Cardiff Metropolitan University Support Mechanisms

**Sources of Advice and Support**

1. **Student Services Support**

The health and wellbeing of our students is top priority and the University acknowledges that some students may need support with any period of disruption to student life. The Student Services team are available to offer wellbeing advice and support as well as offering a Chaplaincy service. Please see further information available from [Student Services.](https://outlookuwicac.sharepoint.com/sites/students/SitePages/Support/Home.aspx)

1. **Students’ Union**

The Students’ Union offers a free, independent and impartial [advice and support service](https://www.cardiffmetsu.co.uk/support/) relating to a number of aspects of life at uni, including University processes and procedures. The SU aim to ensure that students are signposted to the best place to seek additional support and are fully informed of their options.

1. **Tutors**

If you need advice you can always contact your personal tutor, or for academic guidance you could also contact your Year Tutor or Programme Director who should be able to meet with you to discuss any issues and point you in the direction of further support, if necessary.

**Provisions within the Academic Regulations Which Can Potentially Help Students Whose Studies May Have Been Disrupted**

1. **Mitigating Circumstances**

Students not able to complete a scheduled assessment

The [Mitigating Circumstances Procedure](https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_05_01E.docx) is available to all students who experience a significant and unexpected change to their circumstances which affects their ability to complete an assessment as scheduled.

Students who claim successfully may receive an extension to a deadline or, if an assessment has been missed, they will not lose an attempt number (if it was for a first attempt, this means the reassessment will not be capped). Claims require supporting evidence (details within the MC procedure) and are submitted online. Students should contact their school admin office for assistance if necessary.

Students requiring an extension

Up to twice per academic year, all students are eligible to apply for a five-working day **Self-Certified Extension** to their assessment deadline. This may be for any reason, and without the need to provide evidence (conditions apply). Students who have already used their two self-certified extensions can submit a claim for MC (see above), if appropriate. Further details can be found within the Mitigating Circumstances procedure in the [Academic Handbook](https://www.cardiffmet.ac.uk/registry/academichandbook/Pages/Ah1_05.aspx).

1. **Borderlines**

In certain cases, Exam Boards can award one classification higher than that determined by the normal method of calculation for students on a borderline between two classifications. These regulations apply to all levels of undergraduate and postgraduate taught awards.

The circumstances in which this may be applied are:

1. Overall mark within 1% of the higher classification

Where the student’s final overall mark is within 1.0% of the higher classification (for example, a final overall mark between 69.0% – 69.9% would become a First).

1. Overall mark within 2% of the higher classification

Where the student’s final overall mark is within 2.0% of the higher classification (for example, a final overall mark between 58.0% – 58.9% may become a 2:1) **and** at least one of the following additional criteria are met:

1. **At Least Half of Credits in the Higher Band**

If at least 50% of the student’s credits in the final year/year of award have marks in the higher classification band, they would normally receive the higher class of award.

1. **Exit Velocity**

The Exam Board compares the average marks for the two highest levels of study on the programme. If the student’s marks have improved as they progressed, ending up in the higher classification band, the board will normally award the higher class of award.

1. **Performance in the major final stage project or dissertation**

If the major project or dissertation module achieves a mark within the higher classification band, the Board will normally award the higher class of award.

Not all the above criteria apply to all awards. See table below for which will be relevant.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Potential Upgrade Criterion | | **At Least Half of Credits in the Higher Band** | **Exit Velocity** | **Major Project or Dissertation** |
| Foundation Certificate | 3 | ✓  Only Distinction for 70+ |  |  |
| Cert HE | 4 | ✓  Only Distinction for 70+ |  |  |
| HNC | 4 | ✓ |  |  |
| Dip HE | 5 | ✓  Only Distinction for 70+ | L4 & L5 |  |
| HND | 5 | ✓ | L4 & L5 |  |
| Foundation Degree | 5 | ✓ | L4 & L5 |  |
| Higher Diploma | 5 | ✓ | L4 & L5 |  |
| Graduate Cert/Dip | 6 | ✓ |  |  |
| Honours Degree (BA, BSc) | 6 | ✓ | L5 & L6 | ✓ |
| Integrated Masters | 7 | ✓ |  | ✓ |
| PG Cert/Dip | 7 | ✓ |  |  |
| PGCE (Pass or Fail only) |  |  |  |  |
| Master’s (MA, MSc, MRes) | 7 | ✓ |  | ✓ |

1. **Compensation**

What is compensation?

If a module has been narrowly failed, provided an overall average pass mark (40% or more for undergraduate, 50% or more for postgraduate), is achieved across the student’s profile for that level, an Examination Board may compensate the module(s) up to a specified maximum amount of credit, provided certain criteria are met.

This means although a pass mark has not been achieved for the module(s), for the purposes of progression or award, it is agreed as a ‘compensated pass’.

Maximum amount of credit compensated

The maximum limit for compensation for undergraduate degrees is 40 credits per level.

For postgraduate taught Master’s degrees up to a maximum of 30 credits may be compensated and for Postgraduate Diplomas a maximum of 20 credits may be compensated.

Are there circumstances when compensation not be applied?

* A module cannot be compensated if one or more of the assessments has never been attempted.
* Some modules, particularly on professionally accredited programmes, cannot be compensated due to requirements from professional, statutory or regulatory bodies, or due to health and safety reasons.
* An Exam Board may not compensate a module if it is considered that the student hasn’t met the relevant learning outcomes for the programme.
* For undergraduate honours and postgraduate degrees, compensation is not permitted for any compulsory dissertation modules.

Modules which can never be compensated will be highlighted in a programme handbook.

The details of [compensation](https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_04_01.docx) are set out in paragraph 13 of the [Assessment Regulations](https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_04_01.docx) within the Academic Handbook.

**7. Appeals Procedure (post Examination Board)**

The Appeals Procedure allows students to appeal against a decision of an Examination Board (on specific grounds).

Any appeal must be submitted using the Application for Appeal online form no later than 14 calendar days from the date of notification of results. Results are normally released to the student portal three working days after the [Examination Board](https://www.cardiffmet.ac.uk/registry/exams/Pages/Examination-Boards.aspx). The online appeal form, further information and FAQs relating to Appeals can be found on the [Appeals webpage](https://www.cardiffmet.ac.uk/registry/Pages/appeals.aspx).