aside, vary or confirm the decision of the authorised officers or may set aside or vary the penalty imposed.

(m) In all cases a Minute of the proceedings will be kept, and, where appropriate, a précis of the statements of witnesses.

F14.8 Major Offences: Jurisdiction

- (a) In all cases where in his/her opinion the gravity of the offence appears to warrant it or the appropriate penalty might be beyond the limit fixed for a minor offence, the officer to whom the case has been reported is obliged to report the case to the Vice Chancellor. It shall be the responsibility of the Vice Chancellor to determine whether the case shall be considered under the Major Offences procedure.
- (b) For illustrative purposes, examples only of what would normally be regarded as major offences are:
- (i) offences in connection with degree, diploma or certificate examinations;
 - (ii) falsification or serious misuse of University records, including degree or diploma certificates;
 - (iii) false pretences or impersonation of others, within or without Swansea Metropolitan University, in connection with academic attainments or financial awards;
 - (iv) theft, fraud, misapplication of or gross negligence in connection with funds or property of any kind;
 - (v) riotous or disorderly conduct causing serious damage to or on University property or premises or seriously affecting good order within or without Swansea Metropolitan University;
 - (vi) offences against the criminal law, where these offences involve other students or directly affect the interests of Swansea Metropolitan University;
 - (vii) conduct, which, by whatever means, seriously disrupts or prejudices the work of other members or employees of Swansea Metropolitan University or the carrying out of University business;
 - (viii) the possession, storage, sale, use or misuse of a controlled drug as defined by the Misuse of Drugs Act 1971 (as amended) or any other substance deemed to be harmful as defined by Swansea Metropolitan University, on Swansea Metropolitan University property.
- (c) The penalties which may be imposed in respect of major offences may include reprimand, fine, a requirement to make and attend an appointment for counselling, medical treatment, or community service, suspension from academic or other privileges, rustication (i.e. complete suspension of student status and exclusion from campus for a fixed period) or expulsion from Swansea Metropolitan University as well as (in the case of damage to property or premises) requirement to make good that damage in whole or in part, and/or repay/make good any financial loss to Swansea Metropolitan University or any or all of these. The most serious offences, such as assaulting University staff in the course of their duties, shall normally warrant the most severe of penalties, i.e. expulsion from Swansea Metropolitan University

F14.9 Major Offences: Procedure

A student who has committed a major offence may be suspended from classes, precincts or Swansea Metropolitan University as a whole, at the Vice Chancellor's discretion, pending a disciplinary hearing, police investigation or criminal trial. This suspension is not a sanction, but may be used to protect Swansea Metropolitan University community or the reputation of a particular member or members of Swansea Metropolitan University. The reasons for the suspension will be put in writing and will be subject to periodic review.

If a student is, or is likely to be violent, the Head of Academic Services has the discretion to suspend the student instantly pending investigation by the Compliance Officer. The suspension must be reviewed within 48 hours by the Vice-Chancellor or nominee.

- (a) A student charged with a major offence will receive a written summons (served personally and/or by Special Delivery) giving a brief but clear specification of the charge and calling upon him/her on at least ten working days' notice to appear before the Committee. If the student does not appear on the date appointed and the Committee is satisfied that he/she has received due notice to appear, the Committee may proceed to deal with the charge and, if necessary, impose the appropriate penalty in his/her absence.

Together with the written summons, the student will be notified that:

- (i) unless he/she expresses a wish to the contrary before the date of the hearing, students will sit as members of the Committee.
 - (ii) if he/she wishes to lodge an objection to any member of the Committee (whose names will be communicated to him/her) he/she must lodge the objection with the Head of Academic Services not less than forty-eight hours before the hearing, with an explanation of the grounds for objection.
 - (iii) he/she may call such witnesses in defence as he/she may think fit, and shall inform the Head of Academic Services in advance of the date of hearing of the names of his/her witnesses.
 - (iv) he/she may be accompanied by a friend.
 - (v) he/she should approach the President of the Students Union to decide the procedure and the action which he/she may take.
 - (b) The Committee will itself decide on any objections to its members lodged by the student charged.
- (c) In the event of the student wishing to admit the charge, he/she may do so in writing to the Head of Academic Services of Swansea Metropolitan University on receipt of the summons. He/she shall be heard in mitigation by the Committee before any penalty is determined.
- (d) If the student wishes to challenge the charge, he/she shall do so in writing to the Head of Academic Services of Swansea Metropolitan University at least three clear working days before the date fixed for the hearing and the question shall be decided by the Committee at that date. If the charge is found to be properly brought, the Committee shall proceed directly to hear the charge.
- (e) In the event of the student denying the charge, Swansea Metropolitan University's case will be presented by the Head of Academic Services or a member of the Head of Academic Services's staff appointed by him/her. Witnesses may be called in support of the case and their names shall be made available to the student prior to the hearing.
- (f) The evidence on behalf of the student (should he/she wish to give evidence) will then be heard.
- (g) Witnesses may be cross-examined and re-examined.
- (h) Both the student and the member of Swansea Metropolitan University staff presenting the case shall be allowed to make a final address, the student having the last word.
- (i) The student and anyone representing or accompanying him/her and the members of Swansea Metropolitan University staff presenting the case will withdraw while the Committee considers its decision, and return to hear it delivered.
- (j) If the Committee finds the charge proved, the student shall be heard in mitigation before any penalty is determined. In determining the penalty, the Committee shall take into account any record of previous misconduct.
- (k) The student may admit the charge or part of it at any stage of the proceedings.
- (l) The Committee shall have power to adjourn, continue or postpone a hearing on cause shown or in its discretion.
- (m) In all cases, a Minute of the proceedings will be kept and where appropriate, a précis of the statements of witnesses.

F14.10 Procedure for Appeal to the Appeals Committee of the Board of Governors

- (a) After the decision of the Committee has been made, the student will be allowed ten working days in which to make an appeal (in writing, to the Clerk of the Governors – ‘the Clerk’) for a hearing by the Appeals Committee. The appeal may be either against the decision of the Committee or against the penalty and should state briefly the grounds on which it is made. If the Clerk considers the grounds for appeal to be inadequate he may decide not to proceed with the appeal.
- (b) When an appeal has been notified, the Appeals Committee (through the Clerk) will summon the appellant to a hearing allowing at least ten working days for preparation of his/her case. At the same time, the appellant will again be informed that he/she is entitled to be accompanied by a friend.
- (c) The appellant will be provided with a copy of the Minute of the proceedings of the Committee. The Committee may prepare its own report to the Appeals Committee in addition to the Minute of proceedings, with such comments as it may wish to make on the reliability of evidence. This report will also be made available to the appellant.
- (d) The Appeals Committee has power on cause shown to permit the appellant to call or present additional evidence in which event the member of the Head of Academic Service’s staff responsible for the presentation of the case may be permitted to call or present further evidence to meet any new or additional issues raised by the appellant.
- (e) At the hearing, the appellant will be the first party to address the Appeals Committee.
- (f) The member of the Head of Academic Services’ staff appointed to speak to the charge will then address the Appeals Committee.
- (g) If additional witnesses are permitted to be called on behalf of the appellant, they will be liable to cross-examination. Any additional witness called by the member of the Head of Academic Services’ staff will also be liable to cross-examination. Additional witnesses will also be subject to re-examination.
- (h) The appellant and anyone representing or accompanying him/her and the member of the Head of Academic Services’ staff will withdraw while the Appeals Committee considers its decision, and return to hear it delivered.
- (i) In the case of an adverse decision (except in appeals solely against penalty) the appellant may make a plea in mitigation of penalty.
- (j) The Appeals Committee has power to confirm, set aside or vary a finding or decision of the Committee or to set aside or vary any penalty imposed by the Committee.

F14.11 Criminal Proceedings

- (a) In cases where it is thought that a student may be involved in criminal conduct, it is the duty of any member of Swansea Metropolitan University to whose attention the matter is drawn to report it to the Head of Academic Services of Swansea Metropolitan University.
- (b) The fact that criminal proceedings are being undertaken, or have been considered, does not preclude Swansea Metropolitan University from taking its own disciplinary action, if it is thought fitting or necessary to do so.
- (c) The fact that the Police are unable or unwilling to proceed does not preclude Swansea Metropolitan University from taking its own disciplinary action.

F14.12 Office of the Independent Adjudicator

Upon exhaustion of the above internal disciplinary procedures the student shall have the right to refer the relevant matter to the Office of Independent Adjudicator

Student Complaint Procedure Applicable:

- All students and programmes/courses
- Situations where a student, or a group of students, has a complaint relating to the conduct of a member or group of staff, which cannot be resolved by the informal process.
- Instances where a student, or group of students, believes that a programme is delivered or managed in such a way as to have an adverse effect on student progress and/or the academic standard of the programme.

October 2008

Procedure F12: Procedure for dealing with Complaints by Students

1. Scope

- 1.1 This procedure is intended to cover the situation where a student, or a group of students has a complaint relating to the conduct of a member or group of University staff towards him or her, which cannot be resolved by informal processes.
- 1.2 Furthermore, the procedure covers instances where a student or group of students believes that a programme is being delivered or managed in such a way as to have an adverse effect on student progress and/or the academic standard of the programme.
- 1.3 Examples of such complaints could include:
 - a) persistent failure to supervise a student, in accordance with the requirements of the programme;
 - b) persistent cancellation of scheduled classes without proper notice and/or reason;
 - c) persistent failure to mark required written work, and/or loss of, or failure to return that work within a reasonable time (20 working days);
 - d) persistent failure to communicate to the student(s) accurate information about the programme, its assessment and other relevant matters, or to operate within normal programme regulations;
 - e) abusive remarks or behaviour, including harassment in any form;
 - f) unjustified or negligent behaviour, likely to cause physical or mental injury to the student, or affect the student's safety.
- 1.4 The above is an illustrative, not exhaustive, list. Alleged complaints must be of a nature comparable to those on the list, and would not be appropriate for the following:
 - a) minor, or occasional lapses of good manners;
 - b) disputes between students or between staff, except where they have an adverse effect on other students' progress;
 - c) disputes with persons not employed by, or subject to the jurisdiction of the University;
 - d) appeals against the decisions of Examining Boards.

2. Consultation

- 2.1 Consultation with students on the delivery and quality of taught programmes of study takes place informally in conversations between students and staff, or formally through meetings such as Programme Committees. For students on programmes of supervised research, consultation takes place both formally and informally in conversations between students and their supervisors.
- 2.2 Normally, complaints will be resolved through the formal and informal mechanisms in the Faculty, as it is at this level that matters can best be resolved in a manner and timescale that will produce an outcome acceptable to the student(s) and the University. However, in those rare cases where the Faculty processes are inappropriate, or where a mutually satisfactory solution cannot be obtained through this route, the following procedure exists.

3. Procedure for making a complaint

- 3.1 Complaints will be accepted only from:
- a) students fully enrolled with the University, in the case of a personal complaint against a member/group of staff;
 - b) one or more fully enrolled students (or their representatives) from the programme concerned, in the case of a complaint regarding academic standards.
 - c) Staff of the University, referring issues raised with them by students;
 - d) third parties (including representatives of students), only if the complaint is accompanied by the written support of the student(s) concerned.
- 3.2 Complaints may be made verbally to the Dean of Faculty of the member/group of staff concerned in the first instance, although students are advised to record dates/content of informal discussions, pending resolution of the issue concerned. All discussions with students, whether formal or informal, are noted on individual student records, as a matter of procedure.
- 3.3 Where the formal complaint procedure needs to be invoked, as in Section 5 below, the complaint must be made in writing to the Head of Academic Services (or nominee), using the Complaint Form (SC/F1), obtainable from Faculty Offices, Central Academic Services and the Students' Union.

4. Procedure for investigating Complaints

4.1 Informal Procedure

The student(s) should first raise the complaint informally with the Dean of Faculty of the staff member(s) concerned, or the Head of Section, in the case of administrative/secretarial staff.

- 4.2 The complaint should be raised as soon as possible with the Dean of Faculty/Head of Section and, in any case, not later than **ten days** after the reason for the complaint arose, or after the failure of other informal methods of resolution.

- 4.3 On receipt of the complaint, the Dean of Faculty/Head of Section must investigate whether the appropriate measures have been used to raise the complaint with the member(s) of staff concerned. If satisfied that this has been done, or, alternatively, that such measures are inappropriate in the circumstances, then the Dean of Faculty/Head of Section must accept the complaint and the possibility of an informal resolution of the issue by agreement must be explored.

4.4 Formal Procedure

If, **ten working days** after the informal complaint has been accepted, an agreed resolution has not been reached, then the line manager should ask the student if he/she wishes to continue the complaint, and if so, to invoke the formal complaint procedure, by completing a Complaint Form (SC/F1), for submission to the Head of Academic Services (or nominee) within **five working days**.

Note: Where the Head of Academic Services is the line manager of the member/group of staff cited in the complaint, then the Vice-Chancellor shall act in his/her stead, as described below.

- 4.5 The Head of Academic Services (or nominee) will acknowledge receipt of the complaint and remind the complainant of the assistance that may be rendered by the Students' Union.
- 4.6 In the case of a complaint concerning academic standards, the Head of Academic Services (or nominee) shall inform the Chair of the Academic Audit, Quality and Standards Committee, and keep him/her apprised of the stages and outcome of the complaint.
- 4.7 In the case of a personal complaint against a member/group of staff, the Head of Academic Services (or nominee) shall inform the Director of Personnel, and keep him/her apprised of the stages and outcome of the complaint.
- 4.8 On receipt of a Formal Complaint the Head of Academic Services, shall submit the matter to the Compliance Officer for investigation. The investigation will seek formal comments from the staff members cited the complaint, their line manager and any other member/group of staff who may hold information pertinent to the complaint. On completion of the investigation the Compliance Officer will produce a written investigation report to the Head of Academic Services.
- 4.9 Having regard to these comments, and, if necessary, following further communication with the complainant(s), the Head of Academic Services (or nominee) shall decide:
 - a) that the complaint has not been substantiated, and that no further action is necessary; or
 - b) that the complaint has been substantiated, but that appropriate steps to deal with it have already been taken, and no further action is necessary; or
 - c) in the case of a personal complaint against a member/group of staff, and where there is a prima facie case to answer, the Disciplinary Proceedings procedure shall be invoked;
 - d) for a complaint relating to a taught programme of study, that the complaint should be referred to the Dean and/or Programme Committee for investigation and action; and/or
 - e) for a complaint relating to a programme of supervised research, that advice be sought from a person independent of the research programme, with appropriate subject expertise;
- 4.10 The complainant, and interested parties immediately connected with the complaint, shall be informed by the Head of Academic Services (or nominee) of the outcome of this stage of the procedure within **five working days** of the decision after receipt of information. The Chair of the Academic Audit, Quality and Standards Committee or the Director of Personnel shall also be informed, as required.
- 4.11 The complainant is entitled to appeal against the decision of the Head of Academic Services, if they are not satisfied with the decision reached or the conduct of the investigation. Any appeal shall be sent in full and in writing to the Head of Academic Services or nominee, and must reach him/her not later than ten working days after notification of the decision.

5. Appeal

- 5.1 On the receipt of a request for an appeal of his/her decision or the conduct of the investigation, the Head of Academic Services (or nominee) shall form a panel consisting as follows:
- a) a Chair, nominated by Academic Board, who shall normally be a Dean (other than the Dean of the Faculty in which the complainant(s) is/are enrolled);
 - b) one academic or administrative member of staff of Academic Board, as appropriate to the complaint under investigation;
 - c) a representative nominated by the Students' Union.
- * None of the members should have had any close involvement with the complaint or associated persons.
- 5.2 The Chair of the Panel, in consultation with the Head of Academic Services (or nominee), shall then arrange a date for the complaint to be discussed within **15 working days** of his/her appointment, and shall notify all parties of the date not less than **7 working days** before it takes place.
- 5.3 At least **7 working days** before the meeting, the Head of Academic Services shall circulate copies of the Complaint Form, and any other relevant documentation to panel members.
- 5.4 Written information not received in advance may not be considered by the Panel, unless the Panel decides, in exceptional circumstances, to receive such evidence.
- 5.5 The Panel discussion may be attended by both the Complainant and the Defendant, accompanied by one friend per party. Where a number of students are bringing the same complaint, they shall appoint two of their number (each entitled to be accompanied by one friend) to attend the meeting.
- 5.6 Both parties may address the Panel, and at the discretion of the Panel, question any witness.
- 5.7 The Panel may decide:
- a) that no further action is necessary;
 - b) for a complaint relating to a taught programme of study.
 - i) that the programme management committee be required to take action on the complaint; and/or
 - ii) that the next progress review of the programme be required to address the matters raised in the complaint; and/or
 - iii) exceptionally, that the date of the next progress review of the programme be brought forward;
 - c) for a complaint relating to a programme of supervised research:
 - i) that the Dean be required to take action on the complaint; and/or
 - ii) that a proposal be submitted to the Research and Postgraduate Committee for a revision in the supervision and/or registration arrangements;

- d) for a complaint relating to either a taught programme of study or a programme of supervised research:
 - i) that the Faculty Board be required to monitor action taken on the complaint; and/or
 - ii) exceptionally, and if a significant injustice affecting the assessment of a student may have occurred, that the Academic Board be requested to require the Examining Board or the examiners (as appropriate) to reconsider their decision.
- e) to commence disciplinary proceedings against the member/group of staff concerned, or, if appropriate, the student.

5.8 In all cases, the Panel may decide to tender such apology to the student(s), as it deems to be appropriate.

5.9 The Head of Academic Services (or nominee) shall inform the complainant(s), and other appropriate persons of the outcome of the Panel's investigation.

6. Complaints against Senior Staff of the University

6.1 Where the complaint is against the Head of Academic Services (or nominee), the procedures outlined above shall apply, save that; the role ascribed to the Head of Academic Services (or nominee) shall be taken by the Vice-Chancellor.

6.2 In the event of a complaint against a designated senior member of staff the procedures will be as for the currently agreed procedures in relation to senior staff.

7. Independent Review of Student Complaints and Appeals

The Swansea Metropolitan University will, normally, be subject to the Office of an Independent Adjudicator (OIA) for the redress of student complaints and appeals. Once all the relevant University's internal procedures have been exhausted, and a case remains unresolved, or the student is still dissatisfied, a student may apply to the OIA for an independent review of whether the correct procedures have been followed in arriving at a decision and whether there have been any breaches in the rules of natural justice. The Head of Academic Services will inform the student of the application procedures when notifying the student of the outcome of the final internal stage.

8. Report

The Head of Academic Services (or nominee) will report annually to the Academic Board and the Academic Audit, Quality and Standards Committee on the operation of these procedures in respect of appropriate complaints of academic relevance in a form that maintains confidentiality.

Student Complaint Form Confidential:

Name: _____

Address: _____

Telephone no: _____

Programme/Research title: _____

year/level: _____

If your complaint is against an individual member of staff or a student, rather than the Faculty/University, please give the name of the person about whom you wish to complain:

Please describe the nature of your complaint, and be specific about what you believe the member of staff/student/Faculty/University has performed incorrectly, or failed to do:

(Please attach any documentary evidence, which is relevant, or give details of any person or persons who may act as a witness).

Have you already made a complaint, either formally or informally, on this issue? ☐ YES ☐ NO

If 'YES', please provide details:

I believe the information provided on this form is true, and understand that any false accusation made against a member/group of staff/student of the University may result in Disciplinary Proceedings being taken against me.

Signed: _____ Date: _____

Please refer to the Student Complaints Procedure (F12), and return this form to the Head of Academic Services, or if the complaint is against the Head of Academic Services, to the Head of Planning & Development at Mount Pleasant campus.

Verification and Appeals Procedure

PROCEDURE G6A
VERIFICATION AND APPEALS PROCEDURE IN RESPECT OF DECISIONS BY EXAMINING
BOARDS

This procedure is applicable to all students of the University.

Students invoking this Verification and Appeals procedure are advised to note that the Procedure consists of two distinct stages: firstly, an application to the University for verification of the result and, secondly, following completion of the verification process, an application for appeal to the University.

Verification and Appeals which question the academic judgement of examiners shall not be admissible.

Verification

1. A student in an University examination* is entitled to ask for verification of one or more of the following:
 - a) that the assessment published by the University is free of arithmetical or other errors of fact;
 - b) that the examiners were aware of exceptional personal circumstances reported by the student in writing or on the University's pro-forma prior to the meeting of the Examining Board(s) concerned and which, in the student's opinion, might have had an adverse effect on his/her academic performance.
 - c) that the examiners were aware of defects or irregularities in the conduct of the examinations or in written advice relating thereto, when such defects or irregularities or advice might, in the student's opinion, have had an adverse effect on his/her performance.

Note:

* In the context of this procedure an examination is any assessment leading to credit and marks which counts towards a student's module and overall result and which is conducted by an Examining Board comprising both internal and external examiners.

2. A student who wishes to have such verification shall make written application to the Head of Academic Services (or nominee), within fourteen days of the results being posted on the student portal or relevant Faculty notice board. Requests for verification must include details of any alleged defects or irregularities in the conduct of the examination or in any written advice relating thereto, or of any exceptional personal circumstances.
3. Upon receipt of such written application the Head of Academic Services (or nominee) shall ask the Chair of the Examining Board (or nominee), to take the necessary steps to verify the facts to which the application refers. The Chair shall ensure that the facts are verified within three weeks of the date of the application. At the same time, the Head of Academic Services (or nominee) shall acknowledge receipt of the application and inform the student of the action being taken.
4. The Chair of the Examining Board, upon completion of his/her enquiry, shall take the following action:

.....

- 4.1 If the verification procedure indicates that:
- a) there has been an arithmetical or other factual error;
 - b) exceptional personal circumstances reported by the student in writing or on the University's pro-forma prior to the meeting of the Examining Board(s) concerned were not, in fact, considered at the meeting(s);
 - c) a candidate, in the course of requesting verification, has provided additional evidence of exceptional personal circumstances which were previously notified prior to the meeting of the Examining Board;

The Chair of the Examining Board shall arrange for the Examining Board to re-consider the student's examination performance. S/he shall inform the Head of Academic Services (or nominee) in writing of the full circumstances of the case and, at the same time, the student shall be informed by the Academic Services of the action being taken.

The Head of Academic Services (or nominee), in consultation with the Chair of the Examining Board, shall subsequently arrange for the publication of such supplementary pass-list as may be necessary.

- 4.2 If the verification procedure finds that:
- a) there has been no error;
 - b) any exceptional personal circumstances reported by the student have already been considered;
 - c) there are no defects or irregularities in the conduct of the examinations or in written instructions or advice relating thereto;

the Chair of the Examining Board shall inform the Head of Academic Services (or nominee) of this conclusion, in writing. The Head of Academic Services (or nominee) shall, in turn, inform the student of this conclusion, and of the student's right of appeal, that an appeal may only be made on the grounds stipulated in paragraph 6 below and that such an appeal must reach the Head of Academic Services (or nominee) within the deadlines stipulated in paragraph 5 below; a copy of the Procedure and of the Application form for Appeal shall be enclosed with that letter.

Appeal

- 5. Students in University examinations are only entitled to appeal against a decision reached following the above process of verification. Any appeal shall be sent, in full, and in writing to the Head of Academic Services (or nominee) and must reach him/her not later than ten days after the despatch to the student of the verification of his/her result. At an Appeal Board meeting, the Chair shall have discretion to declare inadmissible any matter introduced by the appellant, or by any member of staff or student accompanying the appellant, if s/he deems it not directly within the stipulated deadline.
- 6. The University is only prepared to consider appeals that are based on one or both of the following grounds:
 - a) defects or irregularities in the conduct of the examinations or in written instructions or advice relating thereto, where there is a prima facie case that such defects, irregularities or advice could have had an adverse effect on the student's performance;
 - b) exceptional personal circumstances where there is a prima facie case that such circumstances could have had an adverse effect on the student's performance. (In appeals based on these grounds, the appellant must show good reason why such

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personal circumstances were not made known to the Examining Board before its meeting. Where a student could have reported exceptional circumstances to the Examining Board prior to its meeting, those circumstances cannot subsequently be cited as grounds for appeal).

7. **Appeals which question the academic judgement of examiners shall not be admissible.**
8. On receipt of an appeal the Head of Academic Services (or nominee) shall acknowledge receipt normally within three working days and, where appropriate to the circumstances of the case, consult the Dean of the appellant's Faculty or the Chair of the relevant Examining Board. Additionally if necessary the Head of Academic Services may require further enquiries to be carried out by the Compliance Officer
9. The Head of Academic Services (or nominee) may disallow the appeal:
 - a) which is based on factors which were known to the Examining Board concerned when the student's result was determined;
 - b) which introduces information which was known to the student prior to the meeting of the Examining Board.
10. In the event that the Head of Academic Services disallows the appeal the student can have that decision reviewed by the Head of Planning & Development.
11. If it is decided that there is a prima facie case to be considered, it shall be referred to the University's Appeal Board, in accordance with regulation G6.4. The Appeal Board members shall be selected by the Head of Academic Services (or nominee) in accordance with the regulations. Periodically, the Vice-Chancellor shall advise the Head of Academic Services of the criteria for nomination. The Head of Academic Services (or nominee) shall act as secretary. The Appeal Board meeting shall normally take place within three months of receipt of the application for appeal.
12. With prior written agreement of the appellant and the Head of Academic Services, a case may be expedited by referral for executive action by the Chair of the Appeal Board. An appeal shall not be rejected by Chair's executive action, the only decisions available to the Chair shall be:
 - a) to refer the case back to the relevant Examining Board for further consideration;
 - b) to refer the case to a full Appeal Board for decision.
13. An appellant shall be offered a personal hearing by the Appeal Board and shall accordingly be informed in advance of the time and date of the meeting. The appellant may be accompanied, but not represented, by a member of the academic, welfare or advisory staff of the University or by a student or officer of the Students' Union, but not by any other individual. The appellant may not send another person to an Appeal Board in his/her stead.
14. A member of staff from the appellant's Faculty or Examining Board shall be invited to attend the hearing and at the invitation of Chair of the Appeal Board, to contribute to the hearing. All parties to the appeal shall be informed by the Head of Academic Services (or nominee), in advance, of the time and date of the meeting and shall be provided with a copy of the student's application for appeal.
15. The Appeal Board shall base its decisions on the evidence of the appellant's submission and the testimony of the Chair of the Examining Board concerned, together with any further evidence which it considers relevant.
16. The decision of the Appeal Board shall be sent by the Head of Academic Services (or nominee), as soon as possible, to the appellant, the Chair of the Examining Board and the Secretary of the University's Academic Board.

17. The Appeal Board shall be empowered to take either of the following decisions:

- a) that the appeal be rejected and no further action be taken;
- b) that the matter be referred back to the Examining Board.

In exceptional cases only, the Appeal Board may specify the composition of the Examining Board.

Where the case is referred back to the Examining Board, the Appeal Board may, where appropriate to the circumstances of the case, require an officer of the University Academic Services to attend as observer the meeting of the Examining Board.

18. In the case of 17 a) above, the decision of the Appeal Board shall be final and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Appeal Board with the appellant or any other person.

19. In the case of 12 (a), 17 (b) above, a full report – including recommendations or advice where appropriate to the circumstances of the case - including all supporting documentation – shall be sent by the Head of Academic Services (or nominee) to the Chair of the Examining Board and shall be considered by the Examining Board. The subsequent decision of the Examining Board, together with a copy of a relevant extract from its minutes, shall be sent by the Chair of the Examining Board to the Head of Academic Services or his/her nominee within six working weeks of the date of the appeal hearing. The Examining Board's decision on whether any adjustment should be made to marks or grades previously awarded shall be reported back to the Appeal Board and shall be final. On receipt of this material, the Head of Academic Services or his/her nominee may, in exceptional cases only, refer the case back to the Chair of the Appeal Board for review of the procedures followed. If it transpires that a serious procedural irregularity has occurred, the case may be referred back to the relevant Examining Board for reconsideration.

20. An Examining Board's decision on whether or not to adjust marks or grades previously awarded may, or may not, alter the appellant's overall examination result. If the overall result is altered, the Chair of the Examining Board shall arrange for the Head of Academic Services (or nominee) to publish any supplementary pass-list which may be necessary. The Head of Academic Services (or nominee) shall inform the appellant, in writing, of the decision of the Examining Board, but not the reasons for the decision.

21. If, following a successful appeal, the Examining Board decides that a student has qualified for an award, such a student shall be admitted to his/her award at the next succeeding Award Congregation. Alternatively, the Vice-Chancellor shall have authority to deem such a candidate to have been admitted to his/her award provided all other necessary conditions for his/her admission have been met.

22. The Vice-Chancellor shall also have authority to deem a candidate who has already been admitted to an award to have been admitted to a different class of award if, following a successful appeal, an Examining Board decides that the student's award classification shall be amended. In such cases, the Head of Academic Services (or nominee) shall issue a replacement certificate upon the return of the original certificate by the student.

23. Where applicable, appropriate arrangements will be made in respect of students who, following a successful appeal, are deemed by an Examining Board to have qualified for the award of a certificate or diploma.

24. The Appeal Board may make recommendations for consideration by the Academic Audit, Quality and Standards Committee as appropriate on any matter arising from the consideration of Appeals.

Independent Review of Student Complaints and Appeals

- 25. The Swansea Metropolitan University will, normally, be subject to the Office of an Independent Adjudicator (OIA) for the redress of student complaints and appeals. Once all the relevant University’s internal procedures have been exhausted, and a case remains unresolved, or the student is still dissatisfied, a student may apply to the OIA for an independent review of whether the correct procedures have been followed in arriving at a decision and whether there have been any breaches in the rules of natural justice. The Head of Academic Services will inform the student, by means of a ‘Completion of Procedures’ letter, of the application procedures.

Report

- 26. The Head of Academic Services (or nominee) shall report the application for verification and appeal, and their outcomes, to the Academic Board in a manner which maintains confidentiality.

Unfair Practice Procedure

(Dealing with allegations of Assessment offences including Plagiarism)

**PROCEDURE G4C:
DEALING WITH ALLEGATIONS OF ASSESSMENT OFFENCES INCLUDING PLAGIARISM
(UNFAIR PRACTICE)**

Scope of this Procedure

This Procedure shall apply to allegations of unfair practice arising from students for all award types (i.e. taught or research schemes, degree awards, certificates or diplomas).

1. Definition of Unfair Practice

- 1.1 It is an unfair practice to commit any act whereby a person may obtain for himself/herself or for another, an unpermitted advantage, which may or may not lead to a higher mark or grade than his/her abilities would otherwise secure. In particular, but without prejudice to the generality of the foregoing, it is unfair practice to:
- a) introduce into an examination room any unauthorised form of materials such as a book (including mathematical tables), manuscripts or loose papers or any kind or any source of unauthorised information;
 - b) communicate with any other person in the examination room, except as authorised by an invigilator;
 - c) copy or use in any other way unauthorised materials or the work of any other student/candidate;
 - d) copy or use in any other way, work that has been previously submitted for assessment for any other qualification;
 - e) impersonate an examination student or allow oneself to be impersonated;
 - f) engage in plagiarism by using other people's work and submitting it for examination as though it were one's own work;
 - g) claim either to have carried out experiments, observations, interviews or any form of research which one has not in fact carried out or to claim to have obtained results which have not in fact been obtained;
 - h) present evidence of special circumstances to Examining Boards which is false or falsified or which is, in any way, intended to mislead Examining Boards.

2. Unfair Practice in Work Completed Under Non-Examinable Conditions (including Taught Master's Dissertations and Research Degree Theses)

- 2.1 If a member of staff considers, or suspects that unfair practice has occurred in relation to work submitted as a piece of coursework, a taught Master's dissertation or a research degree thesis, or any other work completed under non-examination conditions, s/he shall report the matter in writing to the Chair of the relevant Examining Board and the Head of Academic Services as soon as possible.

2.2 The Chair of the Examining Board can require that the student concerned should attend a viva voce in order to establish the veracity of the submitted work. The viva voce must be conducted appropriately and a permanent record must be retained by the Faculty.

2.3 In relation to a Level 4 piece of coursework, suspected unfair practice will be investigated by the Faculty concerned (informing the Head of Academic Services using the appropriate pro-forma available from Academic Services), the student(s) will be counselled and guidance sessions provided. A new piece of coursework will be submitted by the student(s) (capped at maximum mark of a 40%), a warning will be issued to those concerned by the Faculty to be subsequently reported to the Head of Academic Services and kept on the student(s) file.

In severe cases the Head of Academic Services has the initial discretion to convene a Committee of Enquiry following an investigation by the University's Compliance Officer. The procedure shown below in paragraphs 5.2 to 5.5 will then operate as described.

2.4 The Chair of the Examining Board shall first decide whether there is a prima facie case for treating the matter as a case of unfair practice. If s/he considers that a prima facie case has been established s/he shall inform the Head of Academic Services, who shall take the actions prescribed by Paragraph 4 below except in the case of a level 4 piece of course work.

3. Unfair Practice in a Formal Examination

3.1 Unfair Practice in the Examination Room

An invigilator who considers, or suspects that a student is engaging in an unfair examination practice shall inform such a student, preferably in the presence of a witness, that the circumstances will be reported and the student may continue any subsequent examination(s) without prejudice to any decision which may be taken. Failure to give such a warning shall not however prejudice subsequent proceedings.

Where appropriate, the invigilator shall confiscate and retain evidence relating to any alleged unfair examination practice, so that it is available to any subsequent investigation. The invigilator shall as soon as possible report the circumstances in writing to the Chair of the relevant Examining Board and to the Head of Academic Services.

3.2 Suspected Unfair Practice Detected During or Subsequently to the Marking Period

An internal or external examiner who, whether in the course of the marking period or subsequently, considers or suspects that a student has engaged in an unfair practice, shall report the matter in writing to the Chair of the relevant Examining Board as soon as possible. The Chair shall retain any relevant evidence and shall forthwith report the matter in writing to the Head of Academic Services. The Head of Academic Services shall then take the action prescribed in paragraph 4, below.

4. Further Action to be taken by the Head of Academic Services

4.1 On receipt of a report concerning an allegation of unfair practice, the Head of Academic Services or nominated person shall commence an investigation into the allegation.

4.2 On completion of the investigation the Head of Academic Services will discuss the matter with the Chair of the relevant Examining Board to determine whether, in the light of all the circumstances, a prima facie case has been established. If satisfied that such a case exists, the Head of Academic Services shall report the case in writing to the Vice-Chancellor, sending copies of any relevant supporting evidence. The procedure shown below in paragraphs 4.3, for an unauthorised material taken into an examination room and unfair practice in relation to MBA dissertation or otherwise, 5.2 to 5.6 shall then operate as described.

The candidate shall be informed of the allegation, and that a Committee of Enquiry will be constituted to consider the case (see paragraph 4.3 and paragraphs 5 - 8 below respectively).

Without prejudice to 2.3 above where the allegation concerns alleged unfair practice in work totalling less than 20 credits, the candidate shall be informed by the Head of Academic Services that he/she may elect either (i) for the matter to be dealt with by the Examining Board, which may approve such adjustment as may be considered appropriate (and which may also delegate responsibility to a member of the Board for explaining to the student the cause of the action) or (ii) for the matter to be heard by a Committee of Enquiry (see paragraphs 5 - 8, below). Where a candidate elects for the matter to be dealt with by the Examining Board (option (i)), he/she needs to be aware that there is no mechanism for subsequent appeal against the action of the Board.

- 4.3 (i) Where the student has elected 4.2 (ii) (above) when unauthorised material has been taken into an Examination Room, the following procedure will apply:
- (a) the student(s) will be interviewed by the University's Compliance Officer; and
 - (b) the student will be provided with a letter explaining the procedure, the relevant regulations which apply in relation to the alleged assessment offence and the penalty which applies for that particular offence; and
 - (c) if the student decides to admit the allegation of unfair practice s/he will be invited to sign an acknowledgement to that effect. The student will be informed that s/he may (if they so choose) submit, in writing, any mitigating circumstances which will be considered by the Committee of Enquiry; and
 - (d) the penalty for the offence (if proven) will be decided by the Committee of Enquiry based on the fixed penalty specified beneath taking into account of any mitigating circumstances as specified in (c) above.

Where unfair practice is proven to have taken place in an Examination Room the student(s) must undertake a new examination, the mark to be capped at 40%. The Committee of Enquiry shall decide if graduation for the student(s) concerned should be delayed by a period of time.

In severe cases the Head of Academic Services has the initial discretion to convene a Committee of Enquiry following an investigation by the University's Compliance Officer. The procedure shown below in paragraphs 5.2 to 5.5 will then operate as described.

- (ii) Where there is a reasonable suspicion of unfair practice in relation to an MBA Dissertation (subject to the conditions set out in 2.1 and 2.2 above), the following procedure will apply:
- (a) the student(s) will be interviewed by the University's Compliance Officer; and
 - (b) the student will be provided with a letter explaining the procedure, the relevant regulations which apply in relation to the alleged assessment offence and the penalty which applies for that particular offence; and
 - (c) if the student decides to admit the allegation of unfair practice s/he will be invited to sign an acknowledgement to that effect. The student will be informed that s/he may (if they so choose) submit, in writing, any mitigating circumstances which will be considered by the Committee of Enquiry; and
 - (d) the penalty for the offence (if admitted) will be decided by the Committee of Enquiry without the attendance of the student, based on the fixed penalty specified beneath taking into account of any mitigating circumstances as specified in (c) above.

Where plagiarism is proven in relation to an MBA Dissertation the student(s) must undertake a new dissertation on a new topic, the mark to be capped at 40%. The graduation of the student(s) concerned will be delayed until the next appropriate graduation point.

In severe cases the Head of Academic Services has the initial discretion to convene a Committee of Enquiry following an investigation by the University's Compliance Officer. The procedure shown below in paragraph 5.2 to 5.5 will then operate as described.

- 4.4 Without prejudice to section 4.3(a) and (b) above, if the allegation was that there was possible unfair practice in more than one piece of work and those pieces of work relate to more than one module, then even if the total is 20 credits or less the allegation must be considered by a Committee of Enquiry. In addition, if the candidate is a possible repeat offender or demonstrates a pattern of behaviour associated with unfair practice, these cases should be referred to a Committee of Enquiry.
- 4.5 If it is decided not to report the case to the Vice-Chancellor, no further action against the student shall be taken and the Chair of the relevant Examining Board, where appropriate, shall inform the student in writing that the matter is closed.

However, if the allegation is that there was possible unfair practice in more than one piece of work and those pieces of work relate to more than one module, then even if the total is 20 credits or less the allegation must be considered by a Committee of Enquiry.

In addition if the candidate is a possible repeat offender or demonstrates a pattern of behaviour associated with unfair practice, these cases should be referred to a Committee of Enquiry.

- 4.6 If it is decided not to report the case to the Vice-Chancellor, no further action against the student shall be taken and the Chair of the relevant Examining Board shall, where appropriate, inform the student in writing that the matter is closed.

5. Appointment of Committee of Enquiry

- 5.1 The Academic Board shall establish a Standing Panel of Enquiry for the purpose of investigating allegations of unfair practice in examinations/assessment. The Panel shall consist of six members of the full-time academic staff of the University, chosen so as to be representative of the Faculties/Schools at the University.
- 5.2 On receipt of an allegation of unfair practice, the Head of Academic Services, or nominee, shall arrange for an appropriate committee of enquiry to be convened as soon as possible and for the Head of Academic Services, (or nominee), to act as Secretary to the Committee. The Compliance Officer, who shall present the case against the candidate, shall not act as Secretary to the Committee.
- 5.3 Each Committee of Enquiry shall consist of three members with no interest in the case selected by the Head of Academic Services (or nominee), from the Standing Panel. The Chair of the Committee of Enquiry shall be designated by the Head of Academic Services from amongst the six members of the Standing Panel.
- 5.4 As soon as reasonably practicable after the appointment of the Committee of Enquiry the Secretary shall:
 - send to the student copies of statements of witnesses and of documents to be placed before the Committee of Enquiry, and request the student to indicate which statements or documents are agreed and which are in dispute;
 - notify the Compliance Officer and members of the Committee of Enquiry of the date, place and time of the meeting and supply them with copies of the allegations and of any agreed statements or documents.
- 5.5 The Secretary shall, at the same time, inform the student of the date, place and time when the Committee of Enquiry intends to meet and that s/he shall have the right to be represented or accompanied, to hear all the evidence, to call and question witnesses and to submit other

evidence. The student is required to inform the Secretary whether or not s/he intends to attend the meeting of the Committee of Enquiry. If the student indicates that s/he does not wish to attend the meeting, the Committee of Enquiry shall proceed in his/her absence.

A student who intends to be accompanied and/or represented shall be required to inform the Secretary in writing in advance and shall state whether or not the person representing or accompanying him/her has legal qualifications. The University may also obtain legal representation.

Should a student not attend the meeting of the Committee of Enquiry, having previously indicated to the Secretary that he/she would attend, and provided that all reasonable means have been taken to contact the candidate, the meeting shall proceed in his/her absence.

6. Functions of the Committee

- 6.1 The functions of the Committee of Enquiry shall be:
to consider the evidence submitted to it on the allegation of unfair practice;
to determine whether the allegation has been substantiated;
to determine, in appropriate cases, the penalty which should be imposed.
- 6.2 The Committee of Enquiry shall not normally be informed, before reaching its verdict on the allegation under consideration, of any evidence of previously substantiated allegations of unfair practice; the Committee should be so informed before determining the penalty in appropriate cases.

However, in exceptional cases, evidence of previous allegations of unfair practice may be disclosed prior to the verdict of the Committee where such evidence:
rebutts a claim of previous good character made by the candidate;
is relevant to the allegation under consideration (other than merely showing that the candidate had a disposition to commit the facts alleged) and its prejudicial effect does not outweigh its probative value.

7. Procedure during the Meeting

- 7.1 The Compliance Officer, or the legal representative acting for the University, shall present the case against the student, calling such witnesses and presenting such evidence as the Compliance Officer thinks fit. The Compliance Officer may question both the student and witnesses.
- 7.2 The student shall have the right to be represented or accompanied, to hear all the evidence brought against him/her, to call and question witnesses, and to submit other evidence.
- 7.3 Witnesses can only be concerned with evidence relating directly to the allegation and shall withdraw after questioning.
- 7.4 When the submission of evidence and the questioning of witnesses are completed, all persons, other than the members of the Committee and the secretary shall withdraw.
- 7.5 The Committee of Enquiry shall then consider whether the allegation has been substantiated. If the case has been substantiated, the Committee shall then consider the penalty to be imposed.

8. Penalties Available to the Committee

The penalties available to the Committee of Enquiry shall be:

1. verbal or written reprimand may be given to the student. A record of the reprimand so given should be kept on the student's file. In addition, the Committee may recommend that the student should receive advice from a member of the Examining Board, in order to make clear the reasons for the Committee's decision and to ensure that the cause of the action (e.g. unintentional plagiarism) is discussed with the student to ensure that any future repeat offence by him/her cannot then be classed as 'inadvertent'.
2. the cancellation of the student's marks for the whole paper or other assessment component in question;
3. the cancellation of the student's marks for the whole paper or other assessment component in question and the postponement of the student's qualification until one year after the date on which s/he would have qualified had the allegation of unfair practice not been substantiated;
4. the cancellation of the student's marks in the examination as a whole;
5. the cancellation of the student/candidate's marks in the examination as a whole and the disqualification of the student from any examination/ assessment of the awarding body.
6. An alternative penalty to be decided upon by the Committee of Enquiry.

Note: Where the Committee chooses to implement any of the penalties shown above under 8.b, 8.(3), or 8.(4), the student concerned may be allowed, where the regulations for the scheme of study so permit, to retake the work(s)/assessment(s) in question, retaining eligibility for the bare pass-mark only.

9. Action to be taken following the Committee of Enquiry

- 9.1 When the Committee of Enquiry has investigated the facts of the alleged unfair practice it shall, in its report, state whether or not the allegation has been substantiated and shall determine any penalty to be imposed. The report shall be submitted to the Vice Chancellor as soon as possible after the Enquiry has been completed.
- 9.2 If the finding of the Enquiry is that a case has not been substantiated, the Chair of the Committee of Enquiry may inform the student verbally. Irrespective of whether or not the student is informed verbally, the Head of Academic Services shall notify the student formally in writing of the Enquiry's findings and that the matter is therefore closed.
- 9.3 If the finding of the Enquiry is that the allegation has been substantiated, the Chair of the Committee of Enquiry may inform the student verbally, but there shall be no discussion of the Committee's decision with the student. Irrespective of whether or not the student is informed verbally, the Head of Academic Services shall inform the candidate of the findings and the penalty imposed as soon as possible. At the same time the University Head of Academic Services shall convey this information to the Vice Chancellor and the Chair of the Examining Board concerned.
- 9.4 The Head of Academic Services shall further inform the student of his/her right of appeal to the Vice-Chancellor. Any such appeal shall be sent, in full, in writing to the Head of Academic Services and must reach him/her not later than ten days after despatch of the Committee's decision to the student by the University. The address to which any such correspondence shall be sent is shown in paragraph 2 of the Appendix in the Procedure.
- 9.5 Where the allegation has been substantiated, the Head of Academic Services shall require the Examining Board concerned to re-determine the student's overall examination result in the light of the penalty imposed by the Committee of Enquiry.

- 9.6 If the Committee of Enquiry has decided that the mark obtained for the unit of assessment in which unfair practice has occurred shall be cancelled, the Examining Board shall award a mark of zero for the unit and shall then re-determine the student's overall result.

10. Degree Examination Pass-Lists

- 10.1 The Head of Academic Services, in consultation with the Chair of the Examining Board, shall arrange for the publication of such supplementary pass-list, as may be necessary.
- 10.2 If a case of alleged unfair practice is under investigation at the time of the meeting of the relevant Examining Board, the Board shall defer consideration of the student's work until the Committee of Enquiry has made a decision on the case and the decision has been conveyed to the Chair of the Examining Board.
- 10.3 Should a case be under investigation when a pass-list is due for completion and publication, the name of the student concerned shall be withheld from the pass-list and a supplementary pass-list issued as appropriate.
- 10.4 An Examining Board shall also have authority to cancel a result previously published and to publish a supplementary pass-list should a case of unfair practice arise subsequently to the publication of the original pass-list.

11. Appeals by students found guilty of unfair practice

The following procedure does not apply in the case of candidates who have elected to have their case dealt with by the Examining Board concerned (under paragraph 4.2 of the Unfair Practice Procedure, above) rather than by a Committee of Enquiry. Such candidates are advised that, instead, they may have recourse to appeal against the decision of the Examining Board under the University's separate Verification and Appeals Procedure. Copies of this procedure are available upon request from the Academic Services, or may be accessed through the University's website (www.smu.ac.uk).

- 11.1 The University is only prepared to consider appeals which are based on one or both of the following grounds:
- a) Irregularities in the conduct of the unfair practice procedure, which are of such a nature as to cause reasonable doubt whether the Committee would have reached the same decision had they not occurred;
 - b) Exceptional personal circumstances which were not known to the Committee of Enquiry when the student's case was considered and which can be shown to be relevant to the unfair practice. (In appeals based on these grounds, the appellant must show good reason why such personal circumstances were not made known to the Committee of Enquiry before its meeting. Where a student could have reported exceptional personal circumstances to the Committee of Enquiry prior to its meeting, those circumstances cannot subsequently be cited as grounds for appeal).
- 11.2 Any appeal against a decision of a Committee of Enquiry shall be sent in full, in writing, to the Head of Academic Services (Ref. Appeals) to arrive not later than **ten days** after despatch of the Committee's decision to the student by the University. Simple notice of appeal given in writing by a student within the above deadline shall not be deemed to constitute an appeal proper and shall not be accepted. The Chair shall, at an Appeal Board meeting, have discretion to declare inadmissible any matter introduced by the appellant, or by any member of staff or student accompanying the appellant, if s/he deems it not directly related to the contents of the appeal previously lodged in writing within the stipulated deadline.
- 11.3 On receipt of an appeal, the Head of Academic Services (or nominee) shall, where appropriate to the circumstances of the case, consult the Chair of the Committee of Enquiry. The appellant shall be provided with a written progress report **within 25 days**.

11.4 The University Vice-Chancellor (or nominee)* is required to disallow an appeal:

- a) which is based on factors which were known to the Committee of Enquiry when the penalty was imposed;
- b) which introduces information which was known to, and could have been divulged by, the student prior to the meeting of the Committee of Enquiry.

* An officer in the University Academic Services may be nominated by the Vice-Chancellor to act on his/her behalf.

11.5 If it is decided by the University Vice-Chancellor (or nominee) that there is a prima-facie case to be considered, it shall be referred normally within 3 months of its receipt, to a University Appeal Board consisting of three persons.

The University Appeal Board shall comprise the Vice-Chancellor or nominee and two members of the University Standing Panel (or their alternates). The Appeal Board shall have delegated powers to act on behalf of the University Academic Board;

11.6 An appellant shall be offered a personal hearing by the University Appeal Board and shall accordingly be informed in advance of the time and date of the meeting. The appellant may be accompanied by a member of the academic or welfare or advisory staff of the University or by a student or officer of the Students' Union at the University, but not by any other individual. The appellant may not send any other person to an Appeal Board in his/her stead.

11.7 The Faculty/School shall be invited to send a member of staff to attend the hearing and, at the invitation of the Chair of the Appeal Board, to contribute to the hearing. The University Academic Services shall accordingly be informed in advance of the time and date of the meeting and shall be provided with a copy of the student's application for appeal.

11.8 The Appeal Board shall base its decision on the evidence of the appellant's submission and the testimony of the Chair of the Committee of Enquiry concerned, together with any further evidence which it considers relevant, including medical evidence where this is appropriate.

11.9 The decision of the University Appeal Board shall be conveyed by the University Head of Academic Services (or nominee) as soon as possible to the appellant, the Chair of the Committee of Enquiry and the Dean of Faculty.

11.10 The Appeal Board shall be empowered to take one of the following decisions:

- a) reject the appeal and uphold the original decision of the Committee of Enquiry;
- b) revise the original penalty imposed;
- c) to allow the appeal and make recommendations as to the appropriate action to be taken.

11.11 The decision of the University Appeal Board shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Appeal Board with the appellant or any other person.

11.12 If an appeal is upheld, the University Head of Academic Services (or nominee), in consultation with the Chair of the Examining Board, shall then arrange for the publication of such supplementary pass-list as may be necessary.

- 11.13 If, as a consequence of a successful appeal, a student is regarded as having qualified for a degree/award, such a student shall be admitted to his/her degree/qualification at the next succeeding Degree/Award Congregation. Alternatively, the University Vice-Chancellor shall have authority to deem such a student to have been admitted to his/her degree/qualification provided all other necessary conditions for his/her admission have been met.
- 11.14 The University Vice-Chancellor shall also have authority to deem a student, who has already been admitted to a degree/qualification, to have been admitted to a different class of degree/qualification if, following a successful appeal, the Examining Board decides that the student's degree/qualification classification shall be amended. In such cases, the University Head of Academic Services (or nominee) shall issue a replacement certificate upon the return by the student/candidate of the original certificate.
- 11.15 Where applicable, appropriate arrangements will be made in respect of students who, following successful appeal, are deemed by an Examining Board to have qualified for the award of a certificate or diploma.
- 11.16 The Appeal Board may make recommendations for consideration by the Committee on Academic Audit, Quality and Standards as appropriate on any matters arising from the consideration of appeals.
- 11.17 Independent Review of Student Complaints and Appeals
The Swansea Metropolitan University will, normally, be subject to the Office of an Independent Adjudicator (OIA) for the redress of student complaints and appeals. Once all the relevant University's internal procedures have been exhausted, and a case remains unresolved, or the student is still dissatisfied, a student may apply to the OIA for an independent review of whether the correct procedures have been followed in arriving at a decision and whether there have been any breaches in the rules of natural justice. The Head of Academic Services will inform the student of the application procedures when notifying the student, by means of the 'Completion of Procedures' letter, of the outcome of the final internal stage.

12. Report to Academic Board

The University Head of Academic Services shall submit a report on a case of unfair practice considered in accordance with the procedures outlined above to the next available meeting of the University's Academic Board.

Welsh Language Scheme

Swansea Metropolitan University is committed to meeting its obligations under the Welsh Language Act 1993 and has adopted the principle that in the conduct of its public business, it will treat the English and Welsh languages on the basis of equality.

This Scheme sets out how the University ensures the principle of language equality in the provision of services to the public in Wales. It also outlines how the use of Welsh will be further developed within the University over the coming three years. During this revised scheme lifespan, Welsh will become increasingly embedded into the mainstream activities of the University.

The Board of Governors endorses and supports the principle of equality enshrined in the Welsh Language Act 1993 and has approved the following statement of bilingual policy:

- (a) Swansea Metropolitan University is committed to the cultural and linguistic (as well as the educational and economic) needs of Wales. It gladly accepts that it has a responsibility for actively nurturing and promoting the Welsh language within all its spheres of activity and at all levels.
- (b) Welsh and English enjoy equal status as the official languages of the University. Any act, writing or thing officially done by the proper authority in the name of and on behalf of the University is valid and effective whether expressed in Welsh or English.
- (c) Equality of status does not necessarily require that both languages are used for the same purposes and in the same measure. Where one language is given priority in some matters, this should signify no implied slight to the other. The University recognizes that to give priority to Welsh may sustain and support the language in ways which are unnecessary for the English language.
- (d) The policy of the University is to ensure effective communication among its own staff and between them and the public by creating the conditions in which all members of the University, staff, students and outside contacts can feel at ease in their chosen language. This means that the University also accepts responsibility for encouraging and facilitating the learning and use of the Welsh language by its staff and students. Consequently, learners of the language at whatever level as well as those who purport to speak the language fluently, are encouraged to make as much use of Welsh as possible in their dealings with the University.
- (e) The University's aim is to offer a bilingual administrative service to students, staff and members of the public. This policy will be implemented so that students and other members of the public are able to conduct their business with the University in the language of their choice.
- (f) The University recognizes that students and other members of the public can express their needs and views more effectively through their preferred language and that using Welsh will increase an individual's command of the language which will in turn prove beneficial for a citizen of Wales in the 21st century both socially and in the jobs market.
- (g) The University acknowledges that welcoming and facilitating students, staff and other members of the public to use their preferred language is a matter of good practice, customer care, good employment relations and increasingly enhances employment opportunities.
- (h) The University accepts that in accordance with the principle of equality enshrined in the Welsh Language Act 1993, its students and other members of the public have the right to choose whether they wish to communicate with the institution in English or Welsh.

2. SWANSEA METROPOLITAN UNIVERSITY

2.1 Swansea Metropolitan University can trace its roots back to the middle of the 19th Century. Swansea College of Art was founded in 1853, Swansea Teacher Training College in 1872 and Swansea Technical College in 1897. In 1976 these three institutions merged to become West Glamorgan University of Higher Education, and in 1992 the name was changed again to Swansea Institute of Higher Education.

In January 2008 the institution was granted full University status and was re-named Swansea Metropolitan University. This has afforded the University the opportunity to re-brand and Welsh is an integral part of the whole re-branding process in terms of livery, signage and publications.

2.2 Swansea Metropolitan University is currently situated on four sites: in Alexandra Road (the former College of Art and the BBC Building); in Mount Pleasant (the former Technical College) Townhill (the former Teacher Training College) and Dynevor campus (formerly a Secondary School, now Swansea School of Art).

At the moment approximately 570 students profess to be either fluent or competent in the Welsh Language of which about 70 have requested that they would like to receive all correspondence from the University in Welsh. The University will seek to increase the numbers of Welsh speakers requesting correspondence in Welsh.

There has been a significant increase in the use of Welsh within the University at all levels since the first Welsh Language Scheme was introduced in 2004, of which we are justly proud.

- 2.3 The University has over 5,700 students of whom about a quarter are studying on a part-time basis. Just over 10% of students claim to have a competent or fluent command of the language but about four times this number have some grasp of the language. The University aims to afford greater opportunities for all students to improve their competence in Welsh during their period of study.
- 2.4 Approximately 600 staff are employed on both full and part-time contracts. During the last linguistic audit approximately 3% of staff deemed themselves to be fluent in the language. Over 30 members of staff are attending Welsh classes in house with many more learning in evening classes, thus more staff are becoming more competent in Welsh. The University aims to target a small number of posts where knowledge of Welsh will be ‘desirable’ and others which will be advertised as ‘Welsh essential.’

3. SERVICE PLANNING AND DELIVERY

Since the introduction of the Welsh Language Scheme in 2004, a Welsh Language Officer and Translator have been appointed and have been increasingly involved in planning and implementing the Welsh Language Scheme. At the Welsh Language Scheme’s inception in 2004 the whole institution was overwhelmingly English language at all levels of activity. The approval of the Welsh Language signaled the deliberate but sustained development of Welsh as an official language on a par with English for all activities of the University.

In spite of the fact that the starting point was low indeed, over the last four years Welsh has become incrementally more visible and audible within Swansea Metropolitan University and it has by now become a language of instruction on a number of courses, both formally and informally, and most central services as well as individual schools and centres now provide a service in Welsh for those who request it. Thus, slow but sure progress has been made to mainstream the use of Welsh within the University’s activities and students who desire so now routinely use Welsh in all their dealings with the University.

A Bilingualism Committee was established in 2008 following recommendations to do so by the Welsh Language Board. It has as its remit to plan and deliver the incremental development of Welsh across the University (see Appendix C for terms of reference).

New Policies and Initiatives

- 3.1 The University’s responsibilities under the Welsh Language Act 1993 will be drawn to the attention of staff involved in policy formation, marketing, course development, commercial services and forward planning to ensure that full cognisance is taken of the linguistic consequences of new amended policies and initiatives when they are formulated. The Bilingualism Committee and the Welsh Language Officer will be mainly involved in this.
- 3.2 Wherever possible, policies and initiatives will be planned so as to facilitate the development of a bilingual ethos. The Bilingualism Committee and Welsh Language Officer will help identify how such an ethos can be maintained and strengthened. The Deputy Vice-Chancellor, as the senior member of management with responsibility for Welsh Language matters, will ensure that the Welsh language and its development are core aspects in any new initiatives and policies.
- 3.3 The University’s Welsh Language Officer will liaise closely with the HE unit of the Welsh Language Board to determine the best mode of furthering the language within Swansea Metropolitan University, whilst bearing in mind local sensitivities.

An annual monitoring report will be drafted for the Welsh Language Board by the Welsh Language Officer to highlight progress made in the current scheme and set further targets for the coming year. This process will take on Board any suggestions, recommendations or requirements made by the Welsh Language Board. Each monitoring report will be scrutinized by the Bilingualism Committee, the Senior Management Team, Academic Board and the Board of Governors before it is submitted to the Welsh Language Board for Approval.

The Welsh Language Scheme will undergo a complete revision every three years as required by the Welsh Language Board.

Delivery of Services

- 3.4 The University will establish the preferred language of communication of students, customers and other members of the public at the earliest opportunity.

Once established the University will accommodate the individual’s language choice.
- 3.5 All students will have the right to submit all written work for assessment in Welsh, whether or not the module on which they are being assessed is delivered in Welsh. Likewise all students have an unequivocal right to undertake any other forms of assessments namely practical assessments, oral examinations and presentations and vivas through the medium of the Welsh Language.
- 3.6 The University undertakes to augment the use of Welsh as a medium of instruction across the University but particularly within the School s of Education and Art. The University will build upon the current situation whereby Welsh is used in seminars and tutorials where staff expertise and student demand coincide. In conjunction with the Welsh medium Development Unit, the University will identify areas for the establishment and nurturing of lecturing through the medium of Welsh (see Appendix B for targets for Academic provision).

The Standard of Service in Welsh

- 3.7 Welsh and English enjoy equal status as official languages of the University and the institution is committed to providing high quality services through the medium of Welsh by making the language a natural and integral part of service planning and delivery. It is felt that great strides have been made in this respect during the first cycle of the Welsh Language Scheme and we intend to further strengthen and bolster this provision. This commitment is stated publicly in appropriate policy documents, the induction programme for new members of staff, the Annual Report, Staff and Student handbooks and Charter and the Quality Handbook. All publications, including bilingual copies of the Welsh Language Scheme are available on the Intranet.
- 3.8 The process through which the University monitors this aspect of its work is described below.

4. DEALING WITH THE WELSH SPEAKING PUBLIC

- 4.1 The University recognises and welcomes the fact that students and other members of the public may wish to communicate with the institution in Welsh and aims to ensure that this choice is made as easy as possible, whilst acknowledging that the majority of its current staff do not themselves speak Welsh. Where staff are unable to speak Welsh, work will be forwarded to a Welsh speaking member of staff who feels sufficiently confident and competent to deal with the matter. If this is not possible, use will be made of the in-house Welsh Language Translation Service.

Written Correspondence

- 4.2 Letters and other correspondence are welcomed in both English and Welsh. All correspondence received in Welsh will receive a reply in Welsh. The target time for responding will be the same for correspondence in English and Welsh.
- 4.3 Correspondence will be initiated in Welsh with those who are known to prefer corresponding through the medium of Welsh.
- 4.4 When initial face-to-face or telephone communication has been in Welsh, subsequent correspondence will be in Welsh unless otherwise agreed with the individual concerned.
- 4.5 Where a person's preferred language is Welsh, all further communication with that individual will be through the medium of Welsh.
- 4.6 The University has in place appropriate mechanisms to facilitate translation work. All translation work is directed to the in-house translator who makes every effort to complete work within a short timescale in order to ensure that those requiring service in Welsh do not receive an inferior service in terms of time.
- 4.7 Parts of circulars issued by the University will be in Welsh.

Telephone Communication

- 4.8 Anyone contacting the University by telephone is welcome to do so through the medium of Welsh.
- 4.9 The University will train switchboard staff to provide a bilingual greeting and to re-direct the call as appropriate through the medium of Welsh. Currently switchboard staff are only able to provide a bilingual greeting thus training will be made available to facilitate re-directing calls in Welsh.
- 4.10 If an employee receiving a call is unable to continue the conversation in Welsh, s(he) will explain this to the caller in Welsh and offer to divert the call to a Welsh speaker or arrange for a Welsh speaker to return the call as soon as possible. To facilitate this, the University provides all staff with guidance on handling telephone calls received in Welsh and periodically updates a directory of Welsh speakers which is used mainly by telephonists and secretarial staff. To assist all members of staff to direct calls from Welsh speakers to the University, it is intended to indicate on the general telephone list which members of staff are able and willing to receive and make calls in Welsh.
- 4.11 Where switchboard operators feel unable to deal with calls in Welsh, Welsh language training will be made available if the individual member of staff wishes it. In future, when vacancies arise the University will seek to recruit bilingual switchboard operators. All members of staff are encouraged to answer incoming phone calls with a bilingual greeting as courtesy to both English and Welsh speakers when they make calls to the University.
- 4.12 All answering machines throughout the University will have a recorded bilingual greeting and will invite the caller to leave a message in either language.

Meetings

- 4.13 For meetings where it is known that contributors would like to use the Welsh Language, the University has a procedure whereby simultaneous translation equipment and the services of an experienced translator are called upon.
- 4.14 The University does not, however, as part of its normal business, hold public meetings. Should it do so in the future, the University undertakes to ensure that participants are aware that they are welcome to contribute through the medium of Welsh or English and to arrange for simultaneous interpretation facilities to be available. This happens during an annual conference hosted by the University which has a number of delegates who are deemed to prefer using Welsh. A Translator and the appropriate equipment are hired externally on such occasions. This exemplifies how language choice is accommodated in meetings hosted by Swansea Metropolitan University.
- 4.15 Members of staff or of the student body who are subject to a grievance or disciplinary hearing will be given the opportunity for the hearing to be conducted in Welsh through the use of simultaneous interpretation, which will be hired externally.
- 4.16 All members of staff able and willing to communicate in Welsh are identified on the internal staff telephone list and this list is updated annually. While there are merits in having a discreet list of Welsh speaking staff (e.g. for ease of use for staff) Welsh speaking members of staff will also be identified on the list of all members of staff which is distributed throughout the University in order to raise awareness of which members of staff are able to respond to requests and enquiries in Welsh.

Electronic Communication

- 4.17 Members of the public wishing to communicate with the University via E-mail are welcome to use either language. Replies will be sent in the language of the original message. Those students requesting correspondence in Welsh will receive formal messages from all sections within the University through the medium of Welsh.
- 4.18 The University's Web-site will have a home page that will clearly offer the choice of a route either through the medium of English or the medium of Welsh. Any document which is available bilingually on paper, will also be in Welsh and English on the website. The University will progressively increase the volume of bilingual material on the website and will prioritize which web pages will be translated first, depending on the nature of the document and target audience. The recent re-branding as Swansea Metropolitan University has afforded the opportunity to produce more web pages in Welsh and this will continue to increase.

5. THE ORGANISATION'S PUBLIC FACE

Corporate Identity

- 5.1 The University is committed to presenting a bilingual corporate image in Wales. Wherever the University's name and address appear, including on stationery, advertisements, buildings, vehicles, fax header sheets, business cards, library cards and similar items, the information will be displayed bilingually with equal prominence given to Welsh and English versions. Welsh or bilingual versions of stands will be used within Wales when visiting schools, National Eisteddfodau and the annual round of Welsh medium Higher Education Fairs.
- 5.2 Vehicle livery will always be bilingual.

Signs

- 5.3 All new re-branded signage, whether permanent or temporary, commissioned by the University for its public areas and the exterior of buildings will be bilingual. The University will ensure that any existing English only signs will be replaced by bilingual signs. The format, size, legibility, grammatical accuracy and prominence of both languages on all signage will be equal. Welsh will normally appear above or to the left of the English version.

5.4 Headings on all University Notice Boards will be bilingual.

Publications

- 5.5 The University is committed to publishing all documents bilingually, or in separate Welsh and English versions, where these are produced solely for the public in Wales.
- 5.6 The University's aim is to move progressively towards bilingualism in relation to all of its publications. Central services such as the Library and Student Services currently offer almost all publications and forms bilingually.
- 5.7 The University's Welsh Language Officer will provide guidance/instructions to its staff, consultants, designers and publishers with regard to procedures for the production and publication of bilingual material.

Those areas of the University who are not complying with our stated Welsh Language Scheme will be reminded of their obligations by the Welsh Language Officer as appropriate and a suitable plan of action agreed to quickly remedy the situation.

- 5.8 If Welsh and English versions of an official document are published separately, they will be issued simultaneously, distributed together, be equally accessible and contain reference to each other. This is not always currently the case and action needs to be taken to ensure that Welsh versions of documents where they exist should always be as available and equally accessible as the English versions. No charge is currently made for University documents, but should charges be introduced in the future then the price of the Welsh and English version will be the same.
- 5.9 The University produces most forms, cheques, receipts, invoices and invitations either bilingually or in separate Welsh and English versions. Where separate English and Welsh forms are provided, both versions will be equally available in the future. Availability and accessibility still remain issues at times with Welsh versions.

A mini prospectus detailing mainly those courses where Welsh medium provision exists or where it could be provided will be produced during the period of this revised Welsh Language Scheme.

Press Enquiries and Releases

- 5.10 Welsh language press and media enquiries will be accommodated through the medium of Welsh. This includes television and radio interviews. Welsh Language media especially S4C have expressed a keen interest in covering significant events at the University in recent years and it is intended to publish more press releases in Welsh to facilitate their work, our own marketing and as a courtesy.
- 5.11 Press releases sent to the Welsh language press will be in the medium of Welsh. Press releases within Wales will be increasingly bilingual, starting with releases about matters directly of interest to a Welsh speaking audience.

Advertising and Publicity Activities

- 5.12 The University's exhibition and display material will be bilingual or Welsh-only when used in Wales, together with advertising material. Flyers, brochures and information leaflets will continue to be increasingly available in either bilingual or Welsh only formats.
- 5.13 Staff recruitment advertisements and job descriptions published in Wales will be bilingual. All bilingual advertisements will conform to the principle of equality in terms of format, size and prominence. The Welsh version will normally appear above the English version, or, where the advertisements appear side by side, to the left of the English version. Job advertisements will be published in full on our web page and these pages will appear bilingually, the Welsh version being above or to the left of the English version.

- 5.14 The University has resolved to ensure that some Welsh will be prominent in advertisements that have been monolingual English to date, particularly during clearing. The University will ensure that the amount of Welsh used in such advertisements will increase gradually.
- 5.15 By 2013, all of the University’s Marketing advertisements in the local and national press in Wales will be bilingual.

6. IMPLEMENTING AND MONITORING THE SCHEME

Staffing

The University has an in-house translator providing translations as required by the University within a reasonable timescale.

Responsibility for day-to-day implementation and monitoring of the Welsh Language Scheme resides with the Welsh Language Officer who also has half a lecturing post as part of his responsibilities. The Welsh Language Officer is responsible for drafting the scheme, promulgating its contents and ensuring compliance.

A Bilingualism Committee was established in 2008 and it is expected that it will assume a major function in formulating, promulgating and ensuring compliance with this revised Welsh Language Scheme.

Both the Translator and Welsh Language Officer are answerable to the Dean of Humanities who is the Senior Manager with responsibility for Welsh Language matters.

Heads of Department, Schools and Units all assume responsibility for the Welsh Language Scheme which comes under the remit of their section – thus, Head of Marketing assumes responsibility for compliance with our Welsh Language Scheme within the activities of the Marketing Unit.

- 6.1 In order to provide effective services in Welsh of a high quality the University follows a Linguistic Skills strategy which is detailed below.
 - 6.1.1 The University will conduct an audit of the Welsh competencies of staff during every cycle of the Welsh Language Scheme. This audit will inform the formulation of policy on Welsh language training and recruitment and details will be recorded on personnel records.
 - 6.1.2 The University will identify those posts where the ability to speak Welsh is ‘essential’ and those where it is ‘desirable’, identify the level of proficiency in each case and formulate job descriptions accordingly.
 - 6.1.3 Where there is a shortage of Welsh speaking staff, every effort will be made to overcome this problem by language training and transferring staff (with their agreement) between departments. Staff are encouraged to attend the various levels of Welsh classes that are available to them . such classes are funded centrally by the University and testify to the University’s commitment to increasing staff competence in Welsh and as a consequence enhance the volume and quality of services that can be offered in Welsh to our students and members of the general public. Most managers look favourably on a request for time off their work duties to learn Welsh. These sessions normally straddle a lunch time and therefore impinge less upon work performance.
 - 6.1.4 Staff Welsh classes have proven to be quite popular and this is very encouraging.
 - 6.1.5 The University believes that it is desirable that some staff in all Faculties and the professional support services have the ability to speak Welsh. Where the balance of linguistic competencies is inappropriate the University will seek to ensure that the situation is addressed. The University undertakes to identify posts where Welsh would be desirable and others where Welsh would be essential in order to successfully undertake their duties.

- 6.1.6 Posts (including Senior Management positions) for which the ability to speak Welsh has not been considered essential or desirable will call for “an understanding of Welsh language considerations in terms of curriculum development and of the University’s position in a bilingual nation.”
- 6.1.7 The University will assess the institution’s need for Welsh speaking staff when making appointments and will keep this aspect of recruitment under review.
- 6.1.8 All members of staff will be encouraged and supported to learn or improve their ability to speak and write Welsh. Specialist courses covering such areas as telephone skills will also be made available.

Non-Welsh speakers appointed to posts where Welsh language competence is considered essential will be required to undergo formal training.

Administrative Arrangements

- 6.2 The Scheme has been approved by the University’s Board of Governors, but its implementation will be the responsibility of the Welsh Language Officer, supported by the fledgling Bilingualism Committee.
- 6.3 A Welsh Language Officer and Translator have been appointed by the University to assist the Dean of Humanities in the Scheme’s implementation, and to ensure that the highest quality standards are met.

For the purposes of monitoring, the Welsh Language Officer and Translator will be augmented by a representative from each of the University’s Faculties and main sections on the Bilingualism Committee.

- 6.4 All members of staff have an opportunity to comment on the Scheme before it is submitted to the Welsh Language Board for approval and are invited to comment on the scheme when it is in force.

Members of staff may either make such comments either directly to the Welsh Language Officer or via departmental or Faculty committees. Any such comments should also be brought to the attention of the Bilingualism Committee which should take any action it deems fit in response.

Services Delivered by Others

- 6.5 Staff of the University will be instructed that any agreements or arrangements made with a third party which relate to the provision of services to the public under this scheme are consistent with the terms of the scheme. Any contract will detail what is expected from the contractor.
- 6.6 Contractors will be requested to co-operate with the University to consider the effectiveness of the Scheme.
- 6.7 Written guidance will be issued to staff regarding dealing with agents or contractors.

Partnerships

- 6.8 The University works in partnership with public bodies, organizations from the voluntary sector and other agencies. The University works on many levels when working with others:
 - 6.8.1 When the University is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Welsh Language Scheme. For this purpose and where relevant, contractors are required by their contract to comply with the University’s Welsh Language Scheme (e.g. in terms of signage).

- 6.8.2 When the University joins a partnership in which another body is leading, the University’s input to the partnership will comply with the Welsh Language Scheme and the University will encourage other parties to comply.
- 6.8.3 When the University is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the University will act in accordance with its Welsh Language Scheme.
- 6.8.4 When the University joins or forms a partnership, it will ask prospective partners about their Welsh Language Schemes, language policies or the means by which they will operate bilingually. Within any partnership, the University will offer advice and support to other partner organization.

Monitoring

- 6.9 The following monitoring procedures will be adopted during the next three years of the Scheme’s implementation:
 - 6.9.1 Internal progress reports will be prepared by the Welsh Language Officer and submitted to the Bilingualism Committee twice a year.
 - 6.9.2 The Welsh Language Officer will prepare an Annual Monitoring Report which will enable the organisation:
 - (a) To measure the quality of the Welsh medium service;
 - (b) To measure the effectiveness of its Scheme management procedures;
 - (c) To measure the sufficiency of the University’s linguistic skills capacity by comparing current resources and need;
 - (d) To analyze performance on a departmental, corporate and thematic basis to ensure consistency.
 - (e) Set new and more challenging targets for the year ahead and amend the Welsh Language Scheme after consultation with the Welsh Language Board if this is
 - 6.9.3 The Welsh Language Scheme will be submitted to the Senior Management Team for comments and then presented to members of the Bilingualism Committee for comments and approval. The scheme will then undergo scrutiny by the Academic Board and finally the Board of Governors. Following the Board of Governors’ approval, a copy of the official Scheme will be sent to the Welsh Language Board. A final version will be approved after some discussion with the Welsh Language Board who may seek clarification of certain aspects and the deletion of some clauses in the scheme and the inclusion of some issues not originally submitted in the Welsh Language Scheme.
 - 6.9.4 In the third year of the Scheme’s implementation, the University will review and revise its Welsh Language Scheme. The University will also prepare an Evaluation report, which will analyze performance in implementing the Scheme over the first three years.

Targets

- 6.10 A timetable for implementation of the Scheme is attached as Appendix B.

7. PUBLICISING THE SCHEME

- 7.1 The University will publicize the Scheme on its Web-site and in appropriate published documents (e.g. an allusion is made in student Handbooks). Reference will be made to progress in implementing the Scheme.
- 7.2 The full Scheme will be included in bilingual format in the University’s Staff Handbook, copies of which are available to every member of staff.

7.3 Copies of the Scheme will be available in the University's libraries and will be made available to any person on request. The Scheme will also be easily accessible in both Welsh and English on the University's web site and Intranet.

If you require any further information or have any enquiry regarding Swansea Metropolitan University's Welsh Language Scheme, please get in touch with the Welsh Language Officer either via email, letter or telephone:

Mr Philip Anthony Ainsworth
Welsh Language Officer
Swansea Metropolitan University
Mount Pleasant
SWANSEA
SA1 6ED

Email: phil.ainsworth@smu.ac.uk

Telephone: (01792) 481198 (*leave a message if not available*)

INTERNATIONAL STUDENT INFORMATION

A warm welcome to Swansea Metropolitan University!

You have chosen to study at a University with an excellent academic reputation, which is recognised world-wide. The University has recruited international students for many years, and recognises the important contribution they make to the academic and social life at Swansea. As a University, we pride ourselves on our reputation for being caring and supportive, as well as providing high quality programmes of study.

Moving to another country can be exciting, yet it is also a challenging experience. Students who are well prepared for this experience usually find it easier to settle in once they get here. This section of our Welcome Guide is designed to answer some of the many questions you are likely to have as you prepare for your studies in the UK, and it is also designed to be used as a reference tool throughout your stay in Swansea.

It is important that you read this section carefully and well in advance of your departure. Firstly, it includes advice on important things that you should do before you leave your home country, such as immigration, entry clearance information and how to prepare to come to the UK. Secondly, you will find information on living in Swansea, such as banks, what to bring with you, healthcare and the cost of living. Finally there is information on what to do when you arrive in the UK, and how to plan your journey to Swansea Metropolitan University.

When you arrive at the University, you will be given information and advice which will help you settle into student life in Swansea. There will also be an opportunity for you to attend our International Student Welcome events which will give you an opportunity to meet other International students at the University. Details of these events will be sent to you before you arrive, and will also be available on our website.

If you have any questions or concerns about coming to study at Swansea Metropolitan University, please do not hesitate to contact a member of staff from our 'Contacts' page and we will be happy to help. We look forward to meeting you when you arrive.

Contact Details and Numbers

Swansea Metropolitan University Main Switchboard

00 44 (0)1792 - 481000

STUDENT SERVICES OFFICE
tel: 00 44 (0)1792 - 481206
e mail: student.services@smu.ac.uk

CAREERS SERVICE
tel: 00 44 (0)1792 - 481213
e mail: careers@smu.ac.uk

DISABILITY SUPPORT
tel: 00 44 (0)1792 - 481287
e mail: disability@smu.ac.uk

STUDY SKILLS & DYSLEXIA SUPPORT
tel: 00 44 (0)1792 - 481039
e mail: dyslexia@smu.ac.uk

ENGLISH LANGUAGE TUTOR
tel: 00 44 (0) 1792 - 481020
e mail: david.williams@smu.ac.uk

INTERNATIONAL CENTRE
tel: 00 44 (0)1792 - 481036
e mail: internationalcentre@smu.ac.uk

ACADEMIC REGISTRY
tel: 00 44 (0)1792 - 481010
e mail: enquiry@smu.ac.uk

INTERNATIONAL ADMISSIONS (ACADEMIC REGISTRY)
tel: 00 44 (0)1792 - 481093
e mail: international@smu.ac.uk

TIER 4 VISA ENQUIRIES
tel: 00 44 (0)1792 - 481090
e mail: international@smu.ac.uk

FINANCE OFFICE
tel: 00 44 (0)1792 - 481182
e mail: finance.office@smu.ac.uk

ACCOMMODATION OFFICE
tel: 00 44 (0)1792 - 482086 /482082
e mail: accommodation@smu.ac.uk

STUDENT UNION
tel: 00 44 (0)1792 - 655400
e mail: su@smu.ac.uk

LIBRARY TOWNHILL CAMPUS
tel: 00 44 (0)1792 - 482113

OWEN LIBRARY MOUNT PLEASANT CAMPUS
tel: 00 44 (0)1792 - 481141

GRIFFITH LIBRARY AT THE DYNEVOR CAMPUS
tel: 00 44 (0)1792 - 481030

SWANSEA BUSINESS SCHOOL LIBRARY
tel: 00 44 (0)1792 - 481000

HEALTH & SAFETY OFFICER
tel: 00 44 (0) 1792 - 481014
e mail: healthandsafety@smu.ac.uk

Please note that telephone numbers in this guide may include the international country code: 00 44 for the UK, as well as an area dialing code, e.g. (0)1792 for Swansea.

TO CONTACT THE UNIVERSITY FROM OVERSEAS
tel: 00 44 1792 481000 - the (0) before 1792 is not needed.

TO CONTACT THE UNIVERSITY FROM WITHIN THE UK, BUT OUTSIDE THE SWANSEA AREA E.G. LONDON OR HEATHROW
tel: 01792 481000 - the (0) before 1792 is needed when dialing from within the UK.

TO CONTACT THE UNIVERSITY LOCALLY, FROM WITHIN THE SWANSEA AREA
tel: 481000 if you are using a landline, or tel: 01792 481000 if you are using a mobile.

Normal office opening hours: Mon - Thurs: 8.30 am - 5.00 pm
Fri: 8.30 am - 4.30 pm

Useful web sites for international students

Below are some website addresses which you might find useful in preparing for your studies in the UK, and for reference while you are here in Swansea.

BRITISH COUNCIL

<http://www.britishcouncil.org>

BRITISH LIBRARY

<http://portico.bl.uk>

BRITISH TOURIST AUTHORITY

<http://www.visitbritain.com>

CITY AND COUNTY OF SWANSEA

<http://www.swansea.gov.uk>

DIRECTORY ENQUIRIES

<http://www.thephonebook.bt.com/publisha.content/en/index.publisha>

BRITISH FOREIGN AND COMMONWEALTH OFFICE

<http://www.fco.gov.uk/en>

ENDSLEIGH INSURANCE

<http://www.endsleigh.co.uk>

EQUALITY AND HUMAN RIGHTS COMMISSION

<http://equalityhumanrights.com>

INTERACTIVE MAP OF THE UK

<http://www.multimap.com>

LONDON TOURIST BOARD

www.visitlondon.com

INTERNATIONAL STUDENTS HOUSE

<http://www.ish.org.uk>

NATIONAL UNION OF STUDENTS

www.nus.org.uk

NATIONAL EXPRESS BUS COMPANY

<http://www.nationalexpress.com>

NEWS, CURRENT AFFAIRS, SPORT AND THE ARTS

<http://www.bbc.co.uk>

NETWORK RAIL

<http://www.railtrack.co.uk>

SWANSEA BAY GUIDE

<http://www.visitswanseabay.com>

SWANSEA METROPOLITAN UNIVERSITY

<http://www.smu.ac.uk>

SWANSEA MUMBLES AND GOWER

<http://www.explore-gower.co.uk>

UKCISA: COUNCIL FOR INTERNATIONAL AFFAIRS

<http://www.ukcisa.org.uk>

UK STUDENT LIFE

<http://www.ukstudentlife.com>

UK BORDER AGENCY (VISAS)

<http://www.ukvisas.gov.uk>

WALES INTERNATIONAL CONSORTIUM

<http://walesinternationalconsortium.com>

WEATHER

<http://www.meto.gov.uk>

WORLDWIDE NEWSPAPERS

<http://www.onlinenewspapers.com>

Visas / Immigration

NON EEA STUDENTS

Please note that UK immigration has changed significantly in the last 2 years due to the introduction of the UKBA Points Based System. The advice contained in this handbook reflects the situation as at June 2012. You are strongly advised to check the UK Border Agency website before applying for your student visa, as the requirements and regulations are changing constantly. If you need advice on how to enter the UK as a student, please look at the following websites:

www.ukba.homeoffice.gov.uk
www.educationuk.org
www.ukcisa.org.uk
www.ukvisas.gov.uk/en

VISA NATIONALS

If you are from a non EEA country and you have been given a place to study at SMU, it is advisable to make arrangements to come to the UK as soon as possible. All visa nationals coming to the UK to study must obtain a student visa (entry clearance) from a British Mission before travelling. To find out if you are a visa national go to:

www.bia.homeoffice.gov.uk

NON VISA NATIONALS

If you are a non visa national and wish to come to study in the UK for more than 6 months, you will need to obtain a General Adult Student Visa under Tier 4 of the Points Based System. You should contact the British Embassy in your home country for advice on how to apply for a Tier 4 General Adult Student Visa. In some countries it can take up to 2 months to get your visa, so it is important to plan ahead and apply early.

All visa applicants will be required to supply 10 digit finger scans and a digital photograph when applying for a UK visa. You will be asked to enrol your biometric data at your nearest British Mission.

In certain countries, applicants are required to show a certificate to prove that they are free from infectious pulmonary tuberculosis (TB). For further details please see www.ukvisas.gov.uk

WHAT YOU HAVE TO ACHIEVE TO OBTAIN A TIER 4 GENERAL ADULT STUDENT VISA

You will be required to satisfy the entry clearance officer of the following in order to obtain your Tier 4 General Adult Student Visa:

- You must obtain 40 points to be issued with Tier 4 (General) student entry clearance to allow you to study in the UK. This score is divided into 30 points for your CAS (Certificate of Acceptance of Studies) and 10 points for showing that you have sufficient funds to study in the UK. To achieve your 40 points you must provide with your entry clearance application:
- a CAS (Confirmation of Acceptance of Studies). To obtain this, you must have been given an unconditional offer of a place on a programme at this University, and have accepted that offer of study from SMU. If you have done this, SMU will have issued you with your CAS statement.
- confirmation that you have sufficient funds to study in the UK. You must provide a bank statement which is dated no earlier than one month before the date of your visa application, showing that you have the required funds in your account for a period of 28 days. For full details on funds you are required to show, please see the UKBA website or the UK Visas website.

IMPORTANT NOTE FROM UKBA ON EVIDENCE OF STUDENT FUNDING FOR TIER 4 STUDENTS

- Students are required to show they have the specified funds available to them for 28 days prior to making an entry clearance application.
- There have, however, been cases where the student no longer holds the funds when the entry clearance application is being considered or on arrival in the UK.
- Where they have concerns regarding the student’s ability to maintain and accommodate themselves without recourse to public funds or working in the UK, either when considering an application or on arrival in the UK, UKBA will check to confirm that funds continue to be available or that they have been spent to fund course fees or living expenses.

You may be required to show that you have sufficient funds in your account at the airport, when you arrive in the UK. You are strongly advised therefore to keep your bank statements in your hand luggage when you are travelling to the UK.

- For the purpose of verifying maintenance funds, UKBA will maintain lists of financial institutions that they consider, on the basis of experience, do not verify financial statements to their satisfaction
- Where they have a reasonable doubt about the declared funds and therefore would normally verify with the financial institution, they shall award no points and the application will be refused. Lists of these institutions are published on the relevant sections of the UK Border Agency website, and locally at visa application centres.

IMPORTANT UPDATE FROM UKBA ON TIME ALLOWED TO STUDY AS A TIER 4 STUDENT

- On 6 April 2012 UKBA introduced new rules regarding the time a student is allowed to study with a Tier 4 General Adult student visa.
- This varies according to the level of the course you are studying.
- Students studying at below degree level are allowed to study for 3 years.
- Students studying at degree level and above are allowed to study at that level for 5 years.
- There are exceptions to these rules, and you are advised to look at the UKBA website for full details at <http://www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/>

CONDITIONS OF YOUR TIER 4 GENERAL ADULT STUDENT VISA

When you have been issued with your Tier 4 General Adult student visa, it is important that you are aware of, and understand the terms and conditions of your visa. They are as follows:

- You will be given a visa allowing you to study with one sponsor – Swansea Metropolitan University (SMU) for the duration of your course. If you have been issued with your Tier 4 visa to study at this University, but change your mind and decide to study at a different Institution, you will have to apply for a new Tier 4 visa with a CAS from your new UKBA Sponsor. See note ‘switching sponsors’ on UKBA website for further information regarding this.
- You will be allowed to work part-time (up to 20 hours per week for a degree or postgraduate degree programme, and up to 10 hours per week for an HND or Foundation Art and Design programme) during term time and full-time during vacations. You will not have to seek approval from UKBA before you commence such employment (Note: postgraduate students are not permitted to work full-time during the summer vacation if they have not completed their writing-up or dissertation or any aspect of their course of study). Please refer to your visa for details.
- You will be permitted to re-sit examinations or repeat any element of a course on up to two occasions.
- You must make sure your visa is valid throughout your study period at SMU. If your visa expires during your studies, you must make sure you apply for an extension before the ‘Valid Until’ date of your current visa.

- If your passport has been marked with an instruction to register with the police, make sure that you do this. If you renew your visa during your studies, or change your address you must report this to the police.
- You must provide the University with a copy of your passport and visa when you enrol on your course.
- If you apply to UKBA to extend your visa during your studies, you are required to provide the Registry with a copy of your new Biometric Residence Permit Card. Take your card to Registry and they will take a photocopy for you.
- You must provide the Registry office with your contact details in the UK, and you must inform them immediately of any change to your address or contact details.
- You must attend all timetabled classes, tutorials, meetings arranged with tutors, and any other arranged appointments. There should be no significant gaps or absences during your studies.
- If you are going to be absent from your course for 10 consecutive days, you must ask your tutor for approval for this absence. If you do not have a letter from your course tutor confirming that you have been given permission to be absent, the University will have to report this to UKBA.
- You must follow the University procedure if you decide that you would like to defer, suspend your studies, or withdraw from your course. You are also strongly advised to consult the International Office, Academic Registry to find out how these changes will affect your immigration status as you are likely to need to leave the UK in such circumstances. The University is legally obliged to report these changes to UKBA. **If you stop studying by withdrawing or suspending studies, you must either make arrangements to return to your home country, or move to study with another education sponsor.**
- Make sure that you do not breach the conditions of your visa during your stay in the UK. Detailed information can be found in the UKBA Tier 4 of The Points Based System – Policy Guidance at:
<http://www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/apply-outside-uk/>
- You must study full time. Part time study is not allowed.
- You must not carry out any business whilst you are studying.

SPONSOR RESPONSIBILITIES UNDER TIER 4 OF THE POINTS BASED SYSTEM

When you are issued with your Tier 4 visa to come to study at Swansea Metropolitan University, you should be aware that whilst you are in the UK, you will be sponsored by Swansea Metropolitan University. Swansea Metropolitan University is a UKBA Highly Trusted Sponsor.

Under our sponsor regulations, SMU will be expected to inform UK Border Agency if:

- (a) you fail to turn up to enrol on your course by 31st October 2012
- (b) you discontinue your studies
- (c) you change your educational institution
- (d) you do not regularly attend your studies
- (e) you do not follow the terms and conditions of your visa

This will indicate that your sponsor (SMU) is acting responsibly and providing information in compliance with the terms and conditions of the Highly Trusted Sponsor Licence.

If you wish to seek further advice on any issues relating to applying for your entry clearance, or the terms and conditions of your visa, please visit the UKBA website, or contact our International Officer/PBS Tier 4 Advisor:

Phillipa Davies
email: international@smu.uk.ac

Further details on how to apply for your visa (entry clearance) are also available on our website.

Checklist Before You Depart

We have listed some of the things you need to check before you start on your journey to the UK.

Further details on how to prepare to travel to the UK can be found in the British Council publication - A Pre Departure Guide For International Students Coming To Study In The UK - which can be obtained from your local British Council Office, or go to the following website for details:

<http://www.educationuk.org>

Some important things to remember are:

- Have you received your Entry Clearance (Visa) to travel to the UK?
- Make sure you have originals or certified copies of any academic certificates required.
- Have you received full details of the course, the tuition fees and the cost of living expenses you will have to pay?
- Have you returned all forms required by Swansea Metropolitan University, especially accommodation forms?
- Have you made the necessary arrangements with your bank for transfer of money?
- Have you received information about the accommodation allocated to you?
- Have you written down the full address of your accommodation in Swansea, and put it in your hand luggage?
- If you are bringing dependants with you, have you arranged suitable accommodation?
- Make sure you have contact telephone numbers for Swansea Metropolitan University in case of problems.
- Plan your journey from your point of entry into the UK to Swansea. It is better to arrive in the UK in the morning, in order to allow time for the journey from the airport to Swansea Metropolitan University. The University is approximately 4 hours travel time by coach from Heathrow airport, and 5 hours travel time by coach from Gatwick airport.
- Order British currency and traveller's cheques to cover expenses until you have access to your money in the UK. Do not carry more cash than you need when you are travelling.
- Take out insurance to cover your cash and belongings.
- Check your baggage allowance, and label your luggage with your name and address in Swansea.
- If you are on medication, make sure you have enough supplies, and ask your doctor for a letter of explanation.
- Check what you must declare at customs when you enter the UK.
- Obtain medical insurance to cover emergency repatriation costs and - if you are staying in the UK less than six months and do not come from an EEA country or one which has a reciprocal agreement with the UK - medical and dental treatment.
- Check whether you need a medical certificate or recent x-ray.
- Make sure you have enough warm clothing.
- Make sure all documentation is in your hand luggage for immigration purposes.

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What to bring with you

Make sure all the following documentation is in your hand luggage for immigration purposes:

- A valid passport.
- A visa or UK entry clearance (if you need it). Make sure you have entry clearance with SMU as your sponsor.
- An air ticket.
- Vaccination certificates (if required).
- An X-ray report (if required).
- Evidence that you have enough money to pay for your tuition fees (if required) and your accommodation and living costs.
- Originals or certified copies of any certificates or qualifications.

OTHER USEFUL ITEMS AND INFORMATION

It is hard to decide what to pack to come to the UK, and remember that you have to carry your suitcases, so try to pack only as much as you can carry. Also, you may find your accommodation has less storage space than you are used to. If possible try to talk to someone who has been to Britain before, and ask their advice on what to bring. Here are some ideas to help you.

CLOTHING

You may find that the clothing you are used to wearing in your home country will not be suitable for the British climate. If possible, talk to someone who has already been to the UK. The climate in the UK is variable, and can be unpredictable. Daytime temperatures vary, and average between 5 degrees centigrade in the winter and 20 degrees centigrade in the summer. In the winter, wearing several layers of clothing (T shirts, sweatshirts, sweaters etc.) is the best way to keep warm. If you do not have suitable clothing, you can buy it quite cheaply in Swansea, and the clothes in the shops are designed to suit the climate.

The way people dress in Britain is very varied, and you will not be expected to conform to any particular style of dress. During the day at classes, people dress very casually and you can wear just about anything. The most important thing is that you feel comfortable. We do however dress formally on some occasions when women usually wear dresses and men suits. You may also like to bring some kind of traditional clothing from your country. For those of us in Britain who have not had the opportunity to travel to your country, this provides a wonderful opportunity for us to see some of your culture.

ELECTRICAL EQUIPMENT

If you wish to bring electrical equipment to the UK, voltage is 240, and appliances use a 3-pin plug. You may also require an adaptor which can be bought in Swansea.

BOOKS

If you are planning to bring books, remember that you will have to carry them. Books which are recommended by your Department can be bought through the University, or from book shops in the city. You might however, like to bring a dictionary with you.

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COOKING UTENSILS, TOWELS, BED LINEN

Depending on your accommodation, you may have to provide your own cooking utensils, towels and bed linen. These can all be bought quite cheaply in Swansea. Other useful items to bring with you include an alarm clock, a camera, backpack to carry your books to lectures, a torch, and some passport photographs of yourself. We do suggest that you bring some items from home such as photographs, pictures and posters to decorate your room, to help you feel more at home.

LUGGAGE

Make sure your luggage is clearly labelled with your name and your address in Swansea. If you do not know your address in Swansea, mark the luggage labels with your name and 'Swansea Metropolitan University'. Do not pack valuables in your suitcase. If you must bring them with you, make sure you take out insurance before you leave your home country. Check with your airline before you depart, regarding your luggage allowance.

Money and Banks

If you need to change money when you arrive in the UK, you can change traveller's cheques at any bank or exchange bureau. To open a bank account in the UK, you will need a letter from Swansea Metropolitan University to confirm that you are a student and to confirm your local address. Many banks will also ask you for a utility bill (a gas or electricity bill) which shows your address. Clearly, you may not be able to provide this and you will need to explain the situation to the bank. The bank may also wish to see your passport or identity card, and in some cases may ask for a letter from your bank in your home country.

The bank or building society will help you to decide which type of account is the best for you. Some may offer special facilities for students. The bank will advise you on arrangements for accounts, cheque books and cash cards. In some cases, banks may prefer to offer you only a cash card with your account. The arrangements available to you may also depend on the length of your stay in the UK. In order to open a student bank account, some banks will accept your unconditional offer letter, providing it states your address in your home country. Before you leave your home country ask your bank if it has a special relationship with a bank in the UK as this might help you to set up an account in the UK.

Most banks and building societies are open from 09:30 to 16:30. Some are also open on Saturday mornings.

The main banks and building societies in Swansea are:
Abbey, Alliance & Leicester, Barclay's, Halifax, HSBC, Lloyds TSB, Nationwide, and Natwest.

INSURANCE

It is advisable to take out travel insurance before you leave to cover personal property and medical costs. We also recommend that you insure your belongings while you are here. One policy which has been specially designed to meet the needs of international students is the ISIS policy available through Endsleigh Insurance Services Ltd. Banks can also advise you on insurance. It is advisable to get a few quotes before you decide because the costs vary.

TELECOMMUNICATIONS

You must pay for all telephone calls in the UK, including local calls.

Most calls after 18:00 and at weekends are cheaper. International calls are usually cheaper after 20:00.

Many companies offer cheap deals for international calls, but make sure you understand all the charges involved.

If you wish to buy a mobile phone, there are a number of shops which offer these. You can either buy a contract phone, which means you will have to sign a contract for a fixed period, or a pay as you go phone which requires no contract.

Please read the terms and conditions carefully before signing a mobile phone contract.

You will have free access to e-mail and Internet facilities at Swansea Metropolitan University after you have registered onto your course, and there are also local Internet cafes, or cybercafes in the city centre, where you can gain access to the Internet for a small charge.

Assessing Your UK Living Costs

Assessing your costs and managing your finances during your study in the UK is an important aspect of the academic experience. You are advised not to embark on a course of study unless you have sufficient funds to support yourself and any dependants for the duration of your course. You will find it very difficult to receive financial support when you are in the UK, so you are strongly advised to organise your finances before you leave your home country. The two major costs involved in studying are course fees and living expenses.

When working out your budget for each year, be realistic about the costs involved. Living costs in Swansea are estimated at £6000 per year for a single student with no dependants. This includes accommodation costs, and daily living costs. Note that during your first month, you will require extra funds for your accommodation, as you will probably be asked to pay rent one month in advance, and also a deposit for your room. The deposit may be returned to you when you leave your accommodation if you have complied with the regulations of your landlord. If you chose to live in private accommodation, for example sharing a house with other students, the amount you pay for your room may not include utility bills – gas/electricity. You may be required to pay this in addition to your rent. This will be explained to you by your landlord.

As you probably will not have a bank account in Britain before you arrive, you should bring enough money to cover all of your expenses such as transportation and food for the first few days until you have made arrangements to take out money from an account in Swansea. You will need to have enough cash in pounds sterling to cover immediate expenses such as transportation from the airport and a meal.

If you wish to spend a night or more in London before travelling to Swansea, you should allow £70-£80 per night for accommodation and about £15 a day for food.

If you wish to buy a bus pass on arrival, you will also need to bring money for this.

If you are an International student and you are required to Register with the police in Swansea, you will have to pay a fee of £34 for this to be done.

In addition, you will need to bring some money, about £300 - £400 to support yourself until you have access to money in an account here. We suggest that you bring this money in the form of travellers cheques to avoid travelling with large amounts of cash.

COURSE FEES

If you are paying your own tuition fees, you will be asked to pay the full amount or 50% of the total on or before enrolment. Arrangements can be made to pay your fees in two instalments, subject to approval with the Finance department. The first instalment will be payable on enrolment, and the second instalment at the beginning of the second term. Fees can be paid by cash (sterling), cheque, credit card or debit card.

Please note that you will receive a £200 discount if you pay your fees in full at enrolment. Transferring money should be arranged well in advance of your departure, as transfers are sometimes subject to delay. The banks in your home country will be able to advise you how to transfer funds, as local conditions and regulations vary widely.

If your fees are being paid by a sponsor, it is unlikely that you will have to worry about obtaining permission to transfer money to Britain. You will need however, to provide proof of sponsorship for immigration, as well as for enrolment at the University. This will usually be in the form of an official letter stating who your sponsor is and how much they are sponsoring you for.

Healthcare

MEDICAL TREATMENT

You may wish to have a medical examination before you leave your home country. If you do, we recommend that it should take place at least four weeks before your departure and we advise you to bring the results of the examination with you.

If you study in the UK for six months or more, you will be able to use the services of the National Health Service (NHS) from the day you arrive in the UK. It is a good idea to register with a doctor as soon as you arrive in the UK. If you have questions or need advice about registering with a doctor, please contact the University's Student Services department.

You can see a doctor free of charge. Under the NHS, hospital treatment is also free. There are no charges for food or shared rooms.

If you study for less than six months, and you come from a country which has an agreement on healthcare with the UK, you will not have to pay for healthcare.

If you study for less than six months, and you do not come from a country which has an agreement on healthcare with the UK, you will have to pay for a private consultation and for any medication you require.

You should take out medical insurance to cover these charges. Even if you are eligible for free NHS treatment, you should take out health insurance which covers the cost of repatriation in case you need to be flown home because of serious illness or death.

For more information on healthcare services, and other aspects of living in the UK, please go to the British Council website for further advice.

DENTAL TREATMENT

If you are registered with the NHS, you are entitled to the services of an NHS dentist. You should register with a dentist, otherwise you might have to wait for some time for an appointment when you need treatment. If you are registered with a dentist, you can have a course of treatment.

Some dentists offer treatment under the National Health Service (NHS), but many do not. Ask the dentist whether NHS patients are accepted. NHS treatment is not free. You still have to pay 80% of the total cost.

Appointments under the NHS are limited in number, and you might not be able to get an NHS appointment quickly. If you are in pain and need treatment quickly, it is likely that you will have to pay the full cost.

Arrival in the UK

Customs and Immigration

WHEN YOU ARRIVE AT THE UK AIRPORT

We have listed some of the things you need to be aware of when you arrive in the UK. Further details are contained in the British Council publication. A Pre Departure Guide For International Students Coming To Study In The UK, which you can obtain from your local British Council office (or go to the website: www.britishcouncil.org)

Important Note for International students from outside the UK: UKBA have confirmed that they will routinely interview students who hold a Tier 4 General Adult Student Visa on arrival at airports in the UK. Where a student has been interviewed and UKBA find that they cannot speak English without assistance, they may be refused entry to the UK, and sent back to their home country.

WHEN YOU ARRIVE

Follow the ARRIVAL signs to Immigration/Passport Control.

There are usually two sections at Immigration/Passport Control:

1. UK and European Union (EU/European Economic Area (EEA) passport holders).
2. Others.

At Immigration/Passport Control, your documents will be checked, including passport, visa if required, a letter which confirms that you have a place on a course of study, evidence that you can pay for your tuition fees, and costs of living for yourself and any dependants.

The Immigration Officer may ask you:

- why you are coming to the UK to study?
- what previous studies, especially English language studies you have already taken?
- whether you have any family connections in the UK?
- what your accommodation arrangements are?
- what you are going to do when you finish the course?

CUSTOMS

There are normally three exits through customs:

Green if you are travelling from outside the European Union and have nothing to declare

Red if you are travelling from outside the European Union and have something to declare

Blue if you are travelling from an airport within the European Economic Area where luggage has already been cleared by customs

Details of what you must declare are explained on notices where you collect your baggage. if you have any queries, please speak to the Customs Officer.

You **must not bring** any kind of knife, gun or weapon, even if it is for self-defence. Drugs such as heroine, cocaine and cannabis are illegal. There are strict penalties if you bring these into the country. You **must not bring** any live animals into the country because of quarantine controls

POLICE REGISTRATION

Your ID Card or entry clearance certificate will state whether or not you have to register with the police in Swansea. If you are required to register with the police, you must do so within seven days of arrival in the UK. The police will be visiting SMU to register international students, and you will be given the details during your first week.

When registering you will be charged a registration fee (currently £34), and must take your passport, ID Card and two photographs of yourself. The International Officer at SMU will explain, if necessary, how to register.

Each time you change your address, status or extend your permission to be in the UK, you must renew your police registration. There is no change unless you have lost your original registration document.

EEA national and Commonwealth citizens do not have to register.

Getting to Swansea

We recommend students to arrive in Britain early in the morning, to allow plenty of time for the journey to Swansea. The airport information desk will provide you with travel information. Make sure that you do not arrive before the accommodation you have been allocated is ready. If you cannot avoid this, you will need to arrange bed and breakfast.

FROM HEATHROW AIRPORT

Train: Either take the Rail-Air Link bus to Reading and the train from Reading to Swansea. (You can buy your ticket to Swansea from the airport) or take the train from Heathrow to Paddington station in London and the train from Paddington to Swansea.

Bus: Take bus 201 from the airport bus station to Swansea.

FROM GATWICK AIRPORT

Train: Take the train from Gatwick to Reading and the train from Reading to Swansea.

Bus: Take bus 201 from the airport bus station to Swansea.

If you would like further information or advice on travelling from your point of arrival in the UK to Swansea, please contact us.

FROM LONDON

You might want to stay in London for a few days before travelling to Swansea. If you do, you should arrange accommodation before you leave your country. You can do this by looking at the **London Tourist Board** website, or **The British Council** website. Alternatively, you can arrange to stay at the **International Students' House**, 229 Great Portland Street, London W1N 5HD; Tel: 00 44 (0)20 7631 8300; Fax: 00 44 (0)20 7631 8315, e-mail: genel@ish.org.uk

To get to London from Gatwick, take the shuttle bus to Victoria Station in London. From Heathrow take the underground tube train to London, or the more expensive Heathrow Express train. From London you can take the train to Swansea from Paddington station, or the National Express bus from Victoria coach station. In Britain, it is cheaper to travel by bus than by train.

FROM CARDIFF WALES AIRPORT

Catch a bus or take a taxi to central Cardiff, and then make rail or bus connections to Swansea.

NOTE:

Never leave your luggage unattended and never transport anything for anyone else.

Arrival in Swansea

Unless you are travelling to Swansea by car, you will probably arrive at either the train or the bus station. Both the train and bus stations are situated in the centre of Swansea, and the University is approximately 2 miles from the city centre. The best way to get to your accommodation is to take a taxi, which will cost between £3.00 and £6.00 depending on where you are going. Try to arrive in Swansea during the daytime if possible, and make sure you have the address of where you will be staying to tell the taxi driver where to take you.

When you arrive in Swansea, you should go directly to your accommodation. If you are staying in Halls of Residence, please report to the reception area of the campus where your room has been allocated, to register and collect your keys.

If you know that you will be arriving outside office hours which are 8.30 am - 5.00 pm Monday to Thursday, and 8.30 am - 4.30 pm on Friday, you should inform the Residential Services Officer of your approximate time of arrival, so that arrangements can be made for you to be met by the night security staff.

If you wish to contact the University at any time during your journey to Swansea, please use the following telephone numbers:

MR JONATHAN BRADLEY, ACCOMMODATION OFFICER

tel: 00 44 (0)1792 - 482086
Mon - Thur: 8.30 am - 5.00 pm
Fri: 8.30 am - 4.30 pm

MR JOHN DAVIES, SITE MANAGER TOWNHILL CAMPUS

tel: 00 44 (0)1792 - 481000
Mon - Thur: 8.30 am - 5.00 pm
Fri: 8.30 am - 4.30 pm

MS PHILLIPA DAVIES, INTERNATIONAL OFFICER

tel: 00 44 (0)1792 - 481090
Mon - Thur: 8.30 am - 5.00 pm
Fri: 8.30 am - 4.30 pm

If you wish to contact the University outside normal working hours, please ring our night security telephone number 00 44 (0)1792 481200. You will be asked to leave a message if a member of staff is not available and your query will be dealt with.

Swansea Metropolitan University invites all International Students (Students from outside the UK) to our International Student Welcome Events. The main Welcome Event will take place on Thursday 20th September 2012, with workshops and other events arranged to take place throughout the month of October.

The Programme will include:

- Welcome to Swansea Metropolitan University
- Activities and Information Days
- Introduction to Staff & Services at the University
- Buffet Lunch
- Coach Trip around Swansea and Gower
- Social events, to help you to make friends and settle into student life
- Workshops, including:
 - Looking for a part time job?
 - A student's guide to immigration
 - Police registration (where applicable)

The dates, times and details of the International Student Welcome Programme and online booking form will be published on our website. www.smu.ac.uk

You will need to register online to reserve your place.

You will also need to contact Mr Jonathan Bradley, our Accommodation Officer to make arrangements for arriving in Halls of Residence.

Email: accommodation@smu.ac.uk

Tel: 00 44 (0)1792 482086