

Prifysgol Wreccsam Wrexham University

Wrexham University

The Student Guide 2023-24

An essential guide to regulations, policies and procedures at
Wrexham University

The Student Guide	
Department	Strategic Planning & Student Administration
Authorised By:	Director of Strategic Planning & Student Administration
This document is intended for online publication and therefore when printed becomes an uncontrolled document. Students should refer to their programme VLE page for the most up to date version.	

Mae'r ddogfen hon i gael yn y Gymraeg / This document is also available in Welsh.

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Introduction

The Guide explains which regulations, policies and procedures are relevant to certain aspects of your life and work as a University student. For example, it tells you where to find the regulations that govern how examinations and assessment are conducted. For ease, the document is set out alphabetically.

By becoming a student at Wrexham University, you have in effect, entered into an agreement, or contract, with the University. In this agreement, as a student, you undertake to act reasonably and to observe certain regulations and policies.

Similarly, it outlines where to find the University's regulations, and what the University expects of you. It also covers the complaints procedure, so if you have a complaint about the way in which the University has acted, you will know how to find the process and how to use it.

You must bear in mind however that the Guide is what it says – a guide. It cannot summarise what are quite lengthy and often complex regulations. It tells you where to find copies of the full regulations and documents and where to go for help in understanding them and how they affect you and your studies. It is important that you read these documents as they will guide you through the necessary regulations, policies, procedures and processes that you will encounter during your time at Wrexham University.

The student intranet [MyUni Portal](#) will also allow you to see how our services are organised, what each service offers and where it is located, so you can access the support and guidance you might need. The [Student Support](#) pages are your gateway to all of the information within this guide. All the policies, procedures, forms and supporting guides referred to in this guide can be found at Student Support, Student Administration.

The University also reviews and updates its regulations, policies and procedures from time to time, as part of its commitment to continual enhancement of your student experience. Usually, changes apply to all current students with immediate effect, apart from tuition fees, which are normally set at the start of your course for the whole duration of your course. The individual documents themselves should tell when they were approved, and which students they apply to. Previous versions are available on request.

Wrexham University is committed to equality of opportunity for all. If any University policy presents a problem in this respect, you should seek advice from the [Student Support Team](#) or from an appropriate member of staff so that suitable adjustments can be discussed.

Academic Regulations

The University's Academic Regulations provide the framework for the conduct of its academic activities. They govern matters such as admission, enrolment and assessment. The Academic Regulations consist of a number of sections including General Regulations, Award Regulations and Conduct of Assessments and Examinations.

You are strongly advised to familiarise yourself with these regulations, available via the Student Portal. You should refer to the specific award regulations for your programme to find further information about how your degree classification is determined. Regulations which govern the structure and content of individual programmes of study and awards offered by the University are contained within the relevant programme specification. Additionally, departments provide handbooks for students which give specific information on the individual programme – for example, which modules you must take each year, how many module credits you must pass etc. You must ensure you have read the relevant handbook for your programme.

Academic Appeals

The University has a policy which outlines how to undertake an academic appeal, when a student wishes to appeal against the decision made by an Assessment Board. In order to appeal, you have to have sufficient grounds and evidence to support your claim; disagreeing with your marks does not constitute grounds for an appeal as this is questioning 'academic judgment'.

Grounds for an appeal are:

- There were procedural errors or irregularities during the recording, transcription and/or reporting of results;
- There were defects/ irregularities in the application of the Academic Regulations during the Award/Progression Board which may have negatively impacted on the recorded outcome;
- Bias or perception of bias;
- The student had extenuating circumstances which may have adversely affected their performance and there is good reason why the extenuating circumstances were not submitted in accordance with the Extenuating Circumstances Procedure, prior to the Award/Progression Board;
- There were defects/ irregularities in the constitution of the viva voce panel (for Research degrees) and there is good reason why these defects/ irregularities were not reported prior to the decision of the relevant board.

If you wish to appeal, you have to do so within 10 working days of the publication of results. It should be noted that the submission of an appeal does not mean that it will be automatically accepted. If it does not meet one of the grounds mentioned above or does not have any supporting evidence, it will not be progressed. Further advice and guidance is

available from the [Students' Union Advice Centre](#) who you can email at: suadvice@glyndwr.ac.uk

The full policy and the form is available at Student Support, Student Administration.

Academic Calendar

The University operates within a semester framework. Each semester consists of allocated weeks for teaching and University examinations and reflects the weeks when students are usually expected to be engaging in teaching and learning activity. This is then followed by block weeks of assessment board processes to determine students' progression and award outcomes. Students may also have further activities during the summer period, which may include teaching, re-assessment, postgraduate taught dissertations or holidays, depending on the programme. The published academic calendar also includes university closure dates, holiday periods and SLC (Student Loan Company) term dates.

The Academic Calendar is available on the [timetables](#) section of the MyUni Portal

Assessment and Examinations

Assessments can take the form of coursework, projects, in-class tests and examinations and each programme uses different assessment methods suited to the course. The information you need about assessments, including titles and submission dates, are available in your programme handbook. The University regulations on assessment are available on the Student Portal at Student Administration.

For some courses, you will be expected to undertake formal examinations at the end of each semester. The exam timetable is published at least four weeks prior to the date of examinations and an individual timetable should be available [at the timetables page](#)

Examination dates for professional programmes and partner sites may differ and will be provided by your programme leader.

If you require special arrangements for an examination or an in-class test, the University will make reasonable adjustments to assessment arrangements where they have been recommended by an approved learning needs assessor. For further advice on this, you should contact Inclusion Services.

There are strict rules relating to conduct during exams and these are available in the University's Assessment Regulations.

Assessment and Individual Needs

Where you have a disability or individual needs then you may be eligible for special arrangements for assessment, where you can demonstrate that your performance would be constrained by the assessment method to be employed. Special arrangements might include additional time, someone to write for you (an amanuensis) or the use of special aids and equipment. You should consult with your programme leader in the first instance. Further information is available at Student Support, Inclusion Services.

Academic Engagement, Absence and Illness

The University monitors the engagement of all students in learning activities. This helps the University to identify and offer support to students who are not engaging with their studies. You are expected to actively engage with your programme of study by preparing and attending scheduled sessions, engaging with all learning activity, preparing for examinations, actively participating in tutorials, seminars and group work, and doing the best work you can for assignments. If you do not demonstrate engagement with your studies your programme team will aim to contact you to discuss any concerns. Continued non-engagement may result in your withdrawal from the programme as detailed in the Student Academic Engagement Policy available at Student Support, Student Administration, Policies and Procedures.

If you are absent during the course of your studies, you must let the University know by logging the details of absence on the self-serve portal. Details how to do this can be found in the [student absence reporting guide](#). If you do not inform the University, it is likely your absence will be investigated as per the University's Student Academic Engagement Policy. If you are absent for longer than five consecutive days, then you will need to contact studentabsences@glyndwr.ac.uk and provide documentary evidence such as a doctor's note. Please note you cannot use a self-certification form for the following situations:

- Extenuating circumstances evidence
- If you are absent from an exam
- If you are absent for a test or other form of assessment worth over 10% of your module mark
- If you want an extension to deadline
- If you have more than two periods of illness in one semester

If you become ill whilst you are on placement, you must inform your contact at the placement as well as your tutors at the University. Further information on this is available in your programme handbook.

If you are unable to engage in your programme for a period of time, for example, due to illness or emergency, then you must contact your Programme Leader to make them aware of the situation. You may be advised to suspend your studies until you are in a position to fully engage with the programme.

Academic Integrity

The University expects all staff and students to act with the highest standards of academic integrity and to present work that is your own and not copied/unattributed to others. This is known as academic misconduct and can take a range of forms. The University has a procedure and guide on Academic Integrity, which is available at Student Support, Student Administration, under Policies and Procedures, which outlines this in detail and includes:

Plagiarism: using another person's words or ideas without acknowledgement and submitting them for assessment as if they were your own work.

Self-Plagiarism/Re-use of your own work: Submission of your own previously assessed work for another assessment either within the University or to another institution

Contracting with a third party to write a piece of work: any action that involves a third party (i.e. a fellow student, friend or family member) undertaking work on your behalf. This also includes material obtained from commercial essay sites, as well as the unauthorised use of artificial intelligence such as ChatGPT to generate content that is then submitted without acknowledgement of use

Collusion: this can take place when students work together on a piece of work and submit assignments which contain identical or very similar sections. Assessments are designed to test **your own** learning and when pieces of work are submitted which are similar, it is difficult to tell whose work is whose. Allowing someone to copy your work is an offence so both the original author of the work and the copier may face a penalty. Do not share your work with anyone or leave your work in hard copy or on your computer screen or on a USB stick for others to see.

Exam Malpractice: introducing into an examination room/online exam any unauthorised materials such as a book, manuscript, data or loose papers or information obtained via any electronic device.

The University takes all cases of academic misconduct very seriously and where it is suspected, an investigation will take place. There are a range of penalties which can be applied to students who have been found to have breached this, which depend upon the seriousness of the case. This can include termination of your studies.

If an allegation of academic misconduct is brought against you then you must read the procedures which the University will follow, so that you can be clear about your rights and responsibilities. The procedure includes a 'hearing'. If you find yourself in the situation where you are accused of academic misconduct, you are advised to attend the hearing to give your version of events, or to present the circumstances which led you to breach the standard of academic conduct which is required. If you have been referred for academic misconduct, you can contact the Students' Union for advice and support at suadvice@glyndwr.ac.uk

If you are unsure of what plagiarism is, or how to correctly acknowledge someone else's work via referencing, then you should speak to your tutor or contact the Academic Skills Team via Student Support, Learning Skills, where you can also find guidance on referencing.

Attendance Monitoring for International Students

The University is a Student Visa sponsor for international students coming to the UK to study under the UK Visa and Immigration (UKVI) Points Based System. Under the requirements of UKVI legislation, the University's duties include additional attendance monitoring and reporting for all international visa-sponsored students.

International Students who do not comply with all the academic engagement requirements will be withdrawn from their programme and the University will notify the UKVI that the student is no longer a sponsored student.

You can find more information on this in the Student Academic Engagement Policy at Student Support, Student Administration, Policies and Procedures.

Bullying

See the section on [Harassment and Bullying](#) in this Guide.

Bursaries

Details on bursaries are included in [Fees and Funding](#) section of this Guide.

Communication with Students

The University will provide students with a University email account which will be properly protected and maintained and will be available throughout your studies.

The University will use students' University email accounts to communicate important information to you. You are therefore required to check the email account at least twice a week and are advised to check it more regularly for communications from the University. You are responsible for ensuring that your University email account remains live. If you do not know how to access your University email account, please contact the IT helpdesk (go to Student Support for information)

If you prefer to use a personal email account, the University will advise you how to forward mail automatically from the University account to your personal account. However, you must use your University email account at least once every six months to ensure that it remains live.

If you do not check your email account regularly you may miss important information about your programme, including events and opportunities, cancellation of lectures or seminars, and assessments. The University will not be responsible for you missing information that has been sent to your University email account.

Complaints

There are a number of ways for you to raise any concerns which you have about the University or service offered (see section on Quality Assurance and Student Involvement). Most complaints can be resolved easily and informally by discussing them with the relevant member of staff and we recommend you try and seek an informal solution as soon as you experience a problem. However, if an informal resolution is not possible, then you should refer to the University's Student Complaints Procedure available on the Student Portal at Student Administration. Students should seek support from the Students' Union Advice Centre where an advisor can offer support at the Informal stage, discuss the options available and provide guidance on the Student Complaints Procedure. Students studying at partner institutions should follow the partner's complaints policy in the first instance.

Disclosure and Barring Service (DBS)

Some programmes at the University, especially those with professional or placement elements, have a requirement that you undergo a DBS check. Where this is necessary, your enrolment **cannot be finalised until the results of the DBS check have been received** by the University and you **will not be able to undertake any professional placements until the DBS check has been completed**.

Data Protection

All the information we collect about you is processed within the provisions of the Data Protection Act 2018 and the General Data Protection Regulations 2018. We use your information for administering your progress through your studies, to provide you with necessary support services, and to let you know about other Wrexham Glyndŵr University programmes or services which may be of interest. We may be required to send some of the information we hold about you to a number of other organisations.

The [Student Privacy Statement](#) provides information about the use of 'personal information' when you became interested in being a student at Glyndŵr, when you are registered/enrolled as a student at Glyndŵr University and after you have graduated.

Student Administration Team

If you are a student at the Wrexham campus, [Student Administration](#) can provide help and advice on your programme administration, alongside your tutors. If you are studying on one of our WGU online programmes, you will also be supported by our Student Success Coordinators.

You should contact the Student Administration team if:

- You wish to make an application for extenuating circumstances to be considered in respect of any assessment (you should discuss this with your programme leader first). Further detail regarding how to raise an extenuating circumstances claim can be found within this guide.
- You have queries relating to assessment boards / results / academic regulations
- You are seeking an extension to your registration period

- There are changes to what you are studying, including changes of module, change of programme, changing your mode of attendance (part time to full time or vice versa), all of which must first be authorised by your programme leader.

- There are changes to your name (you will need to provide evidence of this, e.g. a marriage certificate or deed poll authority).

The Student Administration team can provide guidance regarding required paperwork and can assist / sign post you accordingly on most matters relating to your student journey. Please be sure to include your full name and student number in all correspondence with Student Administration: studentadministration@glyndwr.ac.uk

If you are a student at one of our partner colleges, day to day student administration will be dealt with locally.

Enrolment

Enrolment is important because it formally confirms your arrival on a programme and provides you with access to Wrexham Glyndŵr University facilities: you will not obtain any credit for your study or receive any final award or qualification unless you have enrolled each academic year on your programme. Enrolment at Wrexham Glyndŵr University is also the trigger for the Student Loans Company and other supporting agencies to issue you with any loans or grants that have been offered to you: payments are usually by direct credit to your bank account. You **will not receive these loans or grants** unless you have enrolled. (Note that it will normally take the Student Loans Company up to five working days to pay loans and grants after we have told them that you have enrolled). It is very important for you to note that, in confirming your enrolment online, you are agreeing to abide by Wrexham Glyndŵr University rules and regulations outlined in this and other publications. These rules cover matters such as attendance, conduct, and financial and other responsibilities whilst studying at the University.

Once you have enrolled you will be allocated your unique eight-digit Wrexham Glyndŵr University **Student Number** which you keep through your lifetime as a student. This will enable you to join the Library, access eBooks and eJournals, receive an IT network account and join the Students' Union etc. You will also be issued with a student ID card at enrolment, see section below for further information on the importance of your ID Card.

If you fail to enrol you do not have the right to access the facilities of the University. This applies to full time and part time students, undergraduate, postgraduate and research students. It applies to members of staff who are also pursuing a programme of study at the University. Your enrolment also automatically gives you access to Wrexham Glyndŵr University's Virtual Learning Environment (VLE), for the modules you are registered for as part of your programme. If you do not enrol you cannot access this important element of your learning resources.

You must enrol within two weeks of the start of teaching each academic year. Failure to enrol will result in your withdrawal from your programme.

Please note that enrolment is required annually at the start of the new academic year, or at the start of each module for WGU online students.

Equal Opportunities

Wrexham University is committed to the principles of equal opportunities in all aspects of university life. We work hard to create a fair, inclusive environment for all members of the community. Students can expect equality of opportunity for all, irrespective of age, disability, gender, race, religion or belief or sexual orientation.

The University has certain responsibilities to its students under the Equality Act (2010) and works within guidelines provided by Advance HE (previously the Equality Challenge Unit) to ensure that all students have the best experience possible.

Ethical Approval of Level 6 Research Projects or Dissertations

Programme Leaders will advise students if their final year project or dissertation module involves 'research'. If your project or dissertation involves research, then you must ensure that ethical risk factors are considered. This applies whether or not people and/or animals are involved as research subjects.

In order that ethical risk factors have been considered the University provides a cover sheet and checklist which must be completed as a minimum requirement. Your Project or Dissertation Supervisor will assist you with this process. Once signed, the cover sheet and checklist should be retained by the Supervisor and filed with your proposal (whether electronic or paper based). If there are significant changes to the project once it has begun, then the checklist must be reviewed and the form signed again.

Programme Teams may require students to use other forms and/or processes which go beyond the minimum requirements for ethical review and approval. You will be advised by your Programme Leader if this is the case.

Extensions to Coursework

If you are aware of personal difficulties which will make it hard for you to complete your work within the specified deadline, you should speak to your Programme or Module Leader as soon as possible (and before the deadline) to see if you can have an agreed extension to that deadline. Students are entitled to a one-week extension to submission of assessed coursework, on request to the relevant module tutor. The request must be made ahead of the original submission date on the 'Short Extension to Submission Form', with evidence, which is available via at Student Support, Student Administration under Forms. For requests submitted after the original deadline, approval is then considered at the module leader's discretion. Requests for longer than one week will be considered by the module leader, taking into account available information on the student's situation, and the point in the academic year at which the request is being made. If you are advised that it is too late in the module for an extension to be granted, because marks are required for submission to an Assessment Board, then you could consider making a case for Extenuating Circumstances (see below).

Extenuating Circumstances

If you have experienced unexpected events which may have had a significant impact upon your academic performance at the point of assessment, you may be able to submit a claim for extenuating circumstances. It is recommended that you seek advice from the Students' Union Advice Centre suadvice@glyndwr.ac.uk

Extenuating circumstances are situation or events that are:

Exceptional - different to what you deal with in your usual day-to-day life.

Unforeseen - you could not know that it was going to happen or to have planned for it.

Outside of your control - there was nothing that you could do to stop it happening.

Short-term - you do not expect what is happening to last very long.

We also expect them to have a substantial impact on your ability to prepare for or take an assessment. This means that the circumstances must have a bigger impact than everyday things like a poor night's sleep, a minor illness (such as a cough or cold), or a minor injury or if you are anxious about the assessment.

All students who are studying for a qualification awarded by Wrexham University can apply for extenuating circumstances. This comprises undergraduate and postgraduate students who are registered on taught programmes or taught elements of research programmes.

Before submitting an EC, you need to consider the below:

1. Have you spoken to the programme team about a short extension? The programme team can give a short extension of up to two weeks. You will need to submit an extension to deadline form for this to be considered and agreed with them.
2. Is this a pre-existing condition or disability? If you present with a long-term condition or disability as defined by the Equality Act (2010), you may decide to work with your Programme Leader to develop a Learning Plan. You should discuss reasonable adjustments with your programme team and submit a learning plan to the EC Panel.
3. Are the credits I am applying for equal to or more than 80 credits? The Academic Regulations state that further attempts at assessments will only be granted at the next available opportunity if the taught modules with fail marks and/or approved deferred modules do not exceed 80 credits. This means that if your EC claim(s) exceeds 80 credits in total, it is likely that you will be a repeat year status at the assessment boards.
4. Is this situation going to be long-term? Where a long-term absence is required, you should submit a suspension of studies form.

Once all the above options have been considered, you need to ensure the below is met before starting the application:

The number of credits I am applying for do not exceed 80 credits.

The EC claim is within **15 days** either side of the assessment period.

If these are not met, you will need to seek advice from the student union before submitting an EC claim. Contact suadvice@glyndwr.ac.uk

Note: If your marks have been presented to an Assessment Board, then you will not be able to submit a claim for ECs. However, if there is good reason why you did not submit your extenuating circumstances claim prior to the Assessment Board, you may be able to submit a form for an Academic Appeal: Request for a Review of an Assessment Board Decision.

If you wish to submit an EC claim then you must complete the online claim process via e:Vision and you must provide appropriate evidence. On occasion, the requirement for providing evidence may be suspended, but this will be clearly noted in e:Vision.

A guide on how to submit your claim on e:Vision can be found at Student Support, Student Administration, Policies and Procedures.

Evidence provided **must** include original copies of documents, or copies which can be proved to be authentic and you must be able to produce the original documentary evidence if required to do so by the University.

It is also important that your evidence is about **you** and relates to the impact upon **you**. Evidence relating to third parties, such as spouses, children, or parents, may not be considered by the panel without the individual's explicit **permission** due to data protection 2008 and GDPR 2018 and this evidence should only be provided to support the evidence you submit that relates to **you**.

Please note that the panel will not contact health practitioners or third parties directly to discuss your case. The extenuating circumstances policy shows examples of what will normally be considered as an extenuating circumstance and what isn't considered one.

If your claim is upheld then you will be awarded a deferral. If you have already submitted a piece of work and received a provisional mark from your tutor, this mark will be reverted to 0 and you will normally be given the opportunity to resubmit the work at the next available opportunity without losing an attempt. If you missed a submission deadline, you will be given a mark of 0 and you will normally be given the opportunity to submit the work at the next available opportunity without losing an attempt.

Fees and Funding

As a student, it is important that you understand the University's Fees and Funding structures. You can find further information on the [Fees and Funding page](#) on the University website where you will find the Student Tuition Fee Regulations. You can also access further information on the Student Funding & Money Advice pages on the Student Support site.

The Debt Collection and Recovery Policy will be followed for the collection and recovery of student debt and various sanctions may be applied depending on the outstanding fees involved. Payment of any outstanding debt is required before your award may be conferred, certificate issued or attendance at a graduation ceremony confirmed.

If you are eligible for the NHS bursary, you should read the [Bursary Regulations](#) which provides all the information you need regarding eligibility, notification of your bursary and what happens if you suspend your studies, transfer to another programme or institution or withdraw.

Feedback on Assessed Work

As a general principle, unconfirmed results and feedback on assessed work should be given to students as soon as possible and normally within a maximum of three working weeks from the date of submission. These arrangements should apply to feedback on all assessment submissions throughout the year, including work submitted at year end. You should refer to your programme handbook for the formative assessment and feedback strategy for your programme.

Graduation

At the successful completion of your course, you will be eligible to graduate from the University. The University will communicate graduation dates to you with plenty of notice. Please be aware that if you owe the University money relating to tuition fees, you will not be able to graduate or receive your certificate.

Harassment and Bullying

The University aims to provide a safe and supportive environment for students, and expects students to treat others with dignity and respect. The Student Charter also reminds students to:

“Be mindful and respect how your behaviour can have an impact on others and treat others equally and respectfully, taking equality and diversity seriously, and creating an inclusive campus community.”

Unfortunately, students occasionally feel that they are being subjected to harassment or bullying, by another student(s) or by a member of staff. The University has an ‘Anti-Harassment and Anti-Bullying Policy and Procedure: Students’ which explains what is understood by harassment and bullying, and the actions you should take if you feel you are in this situation. The University takes all allegations seriously and addresses them promptly, and in confidence where possible. Further information is available on the Student Portal.

The Anti-Harassment and Anti-Bullying Policy and Procedure applies equally to online interactions, as well as in-person. Students are reminded that they are expected to abide by the terms of Students are expected to abide by the terms of conditions of Use of Glyndŵr University’s Network and I.T. Facilities which states that:

“You should not send any messages which: harass, threaten or intentionally embarrass any intended recipient; contain offensive or profane language; or contain hateful, racially or ethnically objectionable content.”

Health & Safety

Under the Health & Safety at Work Act (1974) and other legislation, the University has a duty to manage health and safety to ensure the health, safety and welfare of all staff, students, visitors and contractors while at the university.

In your area of study, academic staff are responsible for ensuring suitable risk assessments have been undertaken and are communicated to you. You must follow any verbal or written instructions you are given to protect your health and safety (e.g. wearing safety goggles or other protective clothing, using tools and equipment as instructed, using local extraction systems).

You have a responsibility to take care of your own health and safety, as well as that of other people who may be affected by your behaviour. You should:

- Co-operate with staff and follow any instructions given

- Not interfere or misuse, either intentionally or recklessly, any item provided for health and safety purposes
- Report to a member of staff anything that may you suspect is potentially hazardous as soon as possible.

At the University we have lots of equipment to support you in your studies. All equipment requires regular inspection and maintenance to make sure it stays safe – please DO NOT bring your own equipment or chemicals to site. This will help is to make sure we have confirmed that the equipment is safe for use.

Make sure you are familiar with the fire and emergency procedures in the locations where you study and live. There are plans which identify the nearest assembly point and escape route posted throughout the university.

If you discover a fire, make sure you activate the fire alarm by using the “break glass” alarm point which is located on fire exit points. When you hear the fire alarm, make sure you evacuate the building immediately to the nearest assembly point. Do not use the fire extinguishers to try to tackle the fire – they are in place to assist your evacuation if exits become compromised by fire. Do not try to tackle a fire – this should be left to the Fire Service. The deliberate discharge of fire extinguishers, other than in an emergency, may result in a fine and could lead to disciplinary action being taken against you.

Follow any rules in place to prevent the start and spread of fires. For example, don't wedge fire doors open as this could compromise your safe escape, don't let accumulations of rubbish build up, store flammable materials safely, keep fire escape routes clear.

If you may need additional assistance to evacuate the building because of a disability or impairment, please inform your personal tutor as soon as possible so that a personal emergency evacuation plan can be developed with you.

If you have an accident while on University premises, trained first aiders are available on all campuses to assist you. In an emergency a first aider may be contacted by calling **Campus Reception** on **01978 293494** or **Emergency Number 01978 293333** (Wrexham Campuses only).

All accidents must be reported so that we can investigate the reason it happened and, if required, implement any improvements to help to prevent a similar incident happening again. You are encouraged to report any near miss incidents (i.e. incidents which could have caused an accident but luckily did not) so that we can make sure any improvements required are put in place before a more serious incident happens. The completed accident and near miss forms must be sent to the Safety, Health and Environment (SHE) at healthandsafety@glyndwr.ac.uk. These forms are available online at Student Support, Student Administration, Policies and Procedures.

ID Card

If you are enrolled on a programme of study based at a University campus, or on an online programme, your Wrexham University ID card, which is normally issued at the point you enrol, is an essential ‘tool’ during your studies. You will need the card to record your

attendance at timetabled teaching events. It permits access to buildings and is your library membership card. Therefore, you should have your card with you at all times while you are on campus. Please take care of it, there is a replacement charge for lost or damaged cards.

Insurance

Wrexham University ensures that registered students are adequately covered for insurance purposes. Insurance cover is provided for the following:

- Wrexham University buildings
- Compensation for injury where Wrexham University is deemed to be liable
- Personal accidents and travel insurance for visits relating to Wrexham University business
- Motor vehicle insurance (Wrexham University owned)

If you are involved in an incident that might have an insurance implication, please inform your Programme Leader who will complete the necessary paperwork. Please refer to the section on Health and Safety, where separate requirements for personal accidents are detailed. Please also note that personal property and vehicles brought onto Wrexham University campuses and properties are left at your own risk. This includes the property of students in Wrexham University residences.

It is strongly recommended that you take out insurance to cover your property. This is particularly relevant to students living in Wrexham University accommodation. The Students' Union can provide helpful advice on insuring your belongings. You can find more information on the [Students' Union website](#).

Intellectual Property Rights

During the course of your studies, you may generate some new ideas and this is known as Intellectual Property (IP). IP is a term to describe the outputs of creative endeavour in literary, artistic, industrial, scientific and engineering fields that can be broadly protected under legislation.

As the creator of Intellectual Property, you and the University have rights to this. Intellectual Property Rights give legal recognition to the ownership of IP. Further information is available in the IP Policy on the Student Portal, Student Support, Student Administration, Policies and Procedures

IT Services

Students are expected to abide by the terms of conditions of Use of Wrexham University's Network and I.T. Facilities which are available on the IT Services pages, on the Student Portal.

Email

The University will provide you with an email account which will be properly protected and maintained, and this is the email the University will send correspondence to. You should

check this email account at least twice per week. If you prefer not to use this account, then you should set up a forward to an account that you check more regularly to ensure that you do not miss important messages from your tutors or the University.

Virtual Learning Environment (VLE) and MyUni portal

The Virtual Learning Environment (VLE) at Glyndŵr is used by all programmes to schedule and deliver your learning journey and share important information about your course and course content. You are also usually asked to submit assessed work via the VLE.

The MyUni portal is your one-stop shop for links to digital tools and resources you will need for your studies, including the VLE, Resource Finder, Microsoft 365 and your student email.

Additional student guidance on the use of the VLE and other digital tools can be found on at Student Support, Learning Skills.

Late or non-submission of assignments

Unless you have an agreed extension to deadline, the maximum mark for work submitted up to five working days late will be 40%. If your work is submitted more than five working days late, the work will be awarded zero and you will be deemed to have failed the assessment. Remember: more students fail through non-submission than through unsatisfactory work.

Library Facilities

Details of library facilities are available at Student Support, Library Services. A link to the library catalogue (Resource Finder) can also be found here. Resource Finder provides access to electronic resources (databases, electronic journals and electronic books) and makes them available to authorised users (current Wrexham Glyndŵr University students and staff). The library signs a licence with the publisher of each electronic resource. Access to electronic resources is provided under explicit terms as laid out in the licence and in accordance with copyright law.

Licence terms vary from publisher to publisher but generally permitted use is as follows:

- Use for the purposes of non-commercial research, teaching or private study
- You may print or download a single copy of an article or book chapter for personal use
- You may share a link to an article or book chapter with Wrexham Glyndŵr University students and staff

You can pre-book a study space or a PC via the Study Space Booker on the MyUni Portal.

Acceptable Conduct in the Library:

We aim to provide a Library conducive to study, whilst at the same time trying to offer a range of different environments for individual and group study. For those students studying at our Wrexham campus, we ask all users to be aware of the following regulations:

Noise – we understand that talking quietly may be necessary in the Library. However, if the conversation is disrupting other users we may ask you to leave.

Mobile Phones – you must turn your mobile phones to silent whilst in the Library. The noise of mobile phones ringing and loud conversations are a source of considerable disruption for our users. However, the sending and receiving of text messages is acceptable as long as call signals and dialling are set to silent.

Food and Drink – drinks and light snacks are allowed in the Library, however if these activities disrupt the ability of others to study you may be asked to eat elsewhere.

These regulations are for the benefit of all Library users and help us provide as pleasant an environment as possible.

Further information, including opening hours, borrowing and renewing books and guidance on how to find books is available at Student Support, Library Services.

Learning Skills

The Learning Skills team provide 1-2-1 support, workshops and lectures on the skills you will need to complete your programme of study.

We are here to support you throughout your time at Wrexham Glyndŵr University and cover three main areas of academic study:

Academic Skills provide support and advice on academic writing, referencing, critical thinking and time management.

Digital Learning can help you with using tools such as Microsoft 365 to create your assignments, platforms like Microsoft Teams to join online sessions and meetings, and the VLE to access course content and uploading assignments.

Learning Resources (Academic Support Librarians) offer guidance on Resource Finder and using the Internet effectively to find appropriate materials for your assignment.

Further information about the support available can be accessed from Student Support, Learning Skills.

If you are a student studying at one of our partner institutions many of these services will be available to you at a local level however you may also access the relevant information via the MyUni Student Support link.

Misconduct

Students are expected to observe University rules and regulations, to respect persons and property and to show courtesy and consideration at all times and the University has a policy relating to student conduct, and a related student disciplinary procedure, which is available at Student Support, Student Administration, Policies and Procedures.

If it is alleged that misconduct has taken place, then you will be dealt with under the appropriate University's procedure for students (see below).

Students who are also members of staff of the University are subject to staff disciplinary procedures. There are also separate regulations governing use of Students' Union facilities. Copies of the Students' Union regulations and procedures are available from the Students' Union.

If an allegation of academic misconduct is brought against you then you must read the procedures which the University will follow, so that you can be clear about your rights and responsibilities. The procedure includes a 'hearing'. If you find yourself in the situation where you are accused of academic misconduct, you are advised to attend the hearing to give your version of events, or to present the circumstances which led you to breach the standard of academic conduct which is required. You can obtain the procedure for Academic Integrity via the Student Portal.

Student Disciplinary Procedure

Where it is alleged that a student has been guilty of misconduct, then the allegation will be considered under the Student Disciplinary Procedure.

This is available at Student Support, Student Administration, Policies and Procedures.

Professional Misconduct and Suitability for Practice

Students who are preparing for an award that confers eligibility to practice, for example in the professions of nursing, social work or teaching, are required to demonstrate standards of behaviour which are expected of that profession. These programmes include periods of practice within them. Where there is a breach of professional conduct that implies that the student may not be an appropriate person to practice that profession, then allegations are considered through specific procedures, called 'Suitability for Practice'. This procedure is available from the Student Portal.

Fitness to Study

In accordance with the University's widening participation agenda, the University is committed to supporting students with physical or mental health conditions, in order to enable them to achieve their intellectual potential through progression in their course of study. The Fitness to Study policy is intended to provide a positive and supportive response to health issues presented by students. However, the University also expects an acceptable standard of behaviour from its students and the existence of health issues does not negate that responsibility on behalf of students. The University has a duty of care to all members of the University community (students and staff) and where an individual student's behaviour threatens the welfare of any member of that community, the University will take action in accordance with this procedure to mitigate that threat. It is intended that this procedure will provide a positive mechanism for dealing with inappropriate student behaviour resulting from ill health or disability and offer an alternative to the pursuance of the Disciplinary Procedure for Students. This policy is available from Student Support, Student Administration, Policies and Procedures.

Sexual Misconduct and Violence

The University has a Sexual Misconduct and Violence policy for staff and students to ensure that all students and staff are treated and treat others with dignity and respect, free from sexual misconduct and violence. The University aims to provide a safe and supportive environment for students to study and interact with other students, staff and visitors, and where staff can work free from any sexual misconduct and violence.

The full policy and procedure is available from Student Support, Student Administration.

Module Registration

By registering for modules you are formally committing yourself to full engagement with teaching and learning and completing all, coursework and/or examination requirements for the modules you select. **If you are not formally registered on modules you may not be credited for the work that you do on your modules.** The information that you provide on the enrolment form will be used to allow you access to the MyUni VLE page for each module you are registered for, it will link to your personal timetable and also be used to process your results at the end of each semester and/or the end of the academic year. **You must ensure therefore that the University's student records system holds accurate and up-to-date information about the modules you are taking each semester.**

In some cases, your programme will offer optional modules and you will need to consider, with your Programme Leader, which are the most suitable for you to study.

If you want to make changes to your module selection you will need to complete a "Change of Module" form, available from Student Support, Student Administration, Forms. Your Programme Leader will need to sign and approve the request before any changes can be formally processed. The deadline for changes to your module selection is normally the end of the second full week of teaching in the relevant semester. **No changes can normally be made after these dates.** Any exceptional request to change module registrations less than 6 weeks before a final module assessment must be approved by the Director of Strategic Planning & Student Administration, or their nominee.

Notification of Results

During the year, you will be given provisional marks by your tutors as part of your feedback on assessments. This is to help you with your learning, give an indication of how well you are achieving and what you need to do to improve in the future. However, all provisional marks are then subject to confirmation at a University Assessment Board. Following the Assessment Boards, you will receive electronic notification of results.

Online learning – tools, guidance and behaviour

Whatever programme you are enrolled on at the University, you will use multiple digital technologies throughout your studies, including a Virtual Learning Environment (VLE) (see above) and Microsoft Office (which is free for all enrolled students). For guidance and support on using digital tools, please visit the Digital Learning and Skills pages on the Student Support site.

Some courses may include an element of online learning, whilst some will be completely online. You may wish to consult our guidance around learning online, which gives tips on being an effective online learner, communicating online and engaging in live online sessions.

Behaving safely and respectfully online

It is important to remember that the expectations and etiquette for engaging in the online environment are the same as the expectations and etiquette for engaging with the University community in its physical spaces. You should treat your fellow students and all staff members with dignity and respect, and be supportive, professional and inclusive. Follow our guidelines on proper online behaviour (or 'netiquette') available from Student Support>Learning Skills>Digital Learning and Skills >Online Learning.

Students are reminded that they are expected to abide by the terms of conditions of use of Glyndŵr University's network and IT Facilities, which states that:

"You should not send any messages which: harass, threaten or intentionally embarrass any intended recipient; contain offensive or profane language; or contain hateful, racially or ethnically objectionable content."

However, treating others with respect should also apply when using any digital tool, not just University systems, for example social media (please see section below). The [Anti-Harassment and Anti-Bullying](#) Policy and Procedure applies equally to the online environment.

Penalty for Excess Word Count

A penalty for excess word count will be applied to all modules that include numerical marking; the word count should not include appendices, bibliographies or references. When submitting an assignment please indicate the number of words, excluding the items identified above. The penalty for exceeding the word count is 5 marks per 1000 words excess, with a 10% leeway above the specified word count before the penalty is applied.

Student Pregnancy, Maternity, Adoption and Secondary Carer (Paternity)

Wrexham University is aware of its responsibilities to all students and will support students who become pregnant or a parent during their period of study. The University believes that becoming pregnant or a parent should not in itself be a barrier to any student starting, succeeding, or completing their studies. The University is committed to showing as much flexibility as possible to facilitate a student's access, making sure that no student is disadvantaged, whilst maintaining high academic standards.

The University will not discriminate against students during the admissions process or any part of the educational experience, or in the offer or delivery of other services provided by the University. Students will not be discriminated against or treated unfavourably because of: their pregnancy, the termination of a pregnancy, maternity, or adoption leave, breastfeeding or because they are a partner of a person who is pregnant, has given birth or the partner of someone who has adopted a child.

The health and safety of a pregnant student is of paramount importance at all times and staff will deal with all students covered in this policy in a sensitive, non-judgemental and confidential manner.

Members of staff who need to be informed for valid reason, will be informed of the student's circumstances, and this will be done with the student's prior consent.

You can refer to the full policy, procedure and guidelines on the Student Portal.

Quality Assurance and Student Involvement

Student Representatives

Student Representatives are a vital resource in student feedback. At the beginning of each year we encourage students to self-select, or to nominate from within their group, a Student Representative who will be the spokesperson for the group. That person can be the focal point for communication between the group and members of staff. The University Students' Union provide training for all Student Representatives as well as a handbook, which has been developed by the Students' Union and by Officers of the University and sets out the role of the Student Representative. You are encouraged to consider becoming a Student Representative. You can find more at Student Support, Student Representatives.

Student Voice

Details of how we listen and respond to the Student Voice will be made available to you throughout your study with us. All students will have opportunity to have their voice heard. As students, you are our partners and your ideas and opinions are extremely important to us.

Student Feedback at Module Level

The University requires that programme teams make arrangements for you to comment on the modules you are taking, normally via the Student Evaluation of Module (SEM) online survey. It is important that you take this opportunity to comment on modules you are taking.

You can find out more in the guide to Student Engagement in Quality Assurance and Enhancement available from Student Support, Student Administration, Student Guide and Student Charter.

National Student Surveys

On a wider level, there are a number of independent nationwide student surveys which you may be invited to complete to give your feedback on your time at Wrexham University, the results of which the University uses to improve the student experience. For example, if you are in the final year of an undergraduate programme, you may be eligible to take part in the National Student Survey (NSS). The NSS gives students the opportunity to share their views on what has been good about their University experience and what could have been better so that the University and the Students' Union can continue to review programmes and make improvements to the student experience. The survey is normally open January – May

each year and is administered by Ipsos MORI, an independent market research agency. Participants and their response remain anonymous at all times.

Recognition of Prior Learning

If you think that you may be eligible for exemption from studying some modules on your programme because you have prior experience or have already undertaken equivalent study, you need to submit a fully completed claim for the recognition of prior (experiential) learning (RP(E)L) with supporting evidence, within **one month** of enrolling on your programme. Claim forms and additional guidance can be downloaded from Student Support, Student Administration, Forms.

Please contact your programme leader for help in submitting an RP(E)L claim. Please be advised that an RP(E)L claim cannot be considered once your module marks have been presented to an Assessment Board.

Recording of Educational Sessions and Activities

The University has a comprehensive policy detailing what is and is not acceptable with regards recording of sessions and activities. This policy is to ensure there is a consistent, responsible approach to all learning capture sessions and activities by Glyndŵr staff members, taking into account the pedagogical, legal, accessibility, intellectual property and data protection aspects. It aims to provide clarity on the rights and expectations of the University, its staff and students and third parties. Staff members should make it clear to students that live-streaming or recording is taking place at the start of any recording.

Please be aware that, if you wish to make an audio or video recording of a learning and teaching session, you may need permission to do this. Permission will not be unreasonably withheld.

Your tutor may also record your learning and teaching sessions and share the recordings with your class or group for students to watch/listen again to later. If your class is being recorded, you should be made aware of this in advance. If you prefer to not have your image or voice recorded, please make your tutor aware of this, as it should be possible to edit this out.

For full details of the University policy on the recording of lectures, and the procedure for seeking permission to record them yourself, please see Student Support, Student Administration, Policies and Procedures.

Social Media

Make sure that your experience of social networking doesn't turn into an unpleasant one.

DO protect your personal information.

Many people can see what you post on a site, and you can attract unwanted attention – don't post your address or telephone number.

The information you post can be used in identity fraud – don't post personal information such as date of birth or anything that would be used in a bank's security questions.

The default setting for your profile makes it visible to all your networks – this could be hundreds or thousands of people.

Do not post anything embarrassing – remember it could be seen by your family, University staff or future employers.

Remember that any information you post about friends and family could cause them embarrassment or problems.

Once information is posted on-line, it is almost impossible to remove it because of archiving and file sharing.

Do not post anything defamatory or derogatory or that can cause offence or embarrassment to others. This could result in the University taking disciplinary action against you. In some circumstances it could result in legal action, for example under the Defamation Act 1996.

Please also refer to the information in the [Harassment and Bullying](#) section above.

Sources of information, support and guidance

Student and Campus Life

To access support for:

Counselling and Mental Health

Funding and Money Advice

Chaplaincy

Wellbeing

Inclusion

Careers and Employability

You can access this support by contacting Student and Campus Life on ask@glyndwr.ac.uk. Alternatively head to Target Connect via our intranet pages to log on for support. Or come to ASK in the Edward Llwyd Building, where the Student Support team can support you to gain access to Student and Campus Life and other services in the university.

Careers and Employability

As a University support service, we provide careers education, information and guidance for all potential students, current students and graduates. We do this by supporting learning journeys through University and into employment or further study and by making real the university [Employability Strategy](#).

Working closely with employers we promote their job vacancies, volunteering opportunities and work related learning activities. Further information is available at Student Support, Careers and Employability and by logging into WGUconnect the University online [careers support gateway](#).

Student Funding & Money Advice

As you embark on your studies and throughout your time as a student, managing your finances and your welfare is important. The Funding & Money Advice team offers a wide range of services for students. They are committed to providing a professional, confidential and quality support service in a friendly, informal environment throughout your study. For more information, please see Student Support, Student Funding & Money Advice.

Counselling Service and mental health

Wrexham University Counselling and Mental Health Service offers a confidential, professional and accessible service for students in a safe and supportive environment. This includes one-to-one counselling, self-help information, self-help programmes. The counsellors and mental health team also have access to a comprehensive network of external services which can support individual needs. More detailed information is available at Student Support, Counselling.

Health Care

All students studying away from home are advised to register with a local GP. Once registered, UK students can be treated as temporary residents if they fall ill while visiting their hometown. A list of local GPs is provided to new students as part of the induction process. The Safety, Health and Environment Department and the Students' Union run regular health promotion events throughout the year. These events aim to provide plenty of advice on healthy living, especially for those students living away from home for the first time. It also provides links to other health support groups.

Chaplaincy

The Chaplaincy is here to support students spiritually (all faiths and none) and to help you explore life's big questions. They are also there to listen if you need someone to talk too. The Chaplaincy Office is based on the second floor of the Edward Llwyd Building, as is the Quiet Space, a room where you can pray, meditate or reflect, and the chaplaincy regularly holds worship meetings. You can find out more about what the Chaplaincy can offer, including groups and events, at Student Support, Chaplaincy.

Inclusion Services

The Inclusion Services team is dedicated to supporting students with a disability or long-term health conditions. Whether you already know that there may be individual needs arising in relation to a disability, medical condition, or specific learning difference, such as dyslexia, or you become aware of needing support during your studies – Inclusion Services are there to help. There are a range of services to help you right from the point you choose to disclose a disability or learning difference. Further information about the support available can be accessed from Student Support, Inclusion Services.

Students Union Advice Centre

The [Students' Union Advice Centre](#) offers independent and impartial advice on the University regulations, policies and procedures. The SU Advisors support students to consider their options, complete the necessary forms and attend meetings and hearings with the University. Students can contact the Advice Centre on suadvice@glyndwr.ac.uk

Student Charter

Wrexham University is committed to providing the highest quality service to all of our students and the Student Charter informs you what you can expect from the University and what we can expect from you. We believe that to achieve our vision, we need to create a community of learning, characterised by mutual respect and that our students have a key role to play in developing high quality educational opportunities that are open to all.

The Student Charter is not a legally binding document; it is a statement of intent that describes the key features of the Learning Community that Wrexham Glyndŵr University wishes to establish.

A copy of the Student Charter can be found on the Student Portal and the Students' Union website.

Student Prizes

A number of student prizes are awarded each year. Prizes reflect exceptional work from foundation degree to PhD level across the full range of the University's academic portfolio. Some prizes carry a monetary value, and all reflect Wrexham University's commitment to recognising hard work and high levels of achievement among our students. If you have any queries regarding eligibility for prizes, please check with your Programme Leader.

Student Record

Each student at Wrexham University has their own Student Number. This information is centrally held by the Directorate of Strategic Planning and Student Administration and made available, as appropriate to Programme Leaders.

You can see parts of your student record online via the Student Record link on via the MyUni portal. If this record is not accurate, this portal allows you to update your personal details.

It is your responsibility to ensure that the information there is up-to-date and accurate. You can change your address online using the 'Check your student record' facility. If you change your name or transfer programmes, it is important that you inform the University in writing or by going through the Forms section on the Student Administration pages, via the Student Portal.

Submission of Coursework Assignments

Electronic submission via the MyUni VLE is the required form of submission for student coursework, unless specific permission has been approved for an alternative method of submission for certain modules or elements e.g. for presentations. Further information can be found via the Student Portal.

Suitability for Practice

See section headed [Misconduct](#) in this guide.

Suspension of studies

During the course of your studies, you may experience circumstances that make it difficult for you to continue on your programme. If you are considering suspending your studies, you should speak to your Programme Leader who will be able to advise you on how to progress and if you have sufficient grounds. Please be aware that suspensions of study must be formally agreed by the University; you will have to request a suspension and have it approved by your Programme Leader (and the Immigration Compliance Team if you are an international sponsored student).

Grounds for suspension

These are the grounds on which a student can suspend their studies:

- Health
- Financial
- Exceptional personal circumstances
- Pregnancy or parental leave

Further information on the Policy on Suspension of Studies for Students is available on the Student Portal.

The Suspension of Studies form is available from the Forms section on the Student Administration pages, via the Student Portal.

Timetables

Students are advised to use the University's academic timetable, and their individual student timetables as their definitive source of timetabling information. The timetable, and further guidance is accessible via the link to Timetables on the MyUni portal.

Turnitin

As a student, it is important that you learn to reference your work correctly; otherwise you may be accused of plagiarism (also see section above on Plagiarism and Academic Integrity). As a student of Wrexham University, you are able to use software called Turnitin as a developmental tool to help learn about plagiarism.

Turnitin is a piece of software which allows you to upload your piece of work and it shows similarities between your work and others in its database. Further information relating to Turnitin, how it works and how it is used within the University will be provided to you by your programme team. Your programme team may require you to submit your assignments through Turnitin so that they have an electronic copy for marking and so they can view a similarity report if they have concerns about your work when they mark it. Further information regarding Turnitin, including how to interpret your similarity reports, is available via the Learning Skills page on the Student Support site, via the MyUni portal.

Welsh Speaking Students

While the majority of our students are English speaking, Welsh is spoken by many of our students and staff. Welsh medium provision is an important part of the University's Strategy for Supporting Student Learning and Achievement

Regardless of the language of teaching on a module, all students have the right to submit all written work and examinations in Welsh. If you prefer to be assessed in Welsh, you should approach your Programme Leader who can discuss this with you.

Withdrawal Policy

The University's policy on withdrawal is incorporated within the Student Academic Engagement Policy which is available from Student Support, Student Administration, Policies and Procedures.

This contains all the information you need if you are considering leaving the University.

If you are considering leaving, you are strongly encouraged to seek advice from your Programme Leader regarding academic issues and from your Personal Tutor or the [Student Support Team](#) regarding any personal or financial problems. This helps you to explore all options, including suspension of studies, a transfer to another programme or change of mode of study. Once you have made your decision to leave, then you and a relevant member of staff must complete a Withdrawal Form. You may also be asked to attend an exit interview with your Personal Tutor or Programme Leader in order to understand the reasons why you wish to leave. This will allow the University to understand why students are withdrawing and so will inform future practice. This form is available from Student Support, Student Administration, Forms.

It is important that you follow this procedure if you wish to leave; as if you do not, then it may result in you having to continue to pay fees. The precise date that you notify the University of your intention to withdraw may affect how much of the fee you have to pay and you should also read the section on Fees and Funding if you are considering withdrawing from your programme. You should also consider how withdrawal will affect your student loan or bursary if you have one. The Student Funding and Money Advice Team will be able to help you if you need further guidance.

If you are not engaging with your course by missing lectures, seminars or workshops, then the University has the right to withdraw you for non-engagement. If you are not engaging you will be contacted asking why you are not engaging and you will be asked to attend a meeting with the Programme Leader so that you can discuss any issues or problems you are encountering as well as the support that is available to you. If you do not respond, then further attempts will be made to contact you again. However, if you are still unresponsive then the University will assume you have withdrawn from your course.