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Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd



**A STUDENT'S  
GUIDE**  
TO STUDYING  
ON A CARDIFF MET  
**PROGRAMME AT A  
PARTNER INSTITUTION**



**Cardiff**  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd





# WELCOME TO CARDIFF METROPOLITAN UNIVERSITY

***Congratulations! You are a student at one of Cardiff Metropolitan University's partner institutions and are studying towards one of our awards. This is an exciting time for you!***

The purpose of this guide is to introduce you to Cardiff Met and explain what being registered on a programme at a partner institution of the University means for you.

Cardiff Met is forward-thinking and believes that its students benefit most from an education that creates global citizens. The University is proud to be associated with such high-calibre partners in the UK and internationally.

As a student from one of our partner institutions I hope that you will feel part of the Cardiff Met family and take the opportunity to interact with Cardiff Met staff and students where you study, and to visit us in Cardiff.

Student experience is at the heart of Cardiff Met. Whether at home or abroad, we aim to provide students with a quality educational experience. You will be pleased to know that for the 6th time, Cardiff Met was ranked top in the UK, by the International Student Barometer, for international student support. We are always here to help you during your time studying for your Cardiff Met awards.

This is your University. You should feel as much a part of it as students studying on-campus in Cardiff. Please make use of all the services and facilities we offer you. If you have concerns about anything please ask or seek our advice. Relevant contact details are included in the Student Handbook and on our website: **[www.cardiffmet.ac.uk](http://www.cardiffmet.ac.uk)**.

I hope that the coming years of study will be rewarding and enjoyable, as well as suitably challenging. Make as many memories as you can and experience as much as possible during your studies.

Thank you for choosing to study with Cardiff Met. I wish you all the very best for your coming years of study and I hope to see you at a graduation ceremony in Cardiff in the future!

***Professor Mohamed Loutfi***  
**Cardiff Metropolitan University Pro Vice-Chancellor (International)**



# WELCOME

**Welcome to Cardiff Met and congratulations on becoming a member of the Students' Union. My name is Will Fuller, and I am this year's Students' Union President.**



Cardiff Met is incredibly proud of its diverse student population with a large base in Cardiff, as well as local partners in Wales and overseas partners across the globe.

Although your studies may be undertaken at another institution, you still belong to the Cardiff Metropolitan University family and as a Students' Union we will work to ensure that you feel supported and have an outstanding student experience throughout your time at the University.

The role of the Student's Union is to support and represent all Cardiff Met students, striving to enhance student life by feeding back to academic staff, through extracurricular enrichment opportunities and through providing advice and support. If you feel that we could help you, or are interested in the initiatives we offer why not visit our partner webpage: [www.cardiffmetsu.co.uk/union/#4](http://www.cardiffmetsu.co.uk/union/#4) and click the partners tab. Here you will find all the different ways that we can support you as well as resources such as our online student representative training.

In addition to the support we offer remotely whilst studying at your institution, we also host a Students' Union Partner Conference. Each year we invite one student from each of our partners to travel to Cardiff to visit the University, the city of Cardiff and to undertake an honorary Cardiff Met Award which includes some training and personal development sessions, this year that student could be you! We also commit to visiting students at one of our partners each academic year. Last year I was fortunate enough to visit Gulf College, Oman to meet students and pass on information on how the Students' Union can help them and I look forward to visiting another partner this year.

I hope you thoroughly enjoy your time as a Cardiff Met student and if there is anything the Students' Union can do to help, please get in touch via our email [studentunion@cardiffmet.ac.uk](mailto:studentunion@cardiffmet.ac.uk).

**Will Fuller**  
**Students' Union President**

# ABOUT CARDIFF METROPOLITAN UNIVERSITY

Located in an exciting, modern European capital city, Cardiff Metropolitan University is a global university. We provide education and training opportunities that are accessible, flexible and of the highest quality to students from over 140 countries worldwide.

## Five academic schools:

-  **Cardiff School of Art & Design**
-  **Cardiff School of Education**
-  **Cardiff School of Health Sciences**
-  **Cardiff School of Management**
-  **Cardiff School of Sport**

All our schools specialise in courses that are career orientated and have been designed in conjunction with business and industry. Each school is also heavily involved with research and commercial activities in their fields. Our academic teams are at the forefront of their fields and are supported in developing their knowledge and skills through the university's staff review and development scheme.

The university's approach to learning, teaching and assessment is underpinned by high quality academic standards, working in partnership with students, the development and embedding of technology-enhanced learning and assessment, and research informed teaching. Our objective is to develop creative, resilient and sought-after graduates with aptitudes, skills and experiences that enable them to make an impact in their chosen profession or pathway.

## A global university

Cardiff Metropolitan University is proud to be associated with a number of high-calibre partners in the UK and internationally. The University's close alliance with its UK based and overseas partners offering our programmes in a number of countries including, Greece, Hong Kong, Bulgaria, Lebanon, India, Egypt, Korea, China, Morocco, Oman, Sri Lanka and Singapore means that students from over 120 countries are able to study Cardiff Metropolitan University degrees.





## Key facts/Why study with us?

- ✓ **High Levels of Student Satisfaction.** We have been ranked as the top UK university for International student support\* 6 times in the International Student Barometer (2010 - 2015).  
\*ISB survey based on the overall average measure for overall international student satisfaction
- ✓ **Enhancing the Student Experience.** In November 2014, our commitment to enhancing the student experience was recognised at the Times Higher Education Awards, where Cardiff Met won the 'Most Improved Student Experience Award' - as voted for by students.
- ✓ **Making our Students Employable.** Through work placement programmes, the promotion of student entrepreneurship and our focus on employability has ensured that 95.6% of our graduates secure employment or enter further study within six months of graduation\*\*Destination of Leavers in Higher Education (DLHE) 2015.
- ✓ **A Reputation for Quality in Teaching.** The latest Quality Assurance Agency (QAA) report (2014) affirms that Cardiff Metropolitan University met UK expectations for academic standards and student learning opportunities. The Higher Education Academy has reflected this endorsement, awarding National Teaching Fellowships to two Cardiff Metropolitan University lecturers.
- ✓ **Strong International Links.** Through our strong international links, we educate over 16,000 students from more than 140 countries worldwide.
- ✓ **Internationally Recognised Research.** Results of the latest Research Excellence Framework (REF) (2014) rank Cardiff Met as the top post-1992 University in the UK, with 80% of the University's overall quality profile rated as 'world leading' (4\*) or 'internationally excellent' (3\*). Further information can be found at [www.cardiffmet.ac.uk/ref2014](http://www.cardiffmet.ac.uk/ref2014).

To find out more about the university, please visit [www.cardiffmet.ac.uk/aboutus](http://www.cardiffmet.ac.uk/aboutus)



# CARDIFF METROPOLITAN UNIVERSITY AND COLLABORATIVE PROVISION

Through its degree awarding powers the University is able to award degrees for programmes delivered collaboratively with partner institutions. The University and its partners develop and deliver these programmes through the five Academic Schools of the University with the support of the Partnership Office and the University's various support departments. We currently work with a small number of partner institutions in the UK and overseas, with which we deliver programmes at undergraduate and postgraduate level.

Details of the University's partners can be found on our partnership pages at:  
<http://www.cardiffmet.ac.uk/partnerships/Pages/default.aspx>

## **What is an approved partner institution?**

You are studying at an institution which, following a rigorous process, has been approved by the University as an appropriate organisation to offer higher education programmes leading to a Cardiff Metropolitan University award. Institutions are 're-approved' on a regular basis to ensure that they continue to meet the University's criteria in terms of procedures and resources for teaching, learning and assessment, staffing and staff development, academic organisation and internal quality assurance systems.

## **What is a Cardiff Metropolitan University programme or award?**

You are studying on a programme quality assured by the University, which, if you complete it successfully, will lead to a Cardiff Metropolitan University award. Cardiff Metropolitan University approval means that your programme is equivalent in level and standard to similar awards offered throughout UK higher education. Your award is the same as a Cardiff Metropolitan University award granted to students studying on campus in Cardiff in terms of employment and application for postgraduate study.

## **How does the University ensure programme quality and standards?**

The University assures itself of the standard and quality of its programmes through the following mechanisms:

**The programme approval and review processes** which involve a panel of experts from the University and at least one external member. In order to reach a decision about whether or not to approve a programme, the panel has detailed discussions with the management team, staff team and students, and considers the proposed curriculum, staffing, student



support and resources. Any subsequent changes to the programme must be approved by the University and programmes are reviewed regularly. You may find that during your time at your institution, you may be asked to speak to a panel as part of a review event.

**The University's ongoing quality assurance procedures.** In order to deliver a Cardiff Metropolitan University programme partner institutions must adhere to the University's quality assurance procedures including double marking of assessments, approval of draft assessments, appointment of external examiners by the University, student feedback mechanisms and annual monitoring. Your institution is required to produce an annual report to the University which is one of the ways in which the University can monitor the institution's quality assurance procedures and ensure that any concerns are addressed.

**External examiners appointed to every programme.** These examiners ensure that the standard of the University's awards is maintained and that your assessment has been fair and just. All external examiners produce reports which are considered by both the institution and the University. The University monitors these reports and the institution's response to assure itself that the quality and academic standards of the programme is being maintained.

**Link Tutors and Moderators** are appointed to every programme. These are members of Cardiff Metropolitan University academic staff who take responsibility for the academic management of the relationship with a given collaborative partner for an agreed subject area and related programmes. The Link Tutor or Moderator will work closely with the Partner and University to ensure that the programmes offered are of the highest possible standard and that students have access to a comparable learning experience to their counterparts on-campus. You will have opportunities to meet with Link Tutors and Moderators during your time at your institution, and to give your views to them in confidence.

**Regular visits to the partner and regular communication** ensure that the University works closely with staff at the partner institution to maintain the quality of the student experience and the standards of the programme. Moderators and Link Tutors visit partners twice per year to meet with staff and students and attend Exam Boards and programme committee meetings. Additional visits by members of the University's central support units and senior University staff also take place and ensure a robust relationship is maintained.

# WHAT IS MY RELATIONSHIP WITH CARDIFF METROPOLITAN UNIVERSITY?

You are enrolled as a Cardiff Metropolitan University Student. The University publishes a Student Charter which summarises the commitments that the University and Student Union make to students and also the key expectations of students. The Student Charter is available at:

**<http://www.cardiffmet.ac.uk/study/student services/Pages/Student-Handbook-and-Student-Charter.aspx>**



As a Cardiff Metropolitan University student you are subject to many of the same regulations, rules and procedures and benefits as a student studying on campus in Cardiff. This includes the University's mitigating circumstances procedure, unfair practice procedure, appeals procedure, complaints procedure, student union support and learning resources. Details can be found in the Student Handbook and helpful guides are available through the Students Union, see:

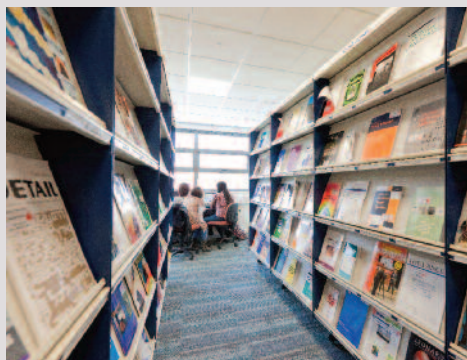
**<http://www.cardiffmet.ac.uk/study/student services/Pages/Student-Handbook-and-Student-Charter.aspx>**

**<http://www.cardiffmetsu.co.uk/umax/advice/academicsupport/>**

Your programme of study will be governed by the University's academic regulations and these can be found in the Academic Handbook:

**<http://www.cardiffmet.ac.uk/registry/academichandbook/Pages/default.aspx>**

Responsibility for areas such as accommodation and fees are delegated to the partner institution and will be outlined in the programme handbook you receive from your institution.



## What Cardiff Metropolitan University services are available to me?

Our approval process requires that institutions have the necessary services you need to help you with your studies. In addition, we have a number of resources available online, which you may find useful:

### Library Services

Cardiff Met's e-library, MetSearch, is available 24 hours a day, all year round, regardless of where in the world you study. Search and access over 48,000+ e-journals, 57,000+ e-books, and 100+ databases.

For direct access to MetSearch, go to:  
[metsearch.cardiffmet.ac.uk](http://metsearch.cardiffmet.ac.uk) (remember to sign in – see top right of web page)

Alternatively, visit STUDY, your one-stop shop for Library and Information Services.  
**[study.cardiffmet.ac.uk](http://study.cardiffmet.ac.uk)**

### Academic Skills

Online guides on a range of areas for enhancing academic success, including academic writing, numeracy, English language, citation and exam skills.  
**[study.cardiffmet.ac.uk/AcSkills/Pages/default.aspx](http://study.cardiffmet.ac.uk/AcSkills/Pages/default.aspx)**

### Online Help

Metflix, our short videos, combine screen captures with clear step-by-step instructions helping you to get to grips with some of our core resources available.  
**[vimeo.com/cardiffmetflix](http://vimeo.com/cardiffmetflix)**

Flash Guides give a brief overview of various topics in different areas of IT, from changing passwords to using Microsoft Excel.

**[study.cardiffmet.ac.uk/Help/5mg/Pages/flashmenu.aspx](http://study.cardiffmet.ac.uk/Help/5mg/Pages/flashmenu.aspx)**

Webchat (9am – 5pm, GMT) and other ways of contacting us are available via STUDY.

## Specialist Contacts

Jamie Finch, International Librarian

**[jfinch@cardiffmet.ac.uk](mailto:jfinch@cardiffmet.ac.uk)**

Chris Evans, IT Liaison Partnerships

**[ITLiaisonPartnership@cardiffmet.ac.uk](mailto:ITLiaisonPartnership@cardiffmet.ac.uk)**

## Dspace

Cardiff Met's archive of past dissertations and scholarly output.

**[repository.cardiffmet.ac.uk](http://repository.cardiffmet.ac.uk)**

## Social Media

 **[@CardiffMetLearn](https://twitter.com/CardiffMetLearn)**

 **[facebook.com/cardiffmetlearninternational](https://facebook.com/cardiffmetlearninternational)**

## Student Services

The University's student services team are able to offer a range of advice on career development, disability support, finance and welfare issues.

Contact details are available on the student services web pages:

**[cardiffmet.ac.uk/study/student-services/Pages/default.aspx](http://cardiffmet.ac.uk/study/student-services/Pages/default.aspx)**

## Students' Union

As a student at Cardiff Metropolitan University you are also part of Cardiff Metropolitan University Students Union. Information on the services and support that the Student's Union can provide can be found here: **[cardiffmetsu.co.uk](http://cardiffmetsu.co.uk)**

# FREQUENTLY ASKED QUESTIONS

**Q: Where will I be registered?**

**A:** You will be registered as a student at your institution who will register you with Cardiff Metropolitan University. On registration with the University you will receive a Cardiff Metropolitan University student number, email address and a welcome email with important information on how to access the University's electronic resources.

You are also entitled to a student ID card from the University, your institution can arrange this for you.

**Q: Who is responsible for induction and any advice I might need?**

**A:** Your institution will arrange induction for you and will have appropriate services for advice and guidance on all matters whether academic, financial or personal.

You may also contact the University's Student Union for guidance and advice and the University's various departments. Contact details of the University's various departments are located in the Student Handbook.

***<http://www.cardiffmet.ac.uk/study/student-services/Pages/Student-Handbook-and-Student-Charter.aspx>***

**Q: Where can I find information on my programme, regulations and support services?**

**A:** Information on which University regulations are applicable to you can be located in the Student Handbook Guide for Students Studying at a Partner Institution located at the below link.

***<http://www.cardiffmet.ac.uk/study/student-services/Pages/Student-Handbook-and-Student-Charter.aspx>***

Your programme of study will be governed by the University's academic regulations and these can be found in the Academic Handbook:

***<http://www.cardiffmet.ac.uk/registry/academichandbook/Pages/default.aspx>***

The programme handbook provided to you by your institution at induction will contain information relating to local support services and your programmes content.



**Q: What should I do if I want to make a complaint?**

**A:** If you are unhappy with any aspect of your experience and wish to make a complaint you should first try and resolve your complaint through the mechanisms that are in place at your local institution. If the matter cannot be resolved informally, your institution has complaints procedures which you should follow. These procedures should be available in the programme handbook provided to you by your institution at induction. Once you have completed these procedures, if you are still not satisfied you may complain to the University directly. A helpful guide to navigating the University's complaints procedure is available on the Student Union website:

*<http://www.cardiffmetsu.co.uk/umax/advice/academicsupport/>*

**Q: Who is responsible for assessing my performance?**

**A:** Your institution is normally responsible for setting and marking assessments but this is done in conjunction with the University Moderator or Link Tutor and University appointed External Examiner, to ensure fairness. For this reason you may be given provisional marks following the marking of an assessment which are subject to final approval following review by the External Examiner and confirmation at an Exam Board.

**Q: How do I appeal against an academic decision?**

**A:** As the awarding body for the programme, all academic appeals must be made through the University's appeal procedure. Appeals will only be considered on very specific grounds and appeals which question the academic judgement of examiners will not be considered.

A helpful guide to navigating the University's appeals procedure is available on the Student Union website:

*<http://www.cardiffmetsu.co.uk/umax/advice/academicsupport/>*

**Q: What will happen if I need to leave my programme early?**

**A:** You may be eligible for an intermediate award for your achievements up to that point if you have accumulated sufficient credits. Discuss this possibility with your institution. It may apply to the University on your behalf for an intermediate award. It may be possible to use this credit to get exemption from aspects of another programme within the institution or elsewhere. You will also be entitled to a transcript showing the complete record of your learning and achievement up to the point at which you left the programme.



**Q: What happens when I successfully complete my programme?**

**A:** On successful completion of your programme, you will receive a certificate and transcript. The certificate will include your name, the award and the date the award was conferred. The University coat of arms, crest and logo will appear on the certificate, which will be signed by the Vice-Chancellor. You will also receive a Transcript which (in line with the UK Quality Assurance Agency guidance) will record the local institution at which you studied and a breakdown of your modules and marks. Finally, you will be invited to a graduation ceremony held in Cardiff. Details of the University's graduation ceremonies can be found at:

***<http://www.cardiffmet.ac.uk/registry/graduation/Pages/default.aspx>***

**As for the next steps...**

You may be able to use the credits or award you have gained to continue your study at the institution, at the University, or elsewhere. If you are an international student and you wish to enquire about transfer opportunities to study at Cardiff Metropolitan University you should contact the International & Partnership Office. Further information can be found at:

***<http://www.cardiffmet.ac.uk/international/study/Pages/Country-Specific-Information.aspx>***

If you are a UK student you should contact the relevant School through the University website.

You may join the Cardiff Metropolitan University Alumni Association. Membership is automatic on graduation, opening up a wealth of opportunity. With links to over 70,000 alumni in the UK and around the world, who knows where your next conversation might take you?

***<http://www.cardiffmet.ac.uk/alumni/Pages/default.aspx>***



## **Where can I find further information about Cardiff Metropolitan University and Partnerships?**

Further information is available online or by contacting us:

You can access the University's website at [\*\*www.cardiffmet.ac.uk\*\*](http://www.cardiffmet.ac.uk)

If you wish to find out more information about the University's partnerships you can visit:

[\*\*http://www.cardiffmet.ac.uk/partnerships/Pages/default.aspx\*\*](http://www.cardiffmet.ac.uk/partnerships/Pages/default.aspx)

## **Contact us**

Cardiff Metropolitan University International & Partnership Office

✉ [\*\*partnerships@cardiffmet.ac.uk\*\*](mailto:partnerships@cardiffmet.ac.uk)