Cardiff Metropolitan University
Collaborative Provision Handbook 2023/2024

WELCOME FROM PROFESSOR CARA AITCHISON, PRESIDENT & VICE CHANCELLOR

This is a university that places students at its heart through our student-centred, practice focused and professionally oriented education. Whatever your chosen course of study I'm confident that by working in partnership with you we will support you to achieve your full potential and enable you to make outstanding graduate-level contributions to your own and future generations.

In December 2021 Cardiff Metropolitan University received the UK's most prestigious award in higher education, the title of Times Higher Education UK and Ireland University of the Year 2021 and this award was made in recognition of both the significant improvements that staff and students have delivered in recent years and our response to the challenges posed by the Coronavirus pandemic. A year later, in December 2022, Cardiff Met was named the UK's Number 1 University in the People and Planet Green League 2022/23 for Ethical and Sustainable Environments.

Both Covid-19 and the climate emergency have demonstrated beyond doubt just how inter-connected our world is. These global crises also emphasise the importance of education, science, innovation and international co-operation in ensuring that we can all live in peace, safety and prosperity around the globe. As our world continues its post-Covid recovery it is education, research and discovery, together with new and creative ways of thinking, that will play a central role in ensuring the future economic, social and environmental wellbeing of our planet and its people.

Our origins in the Cardiff School of Art, and dating back to 1865, have established a rich environment in which creativity is highly prized. Our outlook, our research and our mind-set prioritise innovation. Our unique and successful approach to internationalisation enables us to advocate for inclusivity from a position of strength and we develop our partnerships from a position of trust. We are all committed to championing the principles of academic freedom and institutional autonomy and these university values and principles are lived through the behaviour of our talented staff and students, by our leadership, courage, accountability and agility in working productively with each other and with our stakeholders and collaborative partners to tackle the challenges faced by our world in 2022/23. We are one community; we are the ambitious, competitive, compassionate and globally minded Cardiff Met.

My colleagues and I look forward to working with you to develop your subject knowledge and to give you the Cardiff Met EDGE: our wider set of Ethical, Digital, Global and Entrepreneurial skills, confidence and resilience that will ensure you thrive throughout your life and not just while studying with Cardiff Met.

We are a community of people who are passionate about our specialist subject areas: art and design; business and management; education and social policy; sport and health sciences; and digital, data and design technologies in addition to the increasingly important inter-disciplinary connections between disciplines and subject fields.

My colleagues are here to support you develop your passion for learning, research and innovation and this handbook provides the basic information you require to access the support available. Specific information relating to your programme of study is provided separately and you will receive additional information when you enrol and participate in the induction process at the beginning of your first term.

This handbook should be your reference guide and first port of call if you have any questions. Your Programme Director, Personal Tutor, Student Services staff and all my other colleagues

are also ready to answer your questions so please do ask if you need support or simply require information.

Every member of staff at Cardiff Met is here to ensure you have an outstanding experience as a student and that we enable you to achieve your dreams. We welcome your views and questions, and we seek to act on your feedback through our extensive student representation system. I myself look forward to meeting you and hearing from you during your time at Cardiff.

With very best wishes,

Professor Cara Aitchison FAcSS, FRGS, FHEA, FLSW

President and Vice-Chancellor

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SECTION ONE

GUIDE TO COLLABORATIVE PROVISION AND UK HIGHER EDUCATION

In its advice and guidance on 'Partnerships' accompanying the Quality Code, the Quality Assurance Agency (QAA) defines partnerships as 'an arrangement between two or more organisations to deliver aspects of teaching, learning, assessment, and student support. It refers to collaborative arrangements involving students and/or awards which include those involving guaranteed progression and sharing of services.' The University has adopted the QAA definition of partnership provision. This encompasses a range of delivery models operated by the University including: validated provision, franchised provision, credit-bearing short courses, work-based learning, articulation and progression agreements, placements, study-abroad arrangements and apprenticeships. Each of the University's models is defined within the University's Academic Handbook. Full details of the University's current collaborative partnerships can be found at its partnership pages: http://www.cardiffmet.ac.uk/partnerships/Pages/default.aspx

Guidance Documents and Reference Points

Many of the University's collaborative partners are based overseas, in countries with different educational traditions and backgrounds to those of the UK. In our partnership and collaborative work internationally, we are keen to respect the various traditions. However, since students will be enrolled on UK university programmes and will in time receive a UK University degree, it is also important to understand there are certain norms, procedures and regulations in the UK higher education system that will have to be followed as part of our collaboration.

Please find below links to several important sources of information in relation to the UK higher education system in general and more specifically to the University's requirements.

It is essential that key staff involved in any collaboration are made aware of these documents, understand the key elements and disseminate the relevant information to colleagues across the organisation.

If you have any queries or would like further guidance, please contact the Quality Enhancement Directorate at qed@cardiffmet.ac.uk

Guide to UK Higher Education

The UK higher education system differs from other education systems in several ways in how it operates. Universities UK International has produced a 'Guide to UK Higher Education and Partnerships for Overseas Universities', which is available here.

This document provides a good deal of information regarding the history of UK higher education and the key issues affecting international collaborations as well as seeking to provide an understanding of how the UK higher education system operates.

The Quality Assurance Agency (QAA)

It is important that staff at partner institutions are aware of the work carried out by the UK Quality Assurance Agency (QAA).

Information is available at: http://www.qaa.ac.uk

The QAA is an independent body funded by subscriptions from universities and colleges of higher education, and through contracts with the main higher education funding bodies. In the UK, each higher education institution is autonomous and responsible for ensuring that appropriate standards are being achieved and a good quality education is being offered.

It is the QAA's responsibility to safeguard the public interest in sound standards of higher education qualifications, and to encourage continuous improvement in the management of the quality of higher education.

The QAA achieves this by reviewing standards and quality, and providing reference points that help to define clear and explicit standards. The QAA uses a variety of methods to review standards and quality, including a Quality Enhancement Review of the University's activities every six years. The reports of these reviews are publicly accessible. The last institutional review of the University was carried out in 2021 and the report can be found at:
https://www.qaa.ac.uk/reviewing-higher-education/quality-assurance-reports/Cardiff-Metropolitan-University

The activities carried out at the University's collaborative partner institutions will be subject to review by the QAA, either directly or indirectly. Collaborative Provision/ Transnational Education (TNE) provision is reviewed as part of Quality Enhancement Review, or if the scale of provision is large and complex, through a separate review exercise. The QAA also undertakes quality

evaluation and enhancement of UK transnational education and the reports of these audits are accessible via the QAA website, see:
https://www.qaa.ac.uk//en/international/transnational-education/quality-evaluation-and-enhancement-of-uk-tne

The QAA works with the higher education sector to develop reference points and resources, which institutions use to guide their own policies for maintaining academic standards and quality. The new UK Quality Code for Higher Education (or Quality Code) sets out the expectations all providers of UK higher education should meet, see:
http://www.qaa.ac.uk/docs/qaa/quality-code/revised-uk-quality-code-for-higher-education.pdf?sfvrsn=4c19f781_6

It gives all higher education providers a shared starting point for setting, describing and assuring the academic standards of their higher education awards and programmes and the quality of the learning opportunities they provide and is supplemented by advice and guidance on how to meet the expectations of the code.

It is worth noting that for collaborative/TNE partnerships, meeting many of the expectations of the UK Quality Code will be the responsibility of the University. The Quality Code has been taken into account when designing our regulations, procedures and guidelines. However, there is an expectation that staff at partners with responsibility for quality and standards will be aware of the Code, its contents and where this should be applied within a partner institution. This may form the basis of staff training/staff development conducted by colleagues from the University.

SECTION TWO

ROLE OF UNITS WITHIN THE UNIVERSITY

There are a range of units within the University involved in the administration and support of collaborative provision:

Global Engagement

The Global Engagement Directorate (GE) operates a series of activities to support international students throughout their time at Cardiff Metropolitan University.

Our Global Student Advisory Service is responsible for supporting international students throughout their university experience with all their immigration, academic skills and welfare needs. The team also offers a wide range of opportunities for all Cardiff Met students to study, volunteer or work abroad.

GE also provides Global Opportunities for staff and students are available from a variety of sources; for example, Erasmus+, Turing, Taith, GO Global Bursary and Santander Scholarships. Study, work and volunteering abroad is the movement of staff and students from home institutions to institutions or organisations overseas. The Global Opportunities team at Cardiff Met offers assistance to understand the various opportunities for you to spend time abroad and encourage students and staff to take part.

For more information, please visit the Study & Work abroad - Outward Mobility (cardiffmet.ac.uk)

The University supports and promotes the development of higher education systems around the world through projects that work with individuals, institutions and governments in areas including internationalisation, leadership development and quality system.
These so far have been achieved through the participation in British Council projects as well as Erasmus+ Key Action 2 Capacity Building Projects. We are looking to enhance these through the creation of outreach opportunities through Global Games and our Global Grants Scheme

For more information please visit Global Outreach Projects Global Outreach Projects (cardiffmet.ac.uk)

The TNE business development Team, based in the Global Engagement (GE), contribute to the University's Corporate Plan and Internationalisation Strategy by:

- Establishing partnerships that are mutually beneficial.

- Managing and developing the individual relationships with partners in line with the University's overall intent, in order to realise the wider benefits to the University, its partners and students

- Coordinating the University's risk management of its partnership activities and regularly reviewing all facets of the operation of those activities

- Enhancing cross unit and school coordination of the operational aspects of the University's partnerships through the facilitation of Partnership coordination groups

- Promoting, facilitating, and where appropriate leading the development of other crosscutting University working arrangements in order to continually improve the integration of academic and administrative support to partnerships.

- Informing the University's planning and strategy development processes by producing business intelligence and market research on current partnership activities and opportunities. To fulfil its mission with regard to the support and development of Cardiff Met's existing collaborative partnerships, the Partnerships Team carry out the following tasks amongst others:

- Provides a Partnership Manager for each collaborative provision partner.
- Circulates and liaises with partners regarding the academic calendar at the start of each session.
- Approves publicity materials.
- Provides Cardiff Met admissions documentation and guidance.

- Facilitates, processes and provides a single point of contact for applications.
- Manages the financial aspects of each partnership including fee management
- Works with Collaborative Partners to develop each partnership
- Coordinates the travel and further arrangements for initial vetting visits, other visits and periodic reviews.
- Coordinates the logistical arrangements for Examination Boards held in Cardiff and overseas.
- Organises the annual Partner Conference
- Supports the Students' Union and Student Services to engage with our students studying overseas with our Collaborative Partners

Quality Enhancement Directorate

The Quality Enhancement Directorate (QED) is responsible for the review, monitoring and enhancement of the University's academic standards and quality of the student learning experience.

Academic Standards and Quality

To work as a team to develop and oversee the setting and maintenance of academic standards and enhance quality in relation to home programmes and programmes identified as collaborative provision. This includes:

- provide and maintain a robust quality assurance framework that fosters an environment of continuous improvement.
- maintain and develop the University's regulatory framework.
- support, guide and advise Schools and partners in meeting their QA responsibilities.
- support, guide and advise Units regarding compliance with the UK Quality Code and the University's own regulations, procedures and processes.
- implement a systematic programme to monitor and audit adherence across the institution to the UK Quality Code, other relevant quality frameworks and the University's own regulations, procedures and processes.
- advise AQSC of systemic weaknesses and implement a recovery plan.
- review QA procedures on a regular basis to ensure continued fitness-for purpose, making adjustments as necessary.

- prepare the University and its partners for external review.
- establish a community of practice that is based on high-level expertise in domestic and TNE contexts, drawing on and informing models of best practice across the sector.

Learning and Teaching Development

To work as a team to develop, support and enhance student learning, with colleagues across the University, to promote the highest standards in learning and teaching. This is achieved by raising awareness of current issues and progressing the scholarship of learning and teaching. This includes:

- support the implementation of the University Student Engagement Strategy.
- lead the support for Academic Development, by means of Postgraduate Certificate in Teaching in Academic Practice and related CPD of academic staff and all staff who contribute to learning, teaching and assessment (home provision and collaborative provision)
- initiate, lead and deliver quality enhancement activity that is evidence-based, impactful and transforms the student experience.
- actively listens and acts upon feedback from students and engagement with students as partners on all activity'.
- lead the development and support of technology enhanced learning.
- support education development of programme and curriculum design with sound pedagogic principles.
- disseminate and share good practice in learning and teaching to drive forward learning, teaching and student engagement.

Registry Services

Registry services is responsible for academic and student administration. They work closely with all academic schools and other administration and support departments. It comprises two operational areas, each headed by a Deputy Director.

The Student Lifecycle team is responsible for the timely, accurate and responsive maintenance of the University's student records, from registration through to graduation and supports the delivery of the university's academic programmes in compliance with the academic regulations.

The Student Data and Information Services team are data and statistics experts responsible for the quality of student data, analysis and development of management information and making the statutory returns to various higher education agencies.

Student Services

Student Services offers support services to address the non-academic support needs of students and offers help and guidance to ensure your time at Cardiff Metropolitan University is as enjoyable and successful as possible. In Cardiff, this includes provision of Finance and Welfare Advice, Counselling, Health and Disability Services, a Multi-Faith Chaplaincy and I-Zones. At partner institutions, Student Services are provided primarily by our partners to ensure that they are tailored to the needs of their students, in accordance with Memoranda of Agreement.

All the advisory services are free, confidential, impartial and staffed by professionals. If you require any information, advice or guidance please do not hesitate to contact the relevant service.

Library and Information Services

Partner Institution students have full access to the University's electronic resources. These include a range of guidance on academic skills, access over 123,297 titles, nearly all of which are ejournals., eBook titles - 280,731 and about e-Databases = c.120+.
Library & Information Services (L&IS) are at the heart of the learning, teaching and research experience for students and staff at Cardiff Metropolitan University. Our extensive library collections have been specially tailored and developed to enhance your learning and research experience. Both online via the Electronic Library and on campus in the modern, equipped Learning Centres, you will find a wealth of resources in print and electronic formats – books for core and wider reading, a vast collection of academic journals and a broad range of eBooks, many of which have been selected by staff and students across the University's Franchise Partner college network.

Our website is our main information point for all students and can be accessed at any time and from any device, whether mobile, a PC or an android device. At the centre of our online

presence is the Electronic Library - this is available 24 hours a day and provides access to thousands of quality, academic resources purchased by the University to help your study with us, such as specialist databases, e-journals and eBooks.

The online pages also contain subject specific guidance and advice created by the University Library's team of Subject Specialists, including advice and tips on how to locate the key title for your assignment as well as guidance on copyright and research.
Further information can be found at study.cardiffmet.ac.uk

SECTION THREE

ROLES AND RESPONSIBILITIES OF COLLABORATIVE PARTNERS

When an institution enters into a collaborative partnership with Cardiff Metropolitan University, both parties are required to undertake designated duties to ensure the relationship is successful and that academic quality and standards are maintained. These duties are first explored through the programme approval process and later, if approval is granted, are secured by legally binding agreements. How the parties fulfil their responsibilities is thereafter monitored on a continual basis through a variety of mechanisms including External Examiner and Moderator/Link Tutor reports, periodic and partnership reviews, analysis of data and annual programme review. The following table is indicative of the designation of responsibilities for a typical franchised or validated programme and may provide a useful reference point for academic and administrative staff delivering a collaborative programme with the University. A full description of the duties and responsibilities of both parties is available in the programme and financial agreements and are explored in detail throughout this Handbook.

Cardiff Met and Partner Responsibilities

Admission and Recruitment	
Partner	Undertake local marketing activities
Cardiff Met	Provide guidance for marketing materials
Partner	Develop text of marketing materials in line with Cardiff Met guidance
Partner	Produce and fund local marketing materials
Cardiff Met	Approve publicity materials
cardiff Met	Provide Cardiff Met admissions documentations and guidance
Partner	Coordinate local admissions activities and submit applications to Cardiff Met
Cardiff Met	Consider applications
Partner	Communicate decision on admissions to applicants
Student Registration	

Partner	Collect student fees
Cardiff Met	Provide Cardiff Met enrolment guidance
Partner	Submit enrolment and RPL forms to Cardiff Met
Partner	Submit student photographs to Cardiff Met
Cardiff Met	Provide Electronic ID cards to students
Cardiff Met	Provide students with log on details for Cardiff Met electronic library
Student Induction	
Cardiff Met	Provide Student Handbook
Cardiff Met	Provide Cardiff Met guidance on Programme Handbook, Placement Handbook, and Induction
Cardiff Met	Provide sample module handbook
Partner	Develop programme, module, and placement handbooks in line with Cardiff Met guidance
Cardiff Met	Approve programme, module, and placement handbooks
Cardiff Met	Provide induction materials to be used by partners
Partner	Organisation of student induction programme in line with Cardiff Met guidance
Cardiff Met	Create and maintain students' records
Resources	
Partner	Provision of learning and teaching resources such as rooms, IT facilities, access to appropriate software and other learning resources as agreed at programme approval
Cardiff Met	Provision of online students' resources
Cardiff Met	Provision of Moodle site for partner staff
Cardiff Met	Provision of teaching support materials for partner staff
Programme Delivery and Student Support	
Partner	Appointment of Programme Director
Partner	Acting as a point of contact for students in relation to the day-to-day administration of the programme
Partner	Adherence to Cardiff Met's Academic framework outlined in the academic handbook

Quality Assurance	
Partner	Compliance with Cardiff Metropolitan University quality assurance procedures including the organisation of programme committees, student staff liaison committees, the undertaking of student evaluations, production of the annual Programme Enhancement Plan (PEP) report, and contributing to review activities
Partner	Co - ordination of the production of documentation relating to review and on - going quality assurance
Cardiff Met	Submission of Link Tutor reports
Cardiff Met	Collation and circulation of Link Tutor reports
Partner	Response to Link Tutor reports
Cardiff Met	Review of Link Tutor reports and responses
Cardiff Met	Collation and circulation of External Examiner reports
Partner	Response to External Examiner reports
Cardiff Met	Review of External Examiner reports and responses
Staff Support and Development	
Partner/Cardiff Met	Responsibility for local staff development
Cardiff Met	Appointment of Moderator or Link Tutor
Partner/Cardiff Met	Support local staff development in relation to Cardiff Met learning, teaching and assessment strategies and quality assurance requirements
Cardiff Met	Provide access to Cardiff Metropolitan University staff development resources Online
Cardiff Met	Organisation of an annual partner conference
Partner/Cardiff Met	Organisation of annual partner visits
Finance	
Partner	Collection of student fees
Partner	Payment of an agreed sum to Cardiff Met as outlined in the Memorandum of Financial Agreement
Graduation	

Cardiff Met	Production of certificate and transcript
Cardiff Met	Organisation and resourcing of graduation event in Cardiff
Partner	Organisation and resourcing of local graduation event
Appeals, complaints and unfair practice	
Cardiff Met	Consideration of academic appeals
Partner/Cardiff Met	Consideration of student complaints
Cardiff Met	Consideration of unfair practice cases

SECTION FOUR

PRE-ENROLMENT AND ENROLEMENT

Checking Enrolment Data

It is essential that all students check their details upon receiving their offer letters. Offer letters contain all relevant personal details therefore, it is important that they are passed onto students without delay.

If any changes need to be made, students should be directed to the Student Details Verification (SDV) portal. Advice and guidance on this system can be found here. The SDV portal allows students to change any details themselves, subject to providing suitable identification. Some requests require local administrator and Cardiff Met approval. It is important that Partner Administrators regularly check the SDV Portal for requests.

Changes to personal details are to be made by students prior to an examination board. Failure to do so can result in considerable charges and delays for re-prints and other documentation. No alterations to student's names are permitted after an examination board has taken place without special case approval which Cardiff Met reserves the right to refuse.

ID Card Production

ID cards are now produced digitally. Detailed instruction can be found in Appendix 1 of this handbook.

Withdrawal, Suspension of Studies, and Transfer

In case of student withdrawal, suspension or transfer, a withdrawal/suspension/transfer form must be completed and returned to Registry Services to process as soon as possible after the student has moved institution or withdrawn from study. Unless this form is received, Cardiff Metropolitan University will not be aware of the withdrawal/transfer and the student may remain chargeable. Please contact TNERegistry@cardiffmet.ac.uk for assistance with these forms. Students who return from suspension need to be reported at the start of the semester so they can be re-activated on the Student Record System. Without this notification the students will not have access to online resources.

A suspension in studies may lead to a student's study going beyond their period of candidature, in these a Special Case to request an extension will be required. A request to extend a student's period of candidature must be approved by the Regulations and Academic Handbook Committee (RAHC) and will thus require completion of the appropriate form found in the Academic Handbook. Extensions are granted only on compassionate grounds, illness, serious domestic difficulties, or exceptional professional commitments. Any ground(s) claimed to apply must be backed by evidence. Partners can instigate extensions themselves but must be mindful of the evidence requirement.

Further extensions can be granted but again partners and students must be mindful of the evidence requirement. This route would best suit a student who had already completed credits and who intends to complete the programme and is judged likely to be able and willing to do so.

The RAHC is the only body which can officially approve an extension of studies and thus a student will only be considered properly suspended upon receipt of such a decision from the RAHC. Should the RAHC decide not to allow a suspension, the student will be considered active again. Any student left out of candidature with no extension request, or a refused request will be exited form their studies.

SECTION FIVE

ACADEMIC REGULATIONS

Details of the regulations covering Cardiff Metropolitan University's programmes can be found in the Academic Handbook.

If you have any queries regarding the programme regulations, you are advised to discuss this with the Moderator/Link Tutor.

Conduct of Examinations and Assessment

The directions contained within the following regulations: Conduct of Examinations apply to all formal, written examinations and other forms of assessments for which Cardiff Metropolitan University has jurisdiction. The regulations include directions regarding materials and equipment permitted in the examination room, retention of examination scripts, illegible examination scripts, suspected unfair practice in examination conditions and the procedure for allocation of a mark for lost student work. All assessments should be carried out under similar conditions to those applied on-campus and invigilators appointed and trained by collaborating institutions to monitor students throughout all formal, written examinations. The University reserves the right to attend examinations at partner institutions unannounced.

Answer booklet examples are available and can be requested from Registry Services.

More information regarding suspected unfair practice can be found in the Academic Handbook here.

Examination Boards

Examination Boards are the cornerstone of the maintenance of standards in the UK education system.

For every programme of study, leading to an academic award there shall be an Examination Board. The Examination Board will confirm the marks of each individual student on each module and will be solely responsible for granting any re-submissions, compensations or exit

awards. A student is not able to progress or resubmit unless they have been presented to an examination board.

Examination Boards will normally be held by Video Link and in some cases, they may be held with the Examination Board for the same programme at Cardiff Metropolitan University.

Marks for all Examination Boards convened at collaborating institutions must be submitted to the Registry Services (TNERegistry@cardiffmet.ac.uk) at least 10 days in advance of scheduled date of examination boards.

The Moderator/Link Tutor should attend examination boards where possible.

The quorum for the Examination Board shall be the Chair, the external examiners (where appropriate) and one-half of the internal examiners. The “internal examiners” should normally consist of the relevant Programme Director and Module Leaders (or alternates). At the discretion of the Chair, other tutors/ markers could be invited to attend Examination Boards to offer advice and to participate in discussions, but not to vote. In the case of the unexplained absence of any examiner from a meeting, the Chair may take such steps as he/she thinks desirable if the business of the meeting is adversely affected. These measures may include adjourning a quorate board if the Chair deems it appropriate.

The Moderator/Link Tutor need not include details of examination boards in Moderator/ Link Tutor reports, as they will be included in the minutes. However, the Moderator/Link Tutor may wish to comment on any issues leading up to the board, such as pre-exam board meetings where the teaching teams conduct internal moderation.

Dates for Examination boards and re-sit boards need to be approved by Cardiff Metropolitan University’s Academic Board and agreed with Registry Services one year in advance. The Cardiff Metropolitan University Examination and Examination Board Timetables are accessible here.

Mitigating Circumstances

Mitigating Circumstances, often called Exceptional Personal Circumstances, are significant changes in a candidate’s circumstances during the programme, which are outside the control

of the candidate, and which the candidate believes have adversely affected his/her academic performance on one or more assessments. Mitigating Circumstances are not intended to be used where there has been issues with delivering teaching and assessments.

Students are encouraged to work with their Personal Tutor/Year Tutor as soon as difficulties are foreseen or occur, in order to attempt to prevent those difficulties from adversely affecting the student's academic performance and reduce the need to submit a Mitigating Circumstances Form. Claims for mitigating circumstances must be made prior to the relevant Examination Board and the collaborating institution must convene a Mitigating Circumstances Committee to consider these prior to the Examination Board (unless it has been agreed that these be presented to the School Committee). The procedure and guidelines are available through the following link: Mitigating Circumstances. All decisions will be made at the discretion of the Examination Board.

Special Cases

The Special Cases Committee considers all applications submitted by candidates in respect of:

a. Requests for extensions to time-limits of candidature
b. Requests for deferral/suspension of studies
c. Requests for Aegrotat Awards
d. Requests for posthumous Awards
e. Requests for Bars on Access to Dissertations and Theses

For any other individual student special case not complying fully with the requirements of the Academic Handbook, the Collaborating Institution must submit the completed Special Case Request Form to the Registry Services, attaching a rationale for the request explaining why it is not possible to comply fully with the requirements of the Academic Handbook. Where a special case involves a cohort or cohorts of students, rather than just one individual student, not complying fully with the requirements of the Academic Handbook, the Special Case Request Form must not be used. Instead, a paper setting out a clear rationale for not complying fully with the requirements of the Academic Handbook should be submitted to the Student and Registry Services Unit (Regulations & Research Unit) for consideration by the Regulations and Special Cases Committee in the first instance.

Information regarding special cases is available through the link:

- Guidance on Special Cases

TurnItIn offers a simple method for students to submit work electronically, which is then analysed with reference to 13.5 billion website URLs, an extensive journal collection and other student works submitted to TurnItIn. A detailed Originality Report is then generated that highlights passages of suspected unoriginal material which the tutor can use to help assess whether academic misconduct may have occurred. These reports can also be used as an aid to help develop the student's understanding of academic misconduct and this is embedded in a Cardiff Metropolitan policy which requires that all collaborative students must be allowed to use Turnitin as a formative tool for this purpose.

The University expects that all assessment contributing to an award of Cardiff Metropolitan University must be submitted for TurnItIn analysis and be accompanied by a TurnItIn Originality Report. Furthermore, as mentioned above, it is expected that students are offered the opportunity to submit draft assignments to Turnitin and receive Originality Reports prior to their assignment due date to allow them to develop their understanding of academic misconduct.

TurnItIn software is made available to all partners (students and academic staff) through the University's Moodle provision. Each partner has available to them a Moodle module dedicated to hosting TurnItIn formative submission points to ensure students can be provided with opportunities to submit formative drafts of their work. Guidance and training can be provided by the University however, partners remain responsible for ensuring the maintenance of these modules for students to utilise. Guidance on using TurnItIn effectively can be accessed through the Learning and Teaching website. Guidance on setting up TurnItIn for formative learning use is provided within the Moodle module mentioned above. Moderators/Link Tutors can also provide guidance and training to partners on request.

If you would like further details or to arrange training for you and your colleagues, please contact learningdevelopment@cardiffmet.ac.uk

Unfair Practice Process: Guidance for Collaborative Partners

Reporting Unfair Practice: Assignments

If you suspect a student of Unfair Practice in an assignment you must report the matter to the Deputy/Associate Dean (Learning & Teaching) or appointed nominee at Cardiff Metropolitan University via the Appeals & Unfair Practice Unit, Registry Services using the Unfair Practice reporting template (aup@cardiffmet.ac.uk).

In instances of suspected collusion, all students' names should be included on the reporting form, with an explanation of the case.

In all cases you should advise whether you have spoken to the student(s) or not and summarise any discussion and include this when reporting the alleged unfair practice; in collusion cases the students must be interviewed, and minutes taken from the collusion interview must be submitted as evidence.

In instances where the students dispute the originality of the work in suspected collusion cases and cannot come to an agreement as to why their work is too similarly matched/ identical; then these must be reported to Registry Services as a collusion case. These will go to a formal Committee of Enquiry (COE).

Instances of plagiarism, which, as defined in section 2 of the Unfair Practice procedure, can include a student taking text/ideas etc. from any other source and including it in their work, without citation, and should be reported to Cardiff Metropolitan University.

The student(s) will be sent an Alleged Unfair Practice letter by Registry Services. Students will be given two options:

- To have their case dealt with by COE (arranged by Registry Services)
- To accept a Fixed Penalty, which gives them an automatic outcome.

You can indicate on the Unfair Practice form whether a student should be offered a fixed penalty.

Cases of collusion that result from a dispute by both students surrounding the originality of the work also need to be forwarded in this way. A COE will be set up which enables the panel to explore the origins of the work.

Unfair Practice Reporting Forms must be signed by the Programme Director and sent to the Appeals & Unfair Practice Unit within Registry Services (aup@cardiffmet.ac.uk). Scanned copies are acceptable by e-mail as long as these signatures are present.

Reporting Unfair Practice: Examinations

If you suspect a student of Unfair Practice in an examination you should inform the candidate that the circumstances will be reported but allow the student to continue with the exam with the script marked at the point where the Unfair Practice was discovered, giving the time, and then the time when the student continued with the exam.

Where appropriate the invigilator should confiscate any evidence relating to the Unfair Practice, e.g., written notes held by the student.

Such cases should be reported to the Appeals and Unfair Practice Unit (aup@cardiffmet,ac.uk). Please provide statements from the invigilators who discovered the Unfair Practice and any confiscated evidence.

Unfair Practice Reporting Forms must be signed by the Programme Director and sent to the Registry Services – scanned copies are acceptable by e-mail as long as these signatures are present.

Follow-up action

If the student chooses the Fixed Penalty option, Registry Services must write to them informing them that they are being issued with a Fixed Penalty. This means that they receive a formal reprimand on their record, they can resubmit the assignment / resit the examination on a new topic, and their overall module mark capped at the bare pass mark.

If the student has opted for their case to be heard by a COE, then Registry Services will convene one, normally within 8 weeks of receipt of all evidence relevant to the case.

The student will be invited to attend the COE and to submit any further evidence. If the student is not able to attend, then the COE will proceed without them.

The relevant tutor may be invited to attend the COE but can submit a written witness statement should they not be available. This should include evidence of any discussions held with the student.

The COE will determine whether the case is substantiated and if so, determine an appropriate penalty (acceptable penalties can be found in the Unfair Practice Regulations). The student will be notified in writing of the outcome of the Committee of Enquiry and any such penalty will be reported to the Examination Board; The Collaborative Institution is required to inform the student of any re-sits or re-submissions following the decision of the Committee of Enquiry or Examination Board.

Unfair Practice outcomes must not be pre-empted. No re-sits should be set for unfair practice students until a decision has been reached by the University on each case. Outcomes and details of the penalty will be communicated to all students and partners by Registry Services.

Appeals

All students enrolled on a Cardiff Metropolitan University programme have recourse to the University's Appeals Procedure. Any appeal of an academic decision must be made through the University's Appeals Procedure.

Post Board Amendments

Programme Directors can request a post board amendment using the appropriate form if they wish to raise errors or a change in the Exam Board decision after a Board has agreed them. If there is an error, it will be referred back to the Chair of Examination Board for approval.

Appeals Procedure (and associated application form)

Any appeal against an Examination Board decision must be made through the University's Appeals Procedure. To appeal against the decision of the Examination Board on grounds of (i) mitigating circumstances you could not report before the Exam Board, or (ii) you believe there were irregularities in conduct of the assessment or associated written instructions or advice (e.g. from supervisors), you should use the Appeals Procedure.

Appeals cannot be made against academic judgment or just because you are not happy with results.

Completed forms must be sent only to the postal or email address provided on the forms.

All appeals and verifications submitted by students must be done so within 14 days of the release of their results.

Complaints

Students are advised in their Programme Handbooks that if they are unhappy with any aspect of their experience and wish to make a complaint they should first try and resolve the complaint through the mechanisms that are in place at their local institution. If the matter cannot be resolved informally, the institution should have a formal complaints procedure which the student should follow. These procedures should be available in the Programme Handbook provided to students by the institution at induction. Once the student has completed these procedures, if they are still not satisfied, they may complain to the University directly. The Procedure and guidance are accessible at Complaints Policy and Procedure.

NB Please note that a review is currently being undertaken on how complaints from students at Cardiff Metropolitan University's Partner Institutions will be managed, in line with recent guidance published by the Office of the Independent Adjudicator for Higher Education (OIA).

If/once any updates to the current Complaints Policy and Procedure are confirmed, Partner Institutions will be provided with information and guidance on these updates in a timely and prompt manner. It will be expected that any updates/changes are communicated to your staff and students promptly and that they be implemented as soon as this has been done.

Student Disciplinary Procedure

A Student Disciplinary Procedure is designed to provide a clearly formulated, effective and impartial process for dealing with non-academic problems of student discipline and behaviour. Partner Institutions conduct maters and discipline of students is the responsibility of Partner Institutions. Partner Institutions should aim to have disciplinary procedures which ensure that, in taking disciplinary action against a student, the Partner Institution acts fairly and consistently. However, advice/guidance on managing non-academic/conduct matters can be sought from Cardiff Metropolitan University's Complaints and Conduct Team (complaints@cardiffmet.ac.uk) where appropriate e.g., on OIA requirements from the Complaints and Conduct Team.

Office of the Independent Adjudicator for Higher Education (OIA)

The OIA is an ombuds scheme; an independent body set up to review student complaints. It is normally available to students once they have exhausted the internal procedures of individual institutions (including Partner Institutions).

The OIA also publishes guidance (normally known as Good Practice Frameworks) to advise good practice within institutions. All the following Cardiff Metropolitan University policies and procedures are informed by the OIA's Good Practice Frameworks:

- Complaints
- Appeals
- Mitigating Circumstances
- Academic Misconduct (Unfair Practice)
- Non-Academic Misconduct (Conduct/Disciplinary, including Fitness to Practise)

Partner institutions should ensure that their staff and students are familiar with the OIA and its purpose. It is highly recommended that its Good Practice Frameworks are taken into consideration when creating/reviewing your own policies and procedures.

Further information can be found at the following links:

Providers - OIAHE

About Us - OIAHE

SECTION SIX

CERTIFICATES AND TRANSCRIPTS

Certificates and Transcripts

It is very important that all student details are correct at the time of enrolment, and these should be checked by the Collaborating Institution and by students when they receive their enrolment email notification. Cardiff Metropolitan University must be notified immediately of any corrections otherwise transcripts and certificates will be printed with the incorrect information.

CHANGES CANNOT BE MADE ONCE AN EXAM BOARD HAS TAKEN PLACE

Cardiff Metropolitan University will issue replacement certificates only in specific circumstances, for example: where an error has been made on the part of Cardiff Metropolitan University.

Students as well as the collaborating institution are required to check spelling of names and name order before the awarding exam board. Partner Institutions should direct all students to the Student Details Verification application on the Student Portal to complete their own check on their personal details. Details of this process can be found in the Enrolment section of this Handbook.

Details of how to apply for replacement documents, and an application form, can be obtained from the Cardiff Metropolitan University website at the following link:

Replacement Transcripts and Certificates

SECTION SEVEN

SCHOOLS' ASSESSMENTS AND GUIDELINES

Assessment

The following assessment guidance should be read in conjunction with the relevant Cardiff Metropolitan University school assessment guidance, assessment and feedback policy and the document 'Understanding Assessment: A Guide for Collaborative Partners'. These documents can be accessed through the Collaborative Provision portal or by emailing qed@cardiffmet.ac.uk

Academic Calendar

The Partnership manager will contact you prior to the start of each session asking for an Academic Calendar template to be completed. Amongst other things, it specifies the dates that assessments are to be taken with estimated dates for the submission of draft assessments. Please refer to the example overleaf. This is where partners confirm which modules are being offered to students and if there are any optional modules from which students can select. Partners must also note the assessment component and the weighting of each component. This will help to identify any anomalies at an early stage and will help to inform the draft assessment approval process.

Preparing Assessments

For those collaborations with common assessment, it is good practice for collaborative partners to participate in the setting of examination questions and assignments. At the very least, it is important to establish a schedule for exchanging such information as soon as reasonably practical. Lecturing staff at collaborating institutions must have a good idea of the content of the questions likely to be in an examination, in order to ensure the relevance of the taught component. The content of the franchised programmes at both institutions should be the same and is laid out in the programme document and the module descriptors. Inevitably there will and should be some variations between the institutions, taking into account the strengths and expertise of individual lecturers and/or local variations to reflect the cultural context. Therefore, every effort must be made to make the examination papers available to collaborating institutions at an early date. Not that the collaborative lecturers are expected to 'teach to the questions', but rather they should be confident that a) they are on the right track, and b) the

students can become familiar with the type and format of questions that they are likely to encounter under examination situations.

It is good practice for Moderators/Link Tutors to provide collaborating institutions with copies of past assignments, as guidance for staff preparing draft assessments. These past assignments should also be made available to the students as well, as is the case at Cardiff Metropolitan University, unless the module content and/or format have changed.

Cardiff Metropolitan University would expect that a process of internal/peer review has been conducted at the partner institution with regards to draft examination papers, again to ensure consistency of presentation, level, and standards. This should be carried out before the draft assessments are submitted to Cardiff Metropolitan University for consideration - it is not the Moderator/Link Tutor/Field Group Chair or External Examiner's role to proofread papers for staff!

As with all Cardiff Metropolitan University programmes, the External Examiner has the final say in assuring standards. The Link Tutor/Moderator/Field Group Chair will also play an important role in ensuring parity, reporting, and advising the collaborative partners on issues arising as a result of reviewing assessment.

All draft assessments (coursework and examinations that contribute to the final award of the programme) must be submitted to CSM for transmission to Field Group Chairs and External Examiners at least ten weeks prior to distribution to students. The retrieval assessments should be submitted at the same time as the first assessment.

Under no circumstances should any assessment that contributes to an award be distributed to students until it has been approved by the External Examiner.

Draft Coursework Assignments / Examination Papers

Where the assessments undertaken on a collaborative programme are the same as those on a Cardiff Metropolitan University programme delivered at Cardiff Metropolitan University; the assessment approval process used at Cardiff Metropolitan University should take precedence over this assessment approval process.

Submission of all Draft Assessments

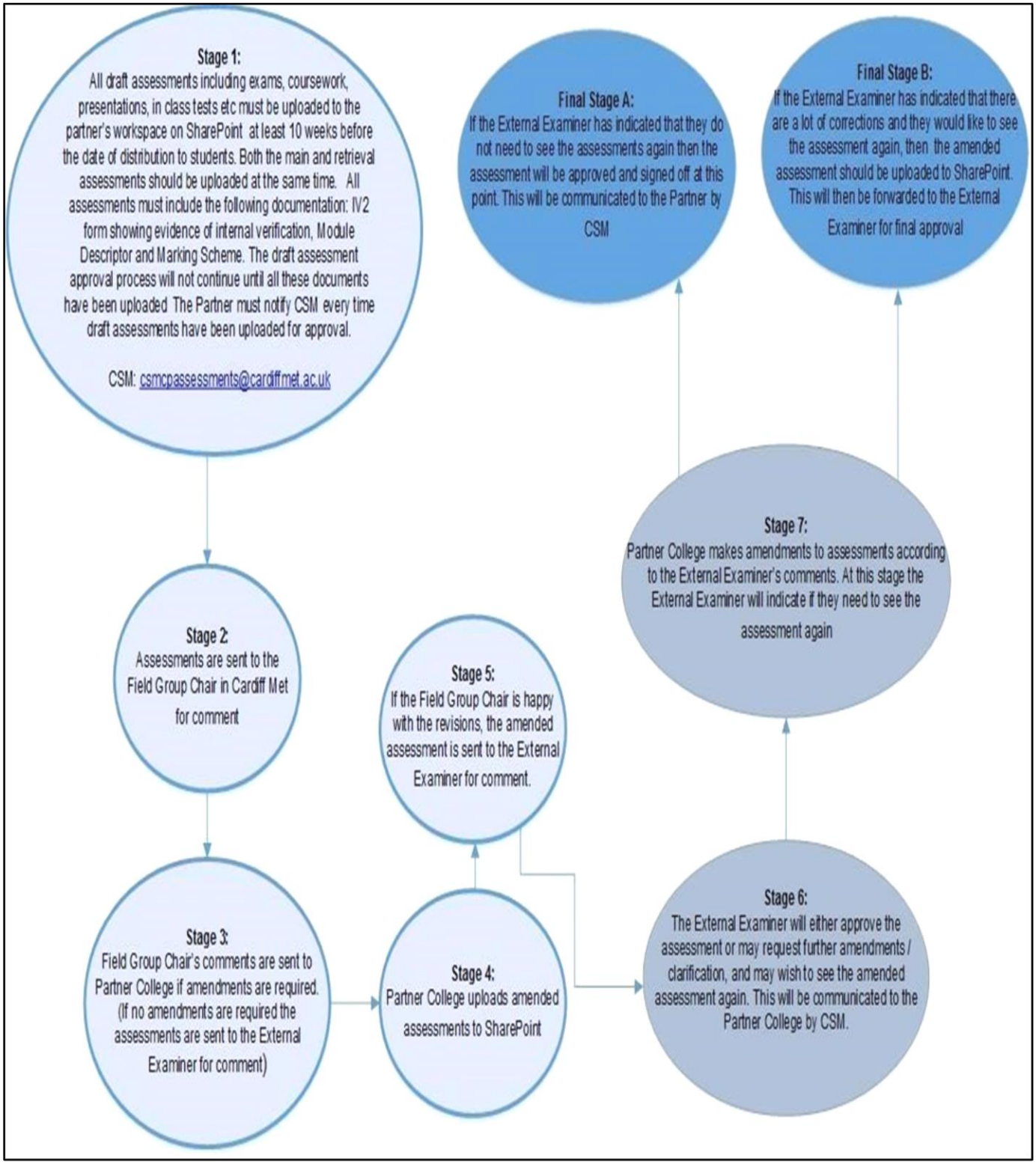
Draft examination questions and coursework assignments must be uploaded to the relevant folders in the partner workspace on SharePoint at least ten weeks before the

examination/handout dates. The school must be notified every time a new assessment is Circulation to Field Group Chairs and External Examiners

Draft assessments are forwarded to the Field Group Chair for consideration and suggested amendments. Field Group Chairs are asked to comment within two calendar weeks of receiving assessments. The comments made by the Field Group Chair will be sent to the Partner Institution in order for appropriate amendments to be made. This should be done within 5 working days, and a notification sent to the school.

Draft assessments are then forwarded to the External Examiner for final approval. The External Examiner may approve all assessments (with or without comment) or may request that revisions are made to all/some assessments and could then request to see the final drafts before final approval, using the IV2 proforma. Partner Institutions will be advised by the relevant School.

Institutions should incorporate External Examiner comments into final assessments - in the event of a disagreement over a recommendation, the Field Group Chair should discuss the issues concerned with the Programme Director and External Examiner.


Stage 1:
All draft assessments including exams, coursework, presentations, in class tests etc must be uploaded to the partner's workspace on SharePoint at least 10 weeks before the date of distribution to students. Both the main and retrieval assessments should be uploaded at the same time. All assessments must include the following documentation: IV2 form showing evidence of internal verification, Module Descriptor and Marking Scheme. The draft assessment approval process will not continue until all these documents have been uploaded The Partner must notify CSM every time draft assessments have been uploaded for approval.
CSM: csmcpassessments@cardiffmet.ac.uk
Stage 2:
Assessments are sent to the Field Group Chair in Cardiff Met for comment
Stage 3:
Field Group Chair's comments are sent to Partner College if amendments are required. (If no amendments are required the assessments are sent to the External Examiner for comment)
Stage 4:
Partner College uploads amended assessments to SharePoint
Stage 5:
If the Field Group Chair is happy with the revisions, the amended assessment is sent to the External Examiner for comment.
Stage 6:
The External Examiner will either approve the assessment or may request further amendments / clarification, and may wish to see the amended assessment again. This will be communicated to the Partner College by CSM.
Stage 7:
Partner College makes amendments to assessments according to the External Examiner's comments. At this stage the External Examiner will indicate if they need to see the assessment again
Final Stage A:
If the External Examiner has indicated that they do not need to see the assessments again then the assessment will be approved and signed off at this point. This will be communicated to the Partner by CSM
Final Stage B:
If the External Examiner has indicated that there are a lot of corrections and they would like to see the assessment again, then the amended assessment should be uploaded to SharePoint. This will then be forwarded to the External Examiner for final approval

SECTION EIGHT

QUALITY ASSURANCE, ENHANCEMENT AND MONITORING

Quality Assurance

The Quality Assurance Agency describes quality assurance as “the means through which an institution ensures and confirms that the conditions are in place for students to achieve the standards set by it or by another awarding body” (QAA 2004)

The University achieves this through setting in place procedures and processes which test, verify and demonstrate that our quality expectations are being met. The procedures are outlined in this section of the Handbook.

Quality Enhancement

The Quality Assurance Agency describes quality enhancement as “the process of taking deliberate steps at institutional level to improve the quality of learning opportunities.... and operate, steady, reliable and demonstrable improvements in the quality of learning opportunities” (QAA 2006).

The University’s commitment to quality enhancement is identified in the Strategic Plan and in the Student Engagement Strategy. At institutional level, enhancement activity is planned to meet identified strategic objectives and to be responsive to information gained from programme review and student feedback.

The enhancement of students’ learning opportunities is the responsibility of all Schools, Partners and Units. Moderators and Link Tutors play a key role in working with collaborative partners to enhance provision through staff development and the sharing of good practice.

In addition, the University has a central Quality Enhancement Directorate (QED) with the principal function of enhancement of student learning. The Directorate has a wide- ranging role in the enhancement of academic practice, drawing on expertise from across the institution. Further information on the role of the QED and resources available to you are included in section two of this Handbook ‘Roles of Units within the University’.

Quality Assurance and Enhancement should be interlinked so that whenever you take day to day actions to assure quality, you later reflect on those actions to see how they can improve.

The Student Voice

Student feedback underpins the University quality assurance and enhancement processes. Therefore, all collaborative institutions should ensure the following mechanisms are in place:

Programme Committee Meetings

Moderators/Link Tutors should ensure that collaborating institutions are fully aware of the requirements to hold programme committee meetings in a style that is consistent with Cardiff Metropolitan University and in accordance with the Academic Handbook: Programme Committees.

The collaborating institution should hold a minimum of three per year, at least one of which should, wherever possible, be attended by the Moderator/Link Tutor. Attendance at a programme committee meeting ensures consistency in standards and content and provides opportunities for sharing common experiences of the University's home team.

The Programme Committee meetings and their subsequent minutes are an important aspect of the quality assurance system in that they demonstrate an inclusive and transparent decision-making process.

They also provide opportunities to close the loop on outstanding issues. It is important that the Chair of Programme Committee meetings sets agenda items that cross reference issues raised elsewhere. A Moderator/Link Tutor may wish to suggest items for discussion, based on a review of past Programme Enhancement Plans, Programme Committee minutes, External Examiner reports or Moderators/Link Tutor reports.

Records of meetings should be sent to the Quality Enhancement Directorate at qed@cardiffmet.ac.uk The Quality Enhancement Directorate will send out quarterly reminders to request copies of meeting minutes for each programme that leads to an award from Cardiff Metropolitan University.

Student Evaluation of Provision

The purpose of module and programme evaluation is to gather students' views of the suitability of resources, accommodation, timetabling etc. in relation to the modules that they study. This information will be utilised by Programme Directors and will provide a clear evidence base for the Programme Enhancement Plans and programme action planning. Issues identified should be considered at Programme Committee meetings and forwarded to the Learning and Teaching Committee as appropriate. Moderators/ Link Tutors should ensure that student views are evaluated for each programme that leads to an award from Cardiff Metropolitan University.

Staff-Student Liaison Committee

Staff/Student Liaison Committee meetings provide a forum for an exchange of views between students and staff in relation to all aspects of the work of the school. Meetings should be convened twice in an academic session. For efficiency, meetings of Staff/ Student Liaison Committees and Programme Committees may be combined providing that agendas and records of meetings reflect the discussions accordingly.

Monitoring and Review

All collaborative institutions are required to adhere to the following monitoring and review processes:

Programme Enhancement Plans

There is a formal reporting process for reviewing all taught academic provision in Cardiff Metropolitan University; it is called the Programme Enhancement Plan – PEP.

The aim is to address any issues or significant trends highlighted in data and to help programme teams make impactful enhancement decisions. The plans should reflect on the University's normal annual monitoring data which will be made available to you by the Quality Enhancement Directorate (QED) of the University.

These plans should be developed by the Programme Director (PD) from the collaborative institution, working in conjunction with their relevant Link Tutor/Moderator so that the final version can be approved by the Associate Dean Partnerships (ADP) from the relevant School at the University.

They are scrutinised by Associate Dean Partnerships who then produce School-level plans which are then analysed by QED. Key findings are discussed with Schools and the Pro Vice-Chancellor Student Engagement.

Additional aspects for collaborative arrangements can be found in Section 09.2 Collaborative Provision Regulations .

Modifications to Programmes

All programmes evolve over time. The associated Cardiff Metropolitan University School and Programme Team and their collaborating institution must decide how best to manage these changes within the Cardiff Metropolitan University framework for quality. All modifications to programmes need to be implemented in consultation with the Cardiff Metropolitan University School.

Changes will come about as a result of internal or external pressures. They can involve simple, routine updates (administrative change) or changes to the structure of the module or programme (minor or major modifications). Unless changes are extensive and require a panel scrutiny event, such changes are classified as a modification under the Cardiff Metropolitan University regulations, as specified in the Academic Handbook Modification Regulations .

As such, the Moderator/Link Tutor must be aware of the timing implications of making such changes. The process for approving change varies according to the type or category of change (administrative change/ minor modification/major modification). Changes must be recorded and/or ratified by the appropriate Cardiff Metropolitan University committees.

If a Cardiff Metropolitan programme, which is also franchised to a partner(s), is undergoing a modification, the Moderator/Link Tutor should liaise with the collaborating institution to ensure that they are aware of the proposed modification. Collaborating institutions are required to be consulted and to participate in the consideration of modification proposals for programmes which they franchise. If the modification proposal is approved, partners are expected, wherever possible, to implement the modification in parallel with its implementation on the home programme.

Moderators/Link Tutors are instrumental in disseminating the approved changes to collaborating institutions and should report modifications to the School Minor Modifications Committee. They should also liaise with QED, the Partership Office, and Academic Registry

for support. Moderators/Link Tutors should help partner institutions by establishing goals and deadlines for implementing changes.

Example of a Modification Procedure to a Programme

To request a modification to an approved version of a programme, the partner should inform the Moderator/ Link Tutor. This applies to all franchised and validated programmes that lead to an award from Cardiff Metropolitan University. The process should be initiated by the submission of a Modification Proposal Form.

The Link Tutor/Moderator will then categorise the change or, if necessary, will refer the categorisation to the secretary of the School Minor Modification Committee (SMMC). The following categories are defined in the Modification Process:

Administrative Change (e.g., change in module leader)
Minor Modifications (e.g., change in an assessment/learning outcome in one or two module[s])
Major Modifications (e.g., change in programme structure or change in assessments across many modules)

The Collaborative Partner will then be informed of the applicable modification process to follow as defined in the Modification Procedure.

Proposals for minor and major modifications require the Programme Director/Module Leader in the collaborating institution and the Moderator/Link Tutor to produce a rationale to support the change. This should be agreed between all parties.

The suggested modification, once agreed between all parties, must be presented to the Programme Committee in the Collaborating Institution. The Moderator/Link Tutor should supply the Collaborating Institution with relevant module descriptors for additional modules and these should be presented to the committee also. Once the Committee has approved the modification, then a copy of the minutes from the Programme Committee must be sent to the Moderator/Link Tutor. At this stage of the procedure, the Moderator/Link Tutor must seek approval of the modification from the External Examiner.

Once approved by the External Examiner, the Moderator/Link Tutor must seek approval from the School Minor Modifications Committee by providing the secretary with the agreed Proposal including a rationale, modification form, minutes of the Programme Committee, external examiner approval and relevant module descriptors (if changes to existing modules are proposed, existing versions of module descriptors and proposed versions are required with changes clearly highlighted as outlined in the modifications process). If the change is deemed to be a major modification the SMMC secretary will refer the proposal to the Major Modifications Committee for a decision.

Please contact the Quality Enhancement Directorate for further guidance.

Periodic Review

All University programmes normally undergo Periodic Review at intervals of approximately five years and information pertaining to such reviews is given in the Periodic Review Regulations.

An analysis of each programme against core KPIs will be undertaken by QED in each case and additional support packages put in place (via QED) where required. Where curriculum changes are required for the 24/25 session (for example to move to 20 credit modules) these will be undertaken in line with the curriculum change approach outlined above. It is anticipated that this deferment will also allow schools room to reflect on lessons learned from this period and the future of the curriculum in light of any lasting global changes.

The essential purpose of the Periodic Review is to ensure that quality and standards set at the introduction of a programme have been maintained and that relevant developments and changes have taken place and are properly documented.

Periodic Reviews may involve individual programme scrutiny or the scrutiny of groups of related programmes. Therefore, a programme offered collaboratively may be reviewed as part of a periodic review of the programme at the University or on its own.
If a home programme, which is also franchised elsewhere, is undergoing a periodic review, the Moderator/Link Tutor should liaise with the collaborating institution to ensure that they are aware of the process and timing of the event. Collaborating institutions are required to be consulted and to participate in review events for programmes which they franchise.

Partnership Review

All collaborative partnerships will be reviewed, normally once every five years, against the terms of the Cardiff Metropolitan University procedures for collaborative provision and the agreements in place between partners in which the expectations of both partners are expressed.

The main aim of a partnership review is to provide assurance that the collaborative partnership is operating on the part of both partners, in accordance with the terms of the agreements in place and that it is an arrangement to be recommended for continuation.

Full details of the procedure for a partnership review of a collaborative partnership can be found in the Academic Handbook.

Approval of Additional Programmes in an Existing Collaborative Partner

The procedure for seeking approval of new programmes can be found in the Academic Handbook along with guidance on the required documentation:
http://www.cardiffmet.ac.uk/registry/ academichandbook/Documents/ AH2_09_02.pdf

Approval of an Additional Campus Proposed by a Collaborative Partner

The procedure for seeking approval of an additional campus can be found in the Academic Handbook along with guidance on the required documentation:
http://www.cardiffmet.ac.uk/registry/ academichandbook/Documents/ AH2_09_02.pdf

If you would like to discuss adding a new programme or campus to your collaborative arrangement with the University please contact Theo Koukouravas, Head of Partnerships (tkoukouravas@cardiffmet.ac.uk).

SECTION NINE

THE ROLE OF MODERATOR/LINK TUTOR AND EXTERNAL EXAMINER

Role of the Moderator/Link Tutor

Moderators and Link Tutors are essential to the quality assurance and quality enhancement of Cardiff Metropolitan University's collaborative programmes.

Moderators are appointed to all collaborative programmes situated in the Schools of Education and Social Policy, Sport and Health Sciences, Art; and Wales-based programmes situated in the School of Management.

Link Tutors are appointed for Cardiff School of Management and Cardiff School of Technologies (non-Wales-based) TNE activity.

Their efforts ensure that every student studying at a collaborating institution receives the highest quality educational opportunity.
Although there is some flexibility in how schools approach the management of their collaborative programmes, there is consistency in that Cardiff Metropolitan University and their collaborative partners have the following quality control procedures in place:

- Moderator/Link Tutor engagement/visits and reports
- Programme Committee meetings
- External Examining
- Staff/Student liaison meetings
- Assessment and Examination Boards
- Review and modification to programmes
- Approval of academic staff
- Review and approval of published information
- Programme Enhancement Plans

From the outset, it is important to emphasise that there is, by the very nature of the wide range of collaborative programmes at Cardiff Metropolitan University, some flexibility in the way Moderators/Link Tutors fulfil their roles. Moderators/Link Tutors, and their respective School Management and Planning Teams, must determine how best to utilise their resources. Their approaches will depend on the nature of the programme and the practicalities of the

interactions between institutions, as influenced by factors such as location or the range of communication media available.

Some collaborating institutions are geographically close to Cardiff Metropolitan University, allowing greater opportunities for face-to-face interaction between respective course teams. The Cardiff Metropolitan University Moderator/Link Tutor will, wherever possible, attend one Programme Committee per year in accordance with the Cardiff Metropolitan University Academic Handbook.

Other collaborating partners may be more geographically distant, in other countries. Whilst there may be less physical contact between the two institutions, Moderators/ Link Tutors will focus their efforts on ensuring clear lines of communication, primarily by conducting visits and with regular email or virtual contact.

Cardiff Metropolitan University has at its disposal a number of other options for enhancing communication including virtual learning platforms and video-conferencing facilities.

Whichever approach toward moderation is chosen, the planning process is considered to be crucial. A Moderator's/Link Tutor's duties are only a small part of their overall job within Cardiff Metropolitan University. Time spent in the planning stage will save time operationally. Forward planning will ensure that the expectations of both Cardiff Metropolitan University and collaborating institutions are fulfilled in a timely fashion, and that there is co-ordination between the quality management systems at both institutions.

The Moderator/Link Tutor is a recognised academic within his/her field, whose role is to support collaborating institutions with regards to academic issues.

Appointment of Moderators and Link Tutors

Moderators are appointed by Schools and reported to Academic Quality and Standards Committee.

On appointment, all new Moderators/Link Tutors receive the following documents (where available) from the Quality Enhancement Directorate (QED)):

- Collaborative Provision Regulations – Section 09.02 Cardiff Metropolitan University

Academic Handbook

- Copy of the definitive programme document
- Moderator/Link Tutor and external examiner reports for the previous 3 years
- Most recent Programme Enhancement Plan relating to the collaborative programme.
- Details of the previous Moderator(s)/ Link Tutor(s)
- Copy of the collaborative partner(s) programme handbook
- Relevant contact details for the collaborative partner
- Minutes of the most recent Examination Board
- Expense claim form
- Moderator's/Link Tutor's Handbook containing the report form and interim report form.
- Copy of the Memoranda of Programme Agreement
- Link to Cardiff Metropolitan University learning and teaching development materials

These documents will provide the new Moderator/Link Tutor with an overview and recent history of the collaboration. They will also flag issues that the Moderator/Link Tutor should track. It is paramount that the Moderator/Link Tutor continues to maintain a transparent and consistent paper trail and that a concise history of each individual collaborative programme is recorded.

Induction of Moderators/Link Tutors

All newly appointed Moderators/Link Tutors are invited either to attend an initial induction session organised by QED or to declare themselves 'sufficiently experienced' on the basis of prior experience of Cardiff Metropolitan University collaborations. The induction will focus on:

- Role of the Cardiff Metropolitan University Moderator/Link Tutor within QA processes
- Annual cycle of activity
- Promotion of effective communication
- Funding arrangements to support Moderator/Link Tutor initiatives.
- Implementation of 'good practice'
- Electronic learning resources

Visits to Collaborating Institutions

A Moderator/Link Tutor is expected to meet with the collaborating institution regularly. For partners operating multiple campuses, Link Tutors should visit each campus at least once per year. If the visit is not made by the Link Tutor, the nominee should provide a report to the Link

Tutor after the visit, which will feed into the Link Tutor report. The Link Tutor report includes a section on ‘Campus Visit Issues’.

In general, the objective of a visit is quality assurance and quality enhancement. By observing and collecting evidence, the University can demonstrate to itself and to external observers that programmes continue to be delivered to a high standard. The visits also provide a forum for quality enhancement issues, in which the Programme Team and Moderators/Link Tutors exchange ideas for continuous improvement.

A typical cycle of activities for a Moderator/ Link Tutor is outlined below. Moderators/Link Tutors and collaborating institutions are encouraged to develop and formally agree upon their own annual timetables, based on the information provided.

Prior to visits, Moderators/Link Tutors should decide, which issues in particular should be addressed. These issues should be formally or informally communicated to the collaborative Programme Director so that they may involve the necessary staff or resources during the visit.

Visits may include:

- following up from previous session’s Moderator/Link Tutor and External Examiner reports;
- attendance at Programme Committee meeting
- classroom observation
- staff development
- resource audits-see resources guidelines and questionnaire
- forward planning
- discussions regarding the Programme Enhancement Plan
- discussions with staff/staffing changes
- a meeting with students
- sampling application forms

Reports

The Moderator/Link Tutor is expected to submit reports, which include those items specified in the Academic Handbook. The purpose of the reports is to summarise and to comment upon issues raised throughout the year and during the visits.

Moderator/Link Tutor reports are an important link in the paper trail, which evidences quality and should attempt to close the loop on issues raised in other documents, such as:

- Reports from programme approval events and follow-up
- Programme Enhancement Plans
- Previous Moderator/Link Tutor reports
- Programme Committee minutes
- External Examiner reports and reports arising from any other internal or external reviews of activity.

Reports need not be lengthy. They should be transparent and provide clear links to previous action plans and the Collaborative Programme's Programme Enhancement Plan. They should not be overly descriptive, but act as a signpost to other documents. The reports should, however, be specific when it comes to action points and progress toward meeting agreed targets and goals.

Moderator's/Link Tutor's Payment Scheme and Expenses

The QED administers the Moderator's Payment Scheme. Payment is made directly to Moderators upon receipt of the Moderator's report. Completed Moderator's reports and claims for payment should be forwarded to ged@cardiffmet.ac.uk at the Quality Enhancement Directorate, Llandaff Campus, within four weeks of interactions with collaborating institutions.

Link Tutor payment will be arranged by the school at the commencement of the position. Claims for expenses following visits to partner institutions should be made to the Partnerships Office, Llandaff Campus.

The Partnerships Office can assist Moderators/Link Tutors with their travel arrangements, if required. Financial authorisation and travel allowances for visits follow standard Cardiff Metropolitan University procedures.

Prior approval for overseas visits must be sought via the normal approval process.

Staff Development

Attendance at staff development activities has the following objectives:

- To disseminate good practice
- To encourage and promote effective communication.
- To support the further development of the partnership approach
- To tailor an appropriate strategy to support Moderator/Link Tutor and collaborative staff development.
- To identify future priorities for the following year's staff development schedule

All Moderators/Link Tutors and collaborative institutions are encouraged to attend a range of workshops organised within Cardiff Metropolitan University. Collaborating institutions based relatively near to Cardiff are able to take advantage of all of Cardiff Metropolitan University staff development events and regular updates of staff development opportunities are available through Cardiff Metropolitan University's Quality Enhancement Directorate professional learning offer for collaborative partners.

Moderators/Link Tutors are required to carry out staff development as part of their role and it is desirable that workshops are hosted at collaborating institutions. It is very important that both lecturers and administrative staff attend such training sessions wherever possible.

The Quality Enhancement Directorate has developed a range of materials to assist Moderators and Link Tutors in delivering staff development sessions at partners. These resources are available via the University's VLE and include course materials, videos and links to other resources developed by the University.

The Moderator/Link Tutor and collaborating institutions can also access useful on-line staff development tools via the University's Organisational Development Unit by contacting at the Organisational Development Team on OD@cardiffmet.ac.uk.

Annually, the Quality Enhancement Directorate holds Moderator and Link Tutor Forums for all Cardiff Metropolitan University Moderators/Link Tutors to discuss various wider issues and receive training in a range of areas. The annual staff development programme will be driven by feedback and comments received via these Moderator/Link Tutor meetings.

Collaborative institutions are expected to have their own staff development processes in place as discussed at programme approval and continue to be reviewed via Moderator/Link Tutor reports.

The Partnerships Office will also arrange staff development events for partners, to be held in Cardiff Metropolitan University, normally on an annual basis. The University can also arrange specific training to be delivered in a variety of areas. Partners should discuss any specific training needs with their Moderator/Link Tutor who will liaise with relevant University departments to organise training.

Meetings with Students

Students should always be given the opportunity to feed back on the experience of their programme to the awarding institution. Where possible it is advisable that Moderators/Link Tutors should meet with students independently of staff in the collaborating institution at least once a year. It is an expectation that these meetings run virtually when travel is not possible.

As noted elsewhere, collaborating institutions should also have in place their own procedures for student feedback and mechanisms for processing feedback from students. Any action to be taken as a result of their feedback should be confirmed to Cardiff Metropolitan University.

Role of External Examiner

External Examiners are a key element in Cardiff Metropolitan University's pursuance of quality enhancement and the maintenance of academic standards. They provide an objective view of the operation of the programmes they are associated with, and they enable comparisons with the standards of programmes offered in other institutions of which they have knowledge. The role of the External Examiner is specified in the Academic Handbook: External Examining.

All external examiner reports are submitted to the Quality Enhancement Directorate qed@cardiffmet.ac.uk within 4 weeks of a final Examination Board. It is the responsibility of Programme Directors to provide a response to each External Examiner, with related actions, using the standard Cardiff Metropolitan University proforma, which requires comment on the strengths of the programme, areas for development, action to be taken, member of staff responsible and the deadline for the action to be completed. The response should be sent to qed@cardiffmet.ac.uk for monitoring purposes, within 4 weeks of receipt of the report. The

External Examiner report and response should then be considered at the next meeting of the Programme Committee.

SECTION TEN

GUIDANCE FOR THE PROVISION OF INFORMATION TO COLLABORATIVE PARTNERS AND PROSPECTIVE STUDENTS

This guidance outlines Cardiff Metropolitan University's requirements regarding the information provided to students studying on its collaborative programmes. It is intended to assist partners and Moderators/Link Tutors in ensuring that the information provided is of the highest quality and that it is comparable to that provided to students studying on campus in Cardiff.

This guidance should be read in conjunction with:

Cardiff Metropolitan University's Commitment to Students: Public Information Student Services Student Handbook (cardiffmet.ac.uk)

Cardiff Metropolitan University's Procedure for Preparing Advertising and Publicity Materials for Collaborative

Partners Collaborative Provision Principles and Procedures

A flowchart detailing the University's processes for approving public information is included as Appendix 15. The guidance below covers four main categories of information that should be provided to prospective and enrolled students. These are:

- Publicity materials
- Student Handbooks
- Programme Handbooks
- Induction

Publicity Material

It is important that accurate material information and publicity material is provided to prospective students and that students are informed and agree to any deviations from the material they use to make their choice of institution or programme to study. For example, if a module or pathway does not run as not enough students have selected to study it.

The University's procedure for preparing advertising and other publicity is included in the Academic
Handbook and as Appendix 2 of the collaborative provision Principles and Procedures. Further information on this matter will be sent during the academic session in order to ensure Cardiff Met is complying with relevant UK consumer protection legislation.
Photographs of Cardiff Metropolitan University, copies of Cardiff Metropolitan University's logo and other publicity materials are available from the GE.

Prospectuses

In addition to the guidance contained in the publicity materials partner institution prospectuses should include details of the following in relation to Cardiff Metropolitan University Programmes:

Information pertaining to any recent QAA or external institutional reviews and how reports of these can be accessed.

- A brief description of any residential accommodation available to students (and how to gain further information/ assistance) and private accommodation in the locality of the institution where applicable.
- A brief outline of student financial advisory help, careers advice, counselling facilities, student support, childcare and chaplaincy services that may be available.
- An overview of the library and learning centre facilities, including on-line resources available from Cardiff Metropolitan University
- Details of the admissions process, how to apply, information about fees and where such information can be found.
- Details of how term dates and programme specifications can be obtained.
- An entry on Cardiff Metropolitan University's Students' Union (see http://www.cardiffmetsu.co.uk/);A statement about Cardiff Metropolitan University's Equal Opportunities and Race Equality Policy (See Equality and Diversity Information)
- A statement that copies of individual programme specifications may be obtained by contacting the appropriate Programme Director
- Information about transfer opportunities to study at Cardiff Metropolitan University

Student Handbook

A link to the Cardiff Metropolitan University Student Handbook will be provided directly to students by the University via their enrolment email. Students studying at a partner institution will also receive a guidance document to inform them of which elements of the Student Handbook are of relevance to them and which areas do not apply. Both documents can be accessed on the University's external pages at: Student Handbook and Student Charter

The student handbook contains information on the following areas:

- Your status as a Cardiff Met student
- The Cardiff Met Student Charter
- Academic Regulations and Conduct of Examinations
- Unfair Practice Procedure
- Mitigating Circumstances Procedure
- Data Protection and Freedom of Information
- Transfer to Cardiff Metropolitan University
- Cardiff Metropolitan University's Student Union
- Complaints and Appeals
- Disciplinary Procedures, Codes of Conduct and Ethics
- Health and Safety and Health advice

Programme Handbooks

In addition to the Student Handbook partners are required to produce a Programme Handbook for each Programme as is the case for Cardiff Metropolitan University home programmes, which contains detailed information on the specific programme. There may be one handbook which relates to all years of the Programme, or there may be one for each year group.

The Partner Institution should produce a Programme Handbook in liaison with the Moderator/Link

Tutor.

The Programme Handbook (or that for year one) should be sent to all new students before the completion of Induction. A template programme template and checklist is provided to all partners at the commencement of the collaboration and annually thereafter. Please contact the Academic Standards and Quality Unit for a copy of the Programme Handbook template.

The Programme Handbook should include information on the following areas:

- General information about the department in which the programme is located and the

staff involved.

- Information about the award and what a successful candidate would expect to have recorded on the award certificate and transcript.
- A full description of the programme, including its aims, intended learning outcomes, structure, general content, tutor system, assessment processes, methods, criteria and schedules, possible careers outlets and professional body requirements and opportunities, etc. In addition, laboratory schedules and details of work placement and field work, where appropriate should be included.
- Details of the teaching methods associated with the particular programme and how the programme is managed, and an indication of probable/ normal time commitments associated with study and independent learning requirements.
- An explanation of the programme structure and routes, including opportunities for placement and opportunities for further study
- What the programme structure is, what options are available and what restrictions, if any, apply
- Details of where students can access the previous session's External Examiner reports.
- Details of expectations of students, such as attendance requirements, anticipated study time commitments and other performance requirements and Codes of Practice (such as safety and dress codes)
- Specific penalty systems which may apply with regard to poor performance, late submission of work etc.
- Details of the University's unfair practice procedure and an explanation of what constitutes unfair practice.
- Details of the University's mitigating circumstances procedure, appeals procedure and complaints procedure and a web link to these.
- Details of the partner institutions own formal complaints procedure.
- Undertakings with regard to standards of feedback on work and assignments and turn-around times for these.
- Information on the University's and the School's quality assurance and quality enhancement systems and mechanisms and the contribution students are expected to make, for example through the Programme Committee and other School and University Committee's, including the roles and responsibilities of student representatives.
- For overseas and disabled students any special support or assistance which is available within the school
- Where the programme has option routes, the arrangements for academic counselling.

- Guidance on how students may apply to transfer their studies to the University on completion of the collaborative programme and/or part- way through the programme.
- An outline of any programme or School specific regulations, which may or may not be agreeable to the student, such as dress codes or sports team exclusivity, and reference to any special purchases or other financial obligations the programme requires.
- An outline of the induction process and when this takes place.
- Reference to the University's electronic resources and a web link to these
- Fees
- Student Services (Finance, Counselling, Health, Disability, Careers)
- Accommodation
- Learning Centre Services
- School and Course Representatives.
- Health and Safety

Module Handbooks

Partners are required to produce Module Handbooks for each module as is the case for Cardiff Metropolitan University home programmes, which contains detailed information on the specific module. This will normally include detailed information on the delivery and assessment of the module.

Example module handbooks can be provided by the relevant School via the Moderator or Link Tutor.

Induction

Induction is important in introducing students to key elements of the Programme and it should take place during the first week of term.

Induction programmes should include enrolment, presentations, tours, meetings with relevant staff and question and answer sessions. Induction should also include reference to the Programme relationship with the equivalent Cardiff Metropolitan University programme and/or School. Attention should also be drawn to the information available in the Student Handbook and Programme Handbooks. Induction could involve the relevant Cardiff Metropolitan University Moderator/Link Tutor or a visit to the Cardiff Metropolitan University campus where possible or appropriate.

In addition to this information programme information provided at Induction should include

- How the Programme's Quality Assurance systems work and how the student can register their views and take part in decision making
- The Programme Structure, options and the policy on attendance and assessment deadlines • Health and Safety issues
- Any further explanation of anything included in the Student or Programme Handbook, including, plagiarism or collusion, complaints, appeals etc.

Where a collaborative institution is located in close proximity to Cardiff Metropolitan University, arrangements can be made by the collaborative institution for students to attend the Cardiff Metropolitan University Week-1 induction programme, in consultation with the link Cardiff Metropolitan University School.

Should you have any queries about any of the above, your Moderator/Link Tutor or the Global Engagement Directorate will be able to advise you.

This is intended as a helpful guide with templates, and we hope that you will find it useful. It is important that all Cardiff Metropolitan University students have access to a full range of information regarding their studies and that the information provided to students studying off-campus is comparable to that given to students studying on-campus in Cardiff.

Any comments or suggestions would be gratefully received.

SECTION ELEVEN

FIELDWORK AND OFF CAMPUS ACTIVITIES

Fieldwork and Off Campus Activities at Collaborative Partners

The responsibility for ensuring the safety of students studying Cardiff Metropolitan University programmes at a partner rest with the collaborative partner. This is confirmed through legal agreements which state that one of the partner's responsibilities is 'ensuring the health and safety of students and ensuring that appropriate liability cover is in place'.

In order to fulfil this responsibility partners must consider the health and safety of students studying on-campus but must also consider any programme-related activities undertaken by students off campus. This applies to activities such as placements, work-based learning, undertaking interviews for primary research and general field study research.

It is the responsibility of the partner to ensure that when undertaking such activities:

- Adequate consideration and arrangements have been made for the off-campus activity before it is approved.
- Adequate resources (time, budgets and personnel) are allocated for planning and carrying out the activity.
- Suitable and sufficient risk assessments have been conducted and any necessary actions taken.
- Arrangements have been established for any foreseeable emergencies; and
- Further advice is sought if required.

The University publishes a Code of Practice for all off-campus activities undertaken by Cardiff Metropolitan University staff and students. Partners may find it useful to refer to this Code when designing their own procedures.

The Code provides a framework of guidance and common health and safety principles, as well as links to more detailed advice.

The Code of Practice, relevant forms and procedures and general guidance can be accessed by accessing the Heath, Safety and Wellbeing website

1.1 **Instructions for Students**

Digital ID Cards

TNE Students

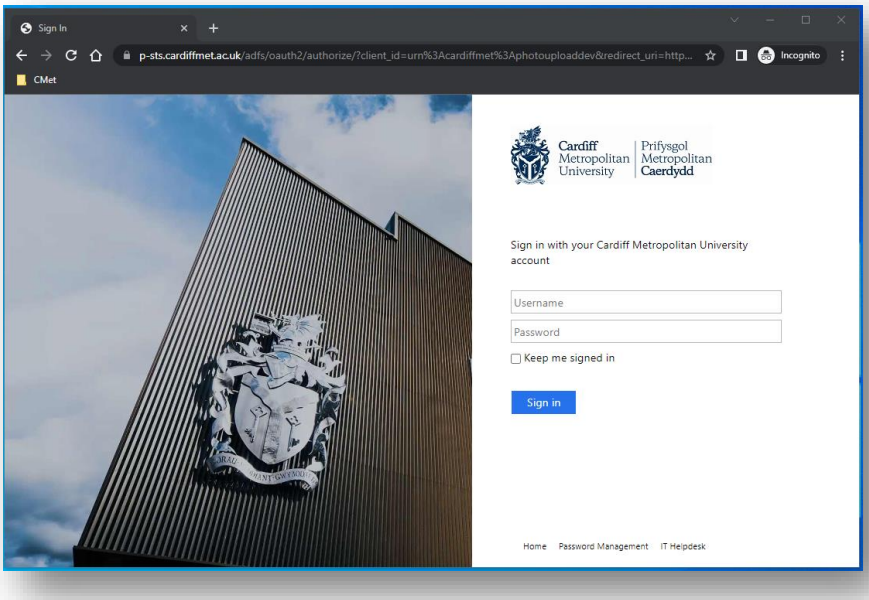
Introduction

The Photo Upload application permits students to upload photos of themselves which will be used on their ID Cards and certain other internal systems (Student Record System).

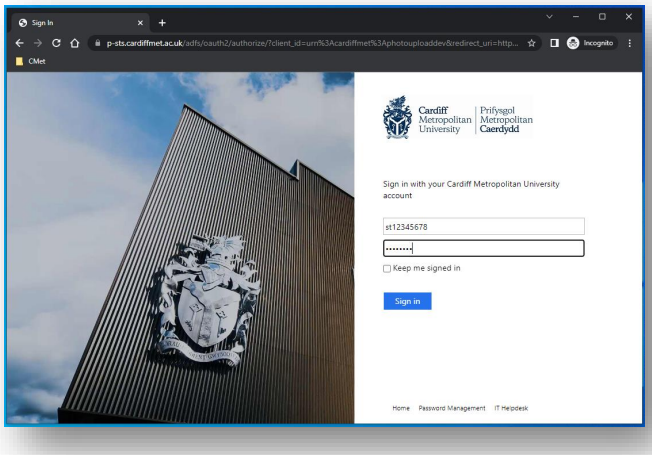
Logging in (all users)

Staff and students access the same URL and log in using their Cardiff Met credentials. They are then directed to the relevant screen based on their user type.

1. User must navigate to the photo upload URL (https://cis2.cardiffmet.ac.uk/PhotoUpload). If not logged on (the application uses Single-Sign ON so if the user has already logged on to another Cardiff Met system, they may not have to log in again), they will be redirected to this screen:



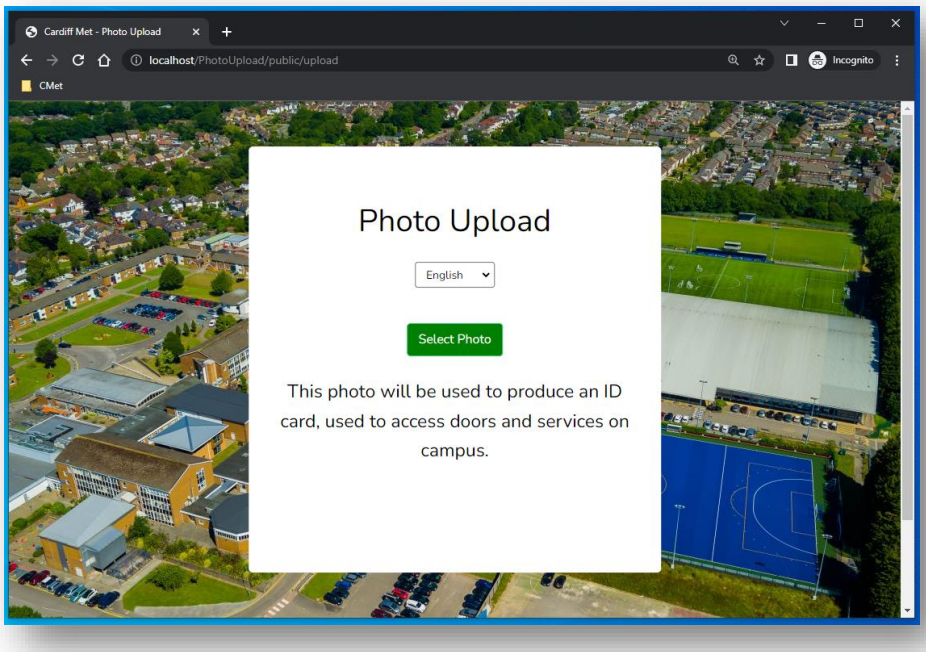
2. User enters their Cardiff Met username and password:



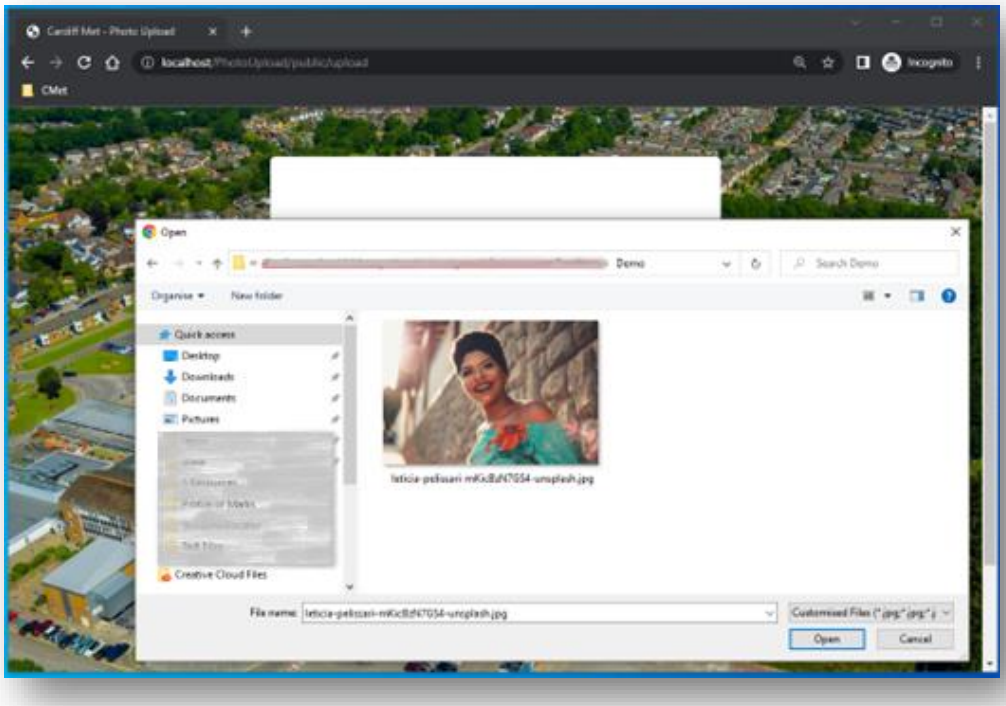
Student Functions

Uploading a Photo – TNE Students

1. After logging in, the student should see this screen.



2. The student must click the [Select Photo] link and select a photo from their device. They must select either a .jpg or .png image that is no larger than 4MB.



3. Please note, you need to ensure your photo meets ID card requirements. Please see guidance below on this:

Facial structure and details clearly visible

a. No shadows across face
b. No pixelation
c. No face coverings
d. No sunglasses
e. Full face and hairline visible
f. Hair off face

No headwear, religious headwear allowed

g. No hoods up
h. No glasses on head

Neutral background

i. Not too busy
j. No other persons in shot

No filters, emojis, or other edited features on the image

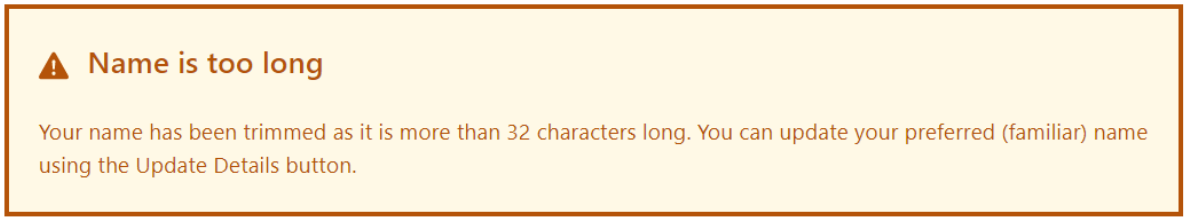
k. No black and white images

Must be front facing

l. No side profiles
m. Must be looking into the camera

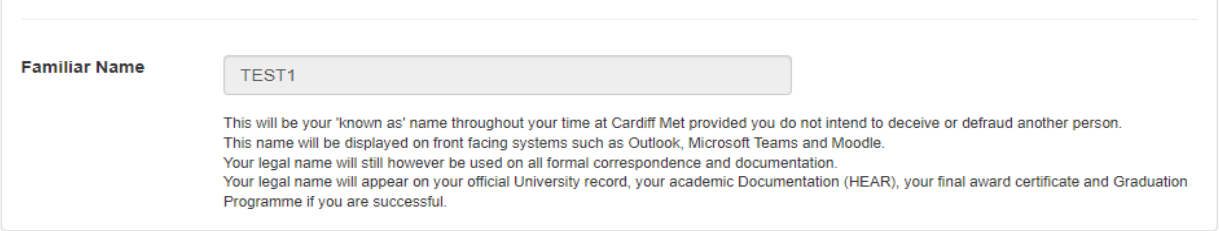
If you photo does not meet the above criteria, it will be rejected and an email will be sent to the students Cardiff Met email address with a reason for rejection.

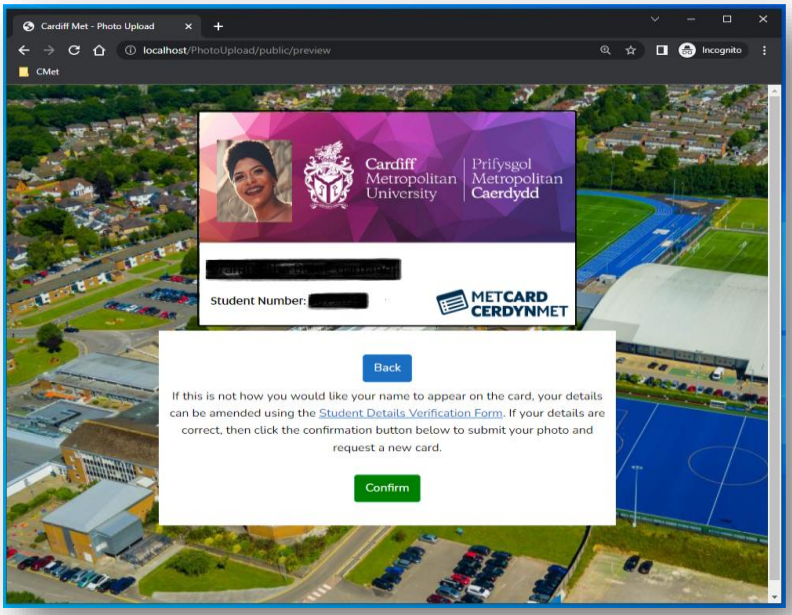
4. After selecting a photo, the student can see a preview of their card. The photo will be cropped.
   There is a 32-character limit for student names on your ID card. If your surname is over the 32 characters, it will trim it and display what it can. Or, if the whole name is more than the limit, it will trim the (preferred) forename and show that with the surname. In each case it will display this message:



A link is provided to the Student Details Verification (SDV) system which allows students to amend some of their personal details including their “familiar name” which is the name that will appear on your ID card (see section below on SDV portal).

Please note, amending the “familiar Name” section will not change your legal name which will be used on all formal documentation such as certificate/transcripts.





5. Once the student is happy with their name and photo they should click ‘Confirm’. The photo will be added to the queue of photos to be approved by a staff member and the student should see this confirmation screen informing them that they will receive an email when their card has been approved or if the photo is declined. If the students’ photo is declined, an email with reason will be sent to the student. <u>All communication of student ID cards will be sent to the students Cardiff Met email address (not the personal one of the students).</u>

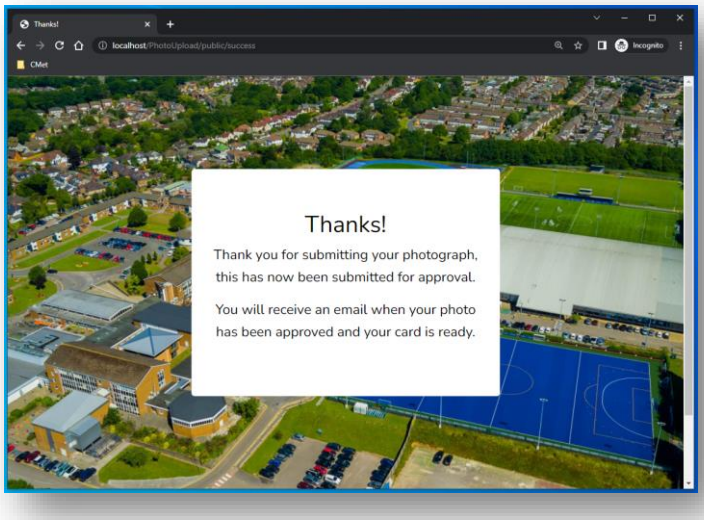
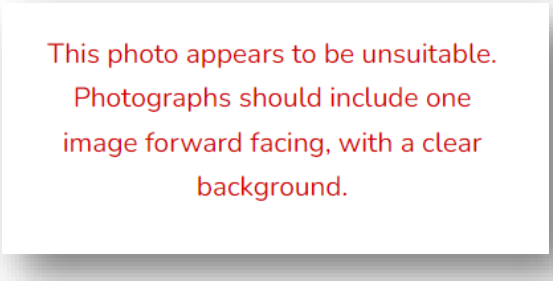


Photo file size

The file size limit is set at 4MB (it was previously 2MB). Note that the validation process can sometimes take a while for larger photos.

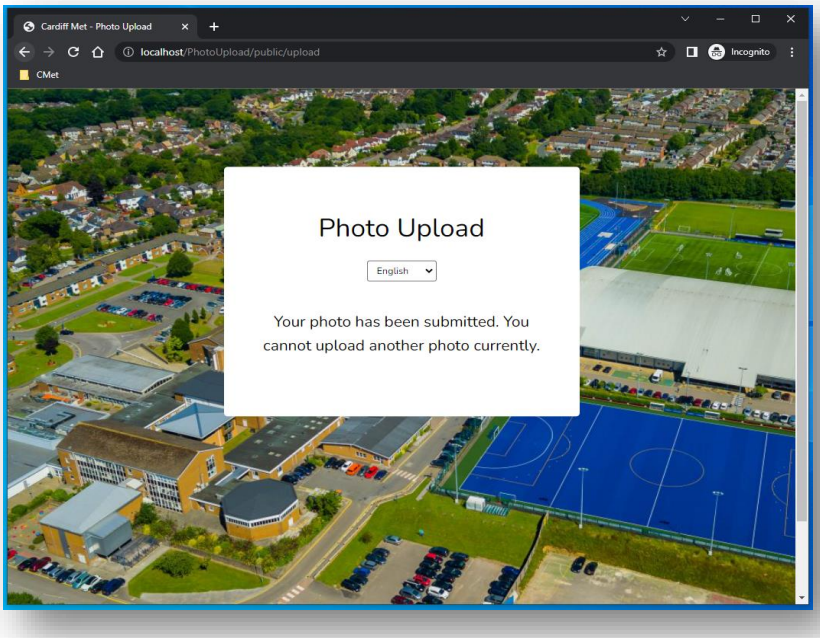
Photo Validation

Photos are validated to ensure they contain exactly one face. If the application cannot determine that the photo is valid then this message will be displayed. Note that this works well in most cases but occasionally a seemingly valid photo will be rejected. In this case the user should attempt to upload a different photo.



Resubmission

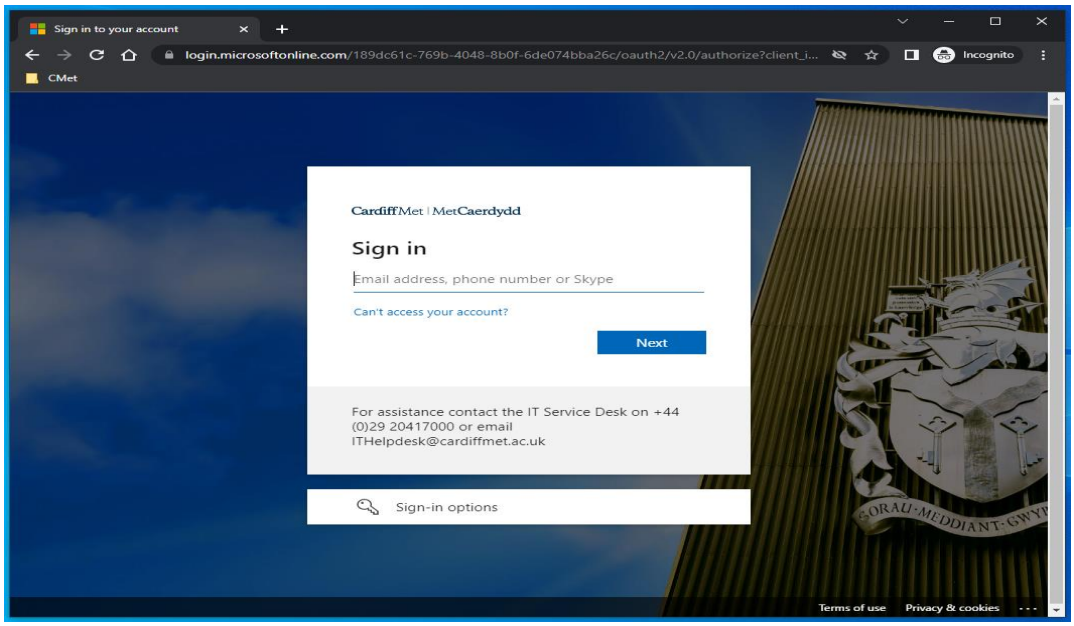
Students are prevented from submitting multiple photos in quick succession. If they have submitted a photo in the last 30 days, and unless it has been rejected and they have been asked to re-submit, they will see they screen upon logging in.



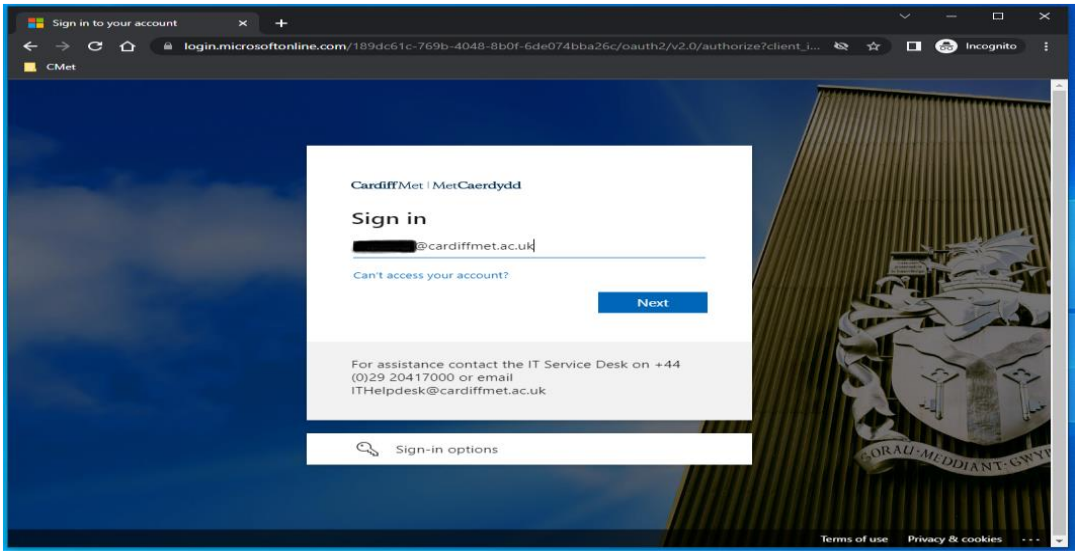
Generating the Digital ID Card

Students must navigate to the URL and log in using their Cardiff Met credentials.

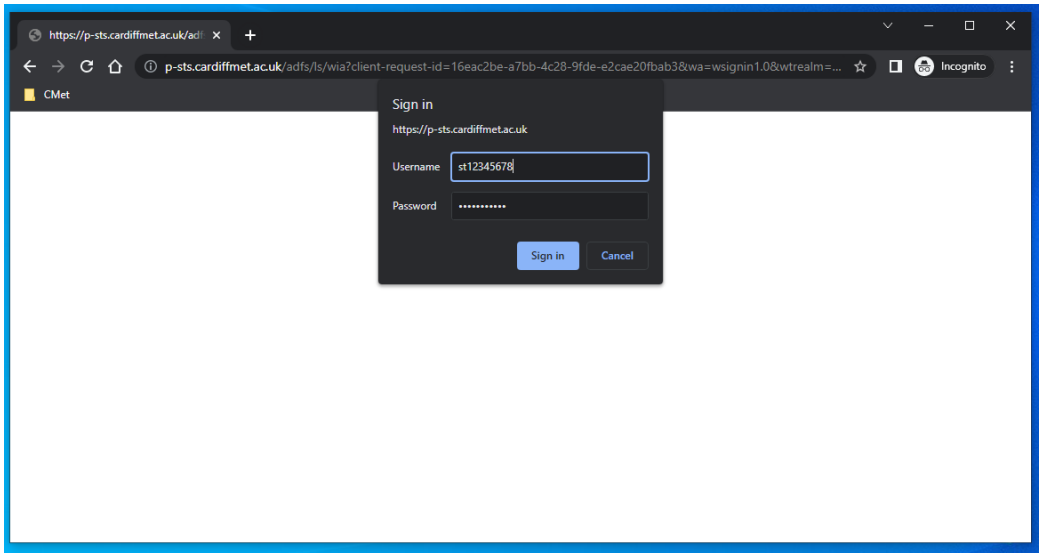
1. User must navigate to the digital ID Cards (https://id-cards.sds.cardiffmet.ac.uk). If not already logged on (the application uses Single-Sign ON so if the user has already logged on to another Cardiff Met system they may not have to log in again), they will be redirected to this screen:



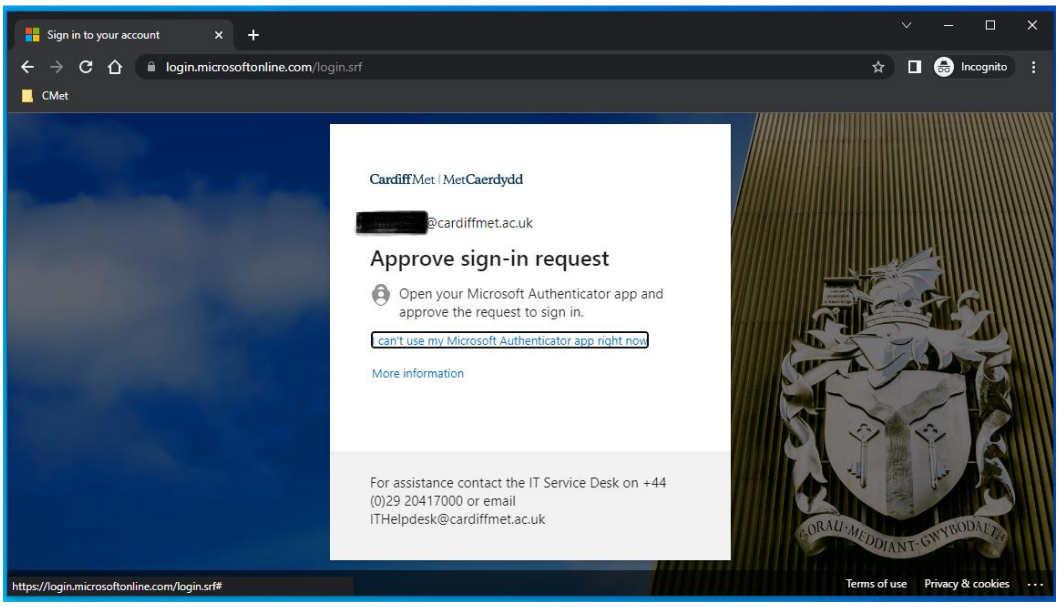
2. They must enter their email address and click [Next].



3. Then they must enter their username and password:

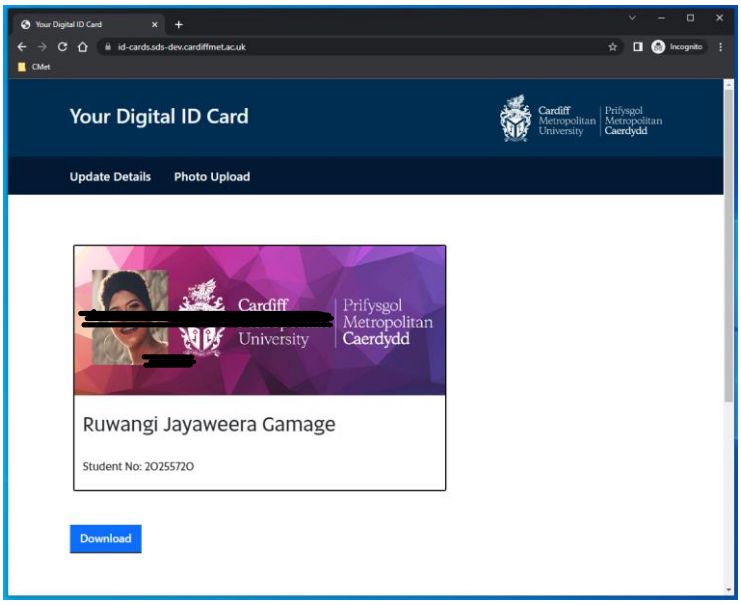


4. And they will be required to approve the request using multi factor authorisation:

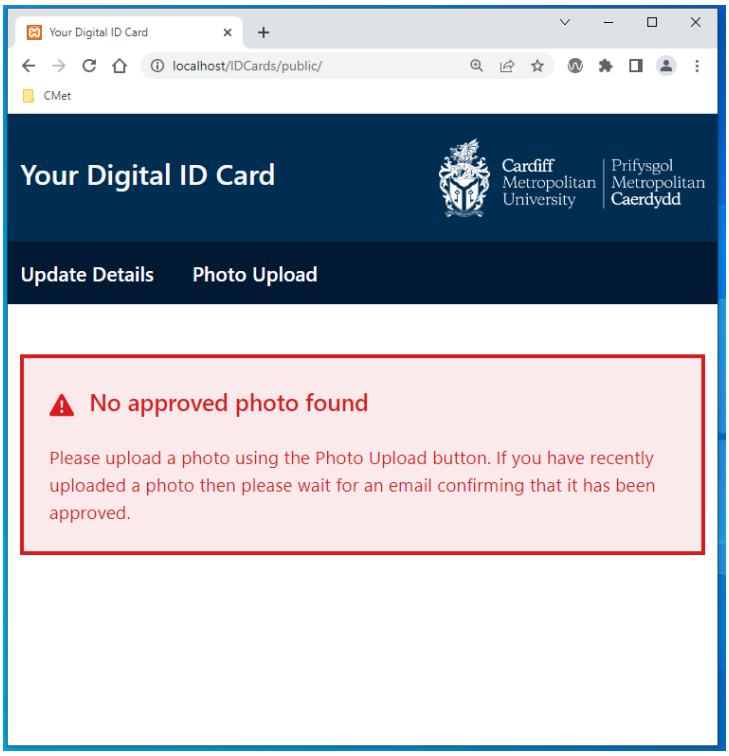


Digital ID Card

If the student has previously submitted their photo and it has been approved, they will see their digital ID card which will display the students name, student ID number and a 1-year expiry date (expiry date is based on the day the digital card was generated):



Otherwise, they will see this message – Students who have uploaded a photo and have received this message should contact the administration team at their partner as likely the photo is pending their approval.



Users can:

- Use the Update Details link to go to the Student Detail Verification system which will allow them to update certain personal details including their name. This will be reflected on their card.
- Use the Photo Upload link to go the Photo Upload system to upload a photo.
- If their card is visible, they can use the [Download] button to download a .jpg version of the card.

All photos of students will be approved by the administration team at the partner institution and students should contact this team for any assistance with their ID Cards.

1.2 Instructions for Partner Staff

Digital ID Cards

TNE Admin

Introduction

The Photo Upload application permits students to upload photos of themselves which will be used on their ID Cards and certain other internal systems (Student Record System).

The system also contains several functions for staff users.

Users

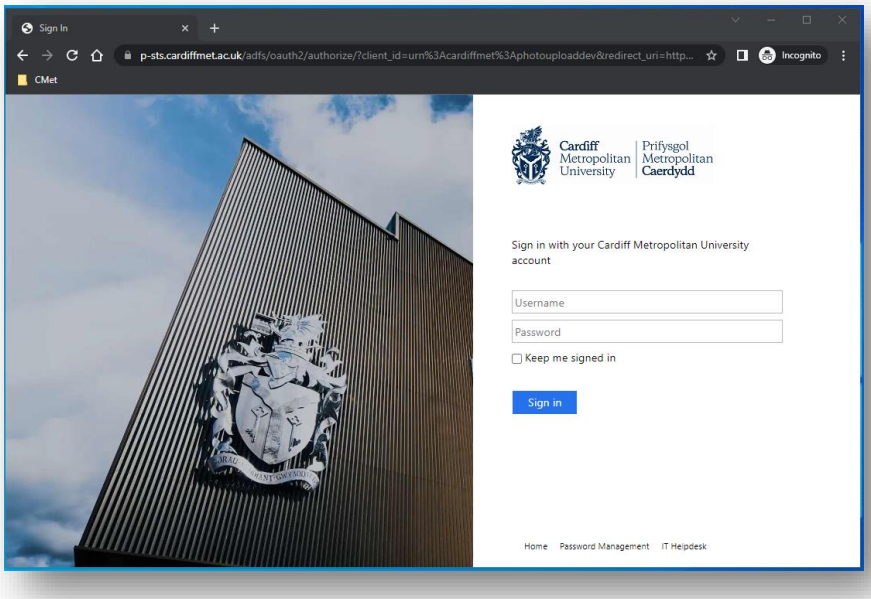
The system is available to all students (Home and TNE) and certain staff members who must be given access individually. There are four staff user types:

- Staff – Partner admin (can view all partners, only available to partnerships team)
- Staff – Partner admin (individual, can only view partner account that is associated with, used for partner staff)

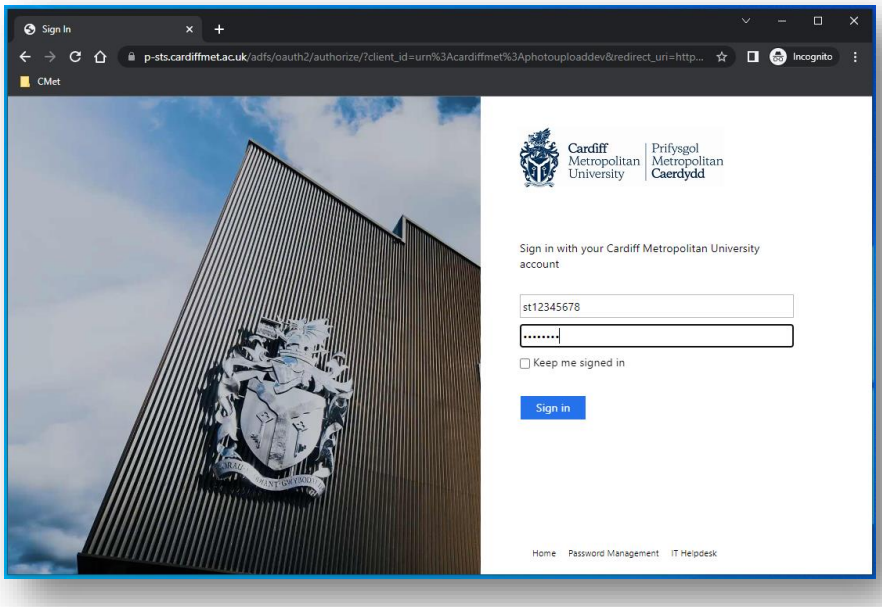
Logging in (all users)

Staff and students access the same URL and log in using their Cardiff Met credentials. They are then directed to the relevant screen based on their user type.

1. User must navigate to the photo upload URL (https://cis2.cardiffmet.ac.uk/PhotoUpload). If not logged on (the application uses Single-Sign ON so if the user has already logged on to another Cardiff Met system they may not have to log in again), they will be redirected to this screen:



2. User enters their Cardiff Met username and password:



Staff Functions

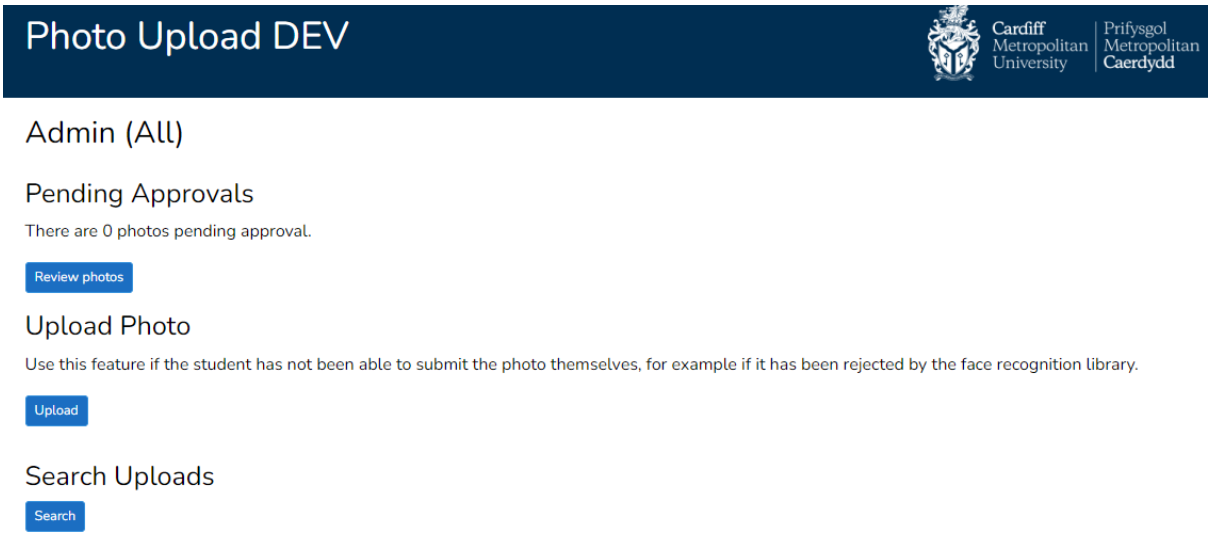
Available Functions

There are 3 functions available in the system. This table shows the features which are available to each user type.

	User types	
Function	Partner admin (individual)	Partner admin (all)
Approve Photos (‘Pending Approvals’)	Yes (students at their institution only)	Yes (all partner students)
Upload Photo	Yes	Yes
Search Uploads	Yes (students at their institution only)	Yes (all partner students)

Dashboard screen

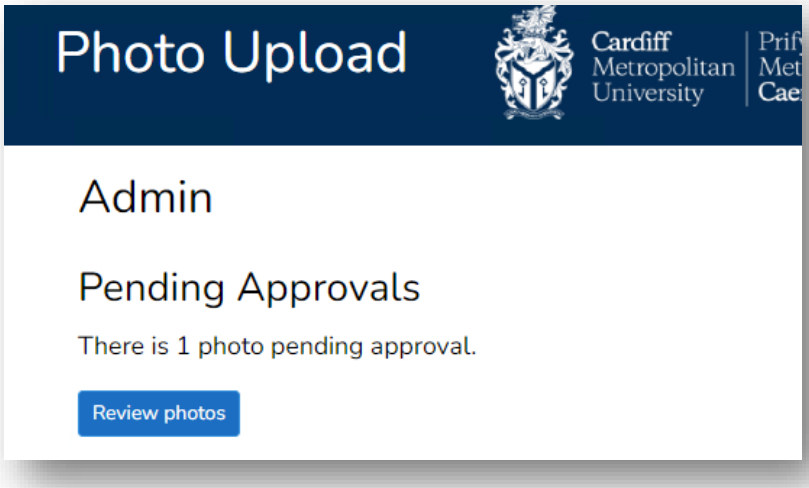
This is an image of the dashboard for TNE admin users;



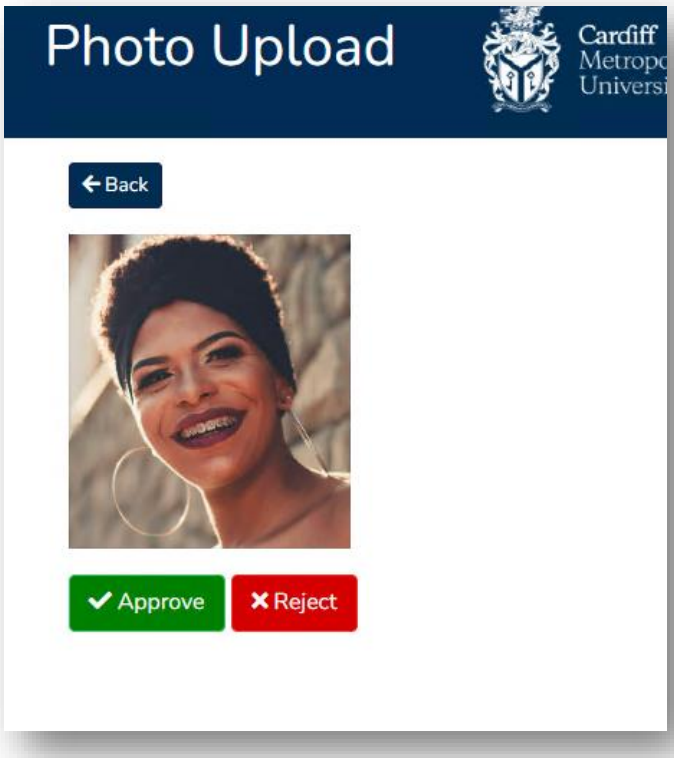
Approve Photos ('Pending Approvals')

This function is used by staff members to verify that the images submitted by students are deemed suitable.

2. The user must click the [Review photos] button.



3. The user will be shown a photo that requires approval. For partner (individual) staff they will see photos of students at their institution only. Partner admin (all) staff will see the photos of students at all/any partner institution.



4. The user can choose to approve or reject the photo by clicking the relevant button.
5. Guidance on what can't be approved is below:

Facial structure and details clearly visible

a. No shadows across face
b. No pixelation
c. No face coverings
d. No sunglasses
e. Full face and hairline visible
f. Hair off face

No headwear, religious headwear allowed

g. No hoods up
h. No glasses on head

Neutral background

i. Not too busy
j. No other persons in shot

No filters, emojis, or other edited features on the image

k. No black and white images

Must be front facing

l. No side profiles
m. Must be looking into the camera

If the photo is approved:

- It will be moved to the central location in which all student photos are stored.
- If the photo belongs to a TNE student, the student will receive an email to their Cardiff Met email address informing them that their digital ID card is ready to view.
- If the photo belongs to a TNE student, their digital ID card will become available.

If the photo is rejected:

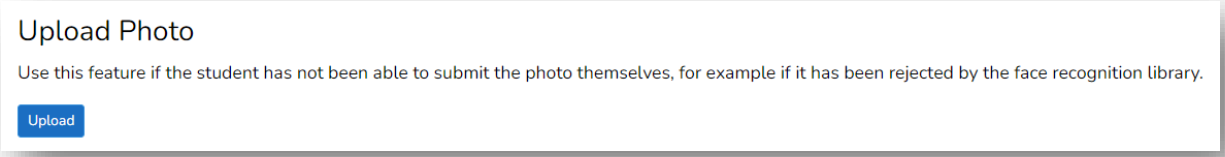
- The student will receive an email to their Cardiff Met email address informing them that their photo was unsuitable with reason and requesting that they upload a different image.

After clicking either [Approve] or [Reject] the user will be shown the next pending photo. This continues until all photos have been reviewed.

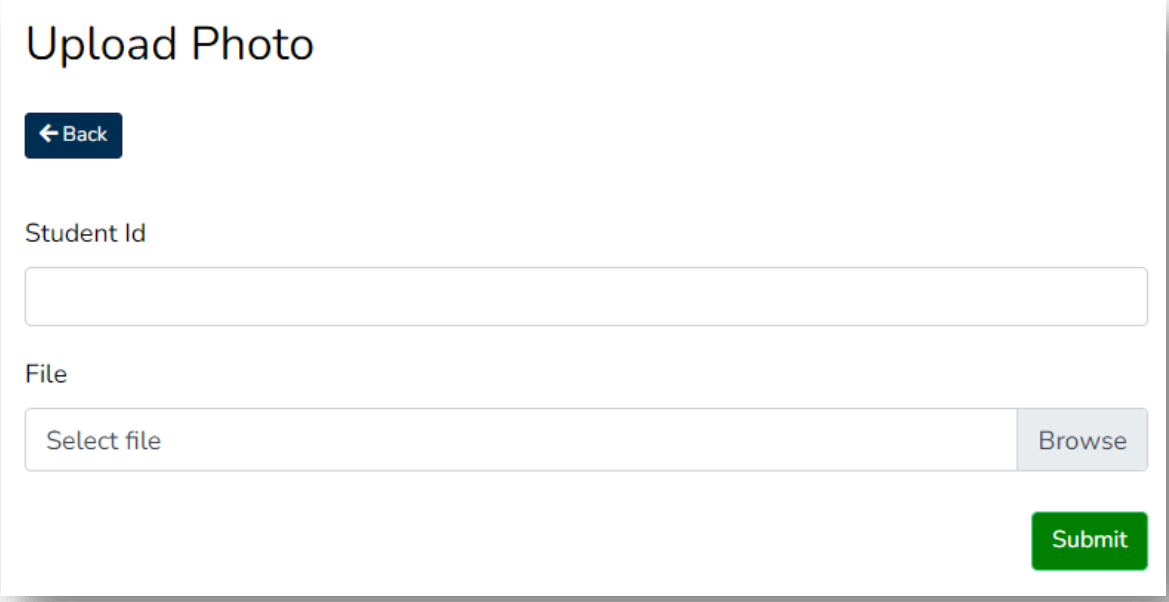
Upload Photo

This function allows a staff member to upload a photo on behalf of a student. It is usually used when a student has had difficulty uploading their own photo. Note that, unlike the student upload, the photo will not be cropped nor validated. Partner (individual) can upload for students at their institution only; partner (all) can upload photos for students at any partner institution.

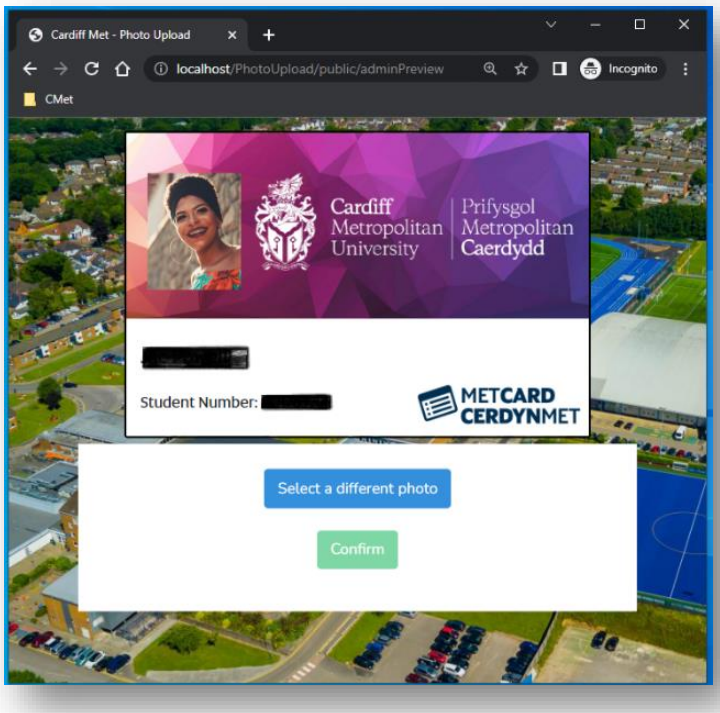
1. The user must click [Upload]



2. The user must enter a student Id and select an image from their device, then click [Submit].



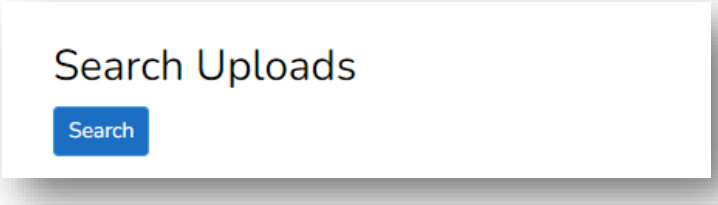
3. The user will see a preview of the card. Clicking [Confirm] will submit the photo. The photo will go into the list to be approved.



Search Uploads

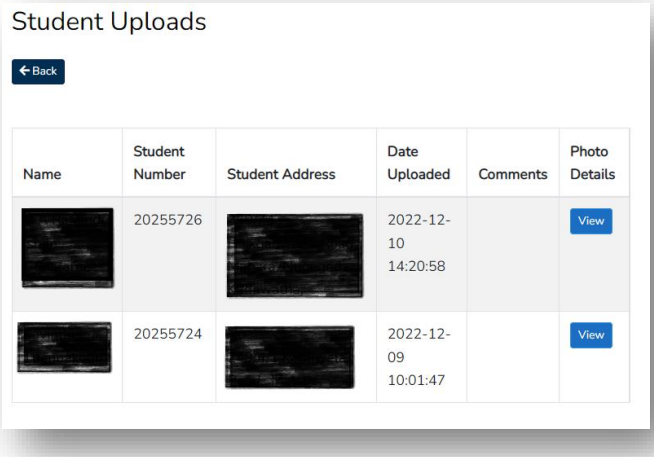
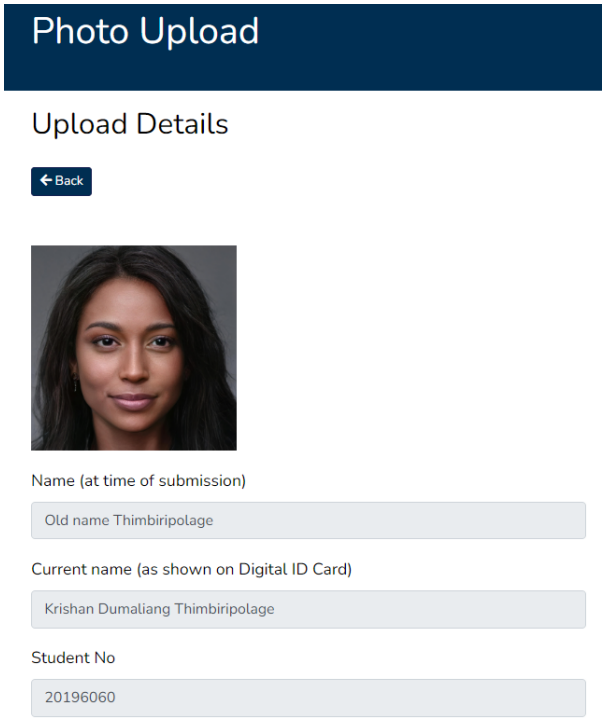
This feature allows users to search for a student to see the details of their upload. Partner (individual) staff can search only for students at their institution. Partner (all) staff can search for students at all partner institutions.

1. The user must click the [Search] button



2. The user can enter a name or a student id (without the 'st' prefix). Entering a name will search for partial matches (e.g., searching for 'Jones' will return any students whose

name includes ‘Jones’).



3. A list of student uploads matching the search term is show. Clicking the [View] button will display more information. Staff can view student details which includes 2 name types.
   Name type one – Name (at time of submission)
   Name type two – Current name (as shown on digital ID card). This is the students “familiar name” which they would like to be known as, not their legal name which will go on the student’s award documents.