

istitutomarangoni



2018 • 2019
Student Handbook



Istituto Marangoni Postgraduate Programmes
In collaboration with the
Manchester Metropolitan University
School · London
Language · English
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1. Istituto Marangoni mission statement

To excel as a center of professional and creative learning in the Fashion, Art and Design fields; to nourish international industries, providing talented Istituto Marangoni graduates from all over the world.

We strive to achieve this mission by:

1. Offering an extensive and detailed education, which is constantly updated to match the industry demands and evolution;
2. By achieving the highest academic standards with modern and dynamic curricula focused on results;
3. Supporting and developing the potential of our teaching and administrative staff, by means of constant and punctual training;
4. Placing Istituto Marangoni in the centre of the fashion business culture thanks to our excellent locations in the three European fashion capitals;
5. Further strengthening the historical and more recent ties with the most important companies and personalities in the luxury market.

2. Equal opportunities

Istituto Marangoni is committed to promoting equal opportunities and good relations among its staff and students to create a positive learning environment in which all participants are able to achieve their full potential. It has implemented policies to promote equality in terms of race, sexual orientation, disability, religious beliefs, age and gender to ensure that all aspects of the School's activities are free from unfair treatment or harassment.

3. Academic contract

This is a personal agreement made between "The student and the School".

Simply put, as part of this agreement, the School agrees to teach students and students agree to attend the School and learn in accordance with the Manchester Metropolitan University and Istituto Marangoni Rules and Regulations, its Academic Regulations, tutor's guidance and instructions, and this handbook.

Providing that the School receives payment of its stipulated fees and students obey its rules and regulations, each party makes the following commitment to the other.

The School shall:

- Provide tuition and supervision in respect to the programme of study;
- Evaluate students in respect of that programme of study;
- Award a qualification in accordance with the evaluation of students' performance;
- Act fairly and reasonably in dealing with students in all matters.

The Student shall:

- Strive to achieve and sustain standards of academic performance as stipulated by the School in respect to the enrolled programme;
- Observe all of the School's rules and regulations;
- Submit to the sole jurisdiction of the Institution in all academic matters (Academic judgment cannot be questioned by students or any other person or body);
- Be subject to the authority of the School in relation to all matters of conduct and discipline;
- Attend classes and workshops regularly
- Use best endeavours to produce such work as required by the School;
- Apply wholeheartedly to the programme of study;
- Keep the School informed about any changes of permanent address, address for correspondence, telephone numbers and private e-mail addresses.
- Respect and observe the rights and feelings of fellow students, School staff and visitors.

It is also agreed by both the School and students that:

- The School shall be entitled to make reasonable changes to the programme of study, facilities and courses being offered at its sole discretion. This discretion shall be exercised fairly and reasonably and students shall be entitled to receive fair and reasonable notice of any such changes;
- The academic judgment of the School shall be final and binding.

Presence of students and other guests inside the building is controlled through the bar-code card reader at the reception for safety and fire regulations. It is students' responsibility to make sure their presence is properly marked. A student card is strictly personal and no student should be on the School premises without it. Alternatively students could use the Istituto Marangoni mobile app when signing in or out.

For more detailed and up to date information regarding the Student Code of Conduct please refer to: <https://www2.mmu.ac.uk/media/mmuacuk/content/documents/student-case-management/Student-Code-of-Conduct.pdf>

4. Welcome to Istituto Marangoni

4.1. Istituto Marangoni School

Istituto Marangoni London is located in the city's vibrant new creative centre Shoreditch. If you want to breathe the purest "made in London" creativity, you simply have to be here.

The School is situated at:

Istituto Marangoni
London School
30 Fashion Street
London E1 6PX

Telephone number: +44 (0) 20 7377 9347

Email address: london@istitutomarangoni.com

Opening hours from 8.00 am to 8.00 pm

Istituto Marangoni also has schools in Milan, Paris, Florence, Shanghai, Shenzhen, Mumbai and Miami.

4.2. Structure, staff, offices

The management of Istituto Marangoni activities is divided into two main branches:

- Administration
- Academics

School Director is the highest level at the School and manages and supervises the work and activities of all staff, both administrative and academic. The School Director and the team report to Headquarters comprising of Group Managing Director and Group Director of Education, Admissions, Sales, Quality Assurance as well as Group Academic and Student Services departments.

The Administrative Team is responsible for the organisational part of programmes, supports the Academic Team. It reports straight to the School Director.

The Academic Team is responsible for the quality of the programmes, continuous improvement, is in charge of designing, developing and delivering new programmes, manages students' academic and pastoral support. Tutors and Programme Leaders are members of the Academic Team and they report directly to the Director of Education for education related matters and the School Director for administrative matters.

Programme Leaders directly coordinate tutors in terms of the delivery of the programmes, monitor processes and procedures to make sure standards and the highest quality is met. Students can refer to their Programme Leaders for support in their studies or to highlight issues as well as raise suggestions regarding programme improvement.

4.3. Summary of contacts

Administrative Team

Please find below a short description and contacts of the main administrative offices students can refer to.

Information and Orientation Office

The Information Office provides information on all the Istituto Marangoni programmes as well as supports future applicants in every phase of the potential student's enrollment. The Orientation office offers the possibility to individually discuss which would be the correct Programme for candidates' talents and interests. During an interview, candidates can present their work or portfolio, especially if they have already attended other schools in the Fashion field. The Orientation office is also available to support students in finding accommodation.
london@istitutomarangoni.com
orientation.london@istitutomarangoni.com

Admissions, Marketing and Business development Office

The Admission Office provides assistance during the Application process. It is also in charge of supporting those students who want to change Programme or transfer to another school at the end of the academic year.
admissions.london@istitutomarangoni.com

Careers Services

Corporate-Student Relations Service provides students and graduates with career guidance and practical advice on preparing for job interviews during and at the end of their studies.
careerservice.london@istitutomarangoni.com

Academic Service & Student Support

Academic Services Team is in charge of programme timetables, exam sessions, assessment deadlines, school regulations as well as students' pastoral support.
academicervices.london@istitutomarangoni.com

Library management and provisions

The Library Service aims to make the learning resources well managed, relevant, up-to-date and easily accessible for students and also to support students in the correct use of these resources and in research practices themselves.
library.london@istitutomarangoni.com

To contact the School Director, please write:

Charlotte Gorse
c.gorse@istitutomarangoni.com

Academic Team in London

To contact the Director of Education, please write:
Giusi Lara
g.lara@istitutomarangoni.com

To contact the Quality Assurance Office, please write:

qa.london@istitutomarangoni.com

Postgraduate Programme Leader is in charge of:

- Fashion & Luxury Brand Management Master's Degree
 - Fashion Promotion Communication & Media Master's Degree
 - Contemporary Fashion Buying Master's Degree
- Information to be confirmed in due course

Postgraduate Programme Leader is in charge of:

Fashion Design Womenswear Master's Degree;
Luxury Accessories Design and Management Master's Degree
Information to be confirmed in due course

Fashion Styling, Photography and Film Master's Degree

Information to be confirmed in due course

Fine Jewellery Design Master's Degree

Information to be confirmed in due course

Interior Design (Contemporary Interior Design) Master's Degree

Information to be confirmed in due course

Product Design (Contemporary Furniture Design) Master's Degree

Information to be confirmed in due course

5. Resources & Services

5.1. Spaces

Istituto Marangoni Schools are designed to provide specific types of spaces according to the different needs of educational activities.

In particular, classrooms are divided into:

- theory classrooms: for theoretical lectures;
- design classrooms: when drawing and designing are the core of the lecture;
- pattern-cutting studios: when sewing machines, irons, dummies and other features are used for the pattern making lectures;
- photo studios: when shootings or photography experiences are requested;
- computer rooms: when students need to learn / use particular software;
- laboratory: where students create or experiment with fabric manipulations, maquette making, 3D printing, etc;
- student area where students can relax and get to know each other better;
- private studying spaces for quiet studying.

Moreover all schools have receptions, offices, a library and a cafeteria corner.

5.1.1. London Space Scheme

First floor	203 Theory classroom	206 Theory classroom
	204 Sewing classroom	207 Theory classroom
	205 Pattern cutting	Offices
Ground floor	Cafeteria	301 Mac classroom
	Orientation office	302 Mac classroom
	Accessories Lab	303 Theory classroom
	104 Theory classroom	304 Theory classroom
	105 Drawing classroom	305 IT Lab
	106 Drawing classroom	306 Mac classroom
	107 Drawing classroom	307 Theory classroom
	108 Drawing classroom	308 Photo lab
	109 Drawing classroom	309 Photo lab
	111 Theory classroom	Fitting room
	112 Theory classroom	Students' lounge
	113 Theory classroom	Library
	114 Product Design Labs	
	115 Product Design Labs	
		Materials Library



Elevators - stair-case / Reception - Accueil

ENTRANCE

5.2. Library resources and services

All library items (including books and magazines) are located on the library online catalogue, Heritage Online, where you can search for them. You can access Heritage Online via the student intranet. Students can search for books via title, author or keywords. At the beginning of the academic year students will be given an induction of the Library Services. During Library opening hours the Librarian team will be able to facilitate your search.

The primary purpose of the Library is to serve and support the work of the school's academic community: the students and staff of all taught courses.

The Library has subscriptions to the following online resources:

- Bloomsbury Fashion Central: the Library is subscribed to Berg Fashion Library via Bloomsbury Fashion Central. The Berg Fashion Library includes 13,000 images, the Berg Encyclopedia of World Dress and Fashion, free lesson plans, eBooks, reference works, an interactive timeline and a new exhibition archive.
- EDITED: is a retail analytics tool used by buyers, merchandisers, marketers and strategists to help them get the right products, at the right price, at the right time. But more than that, it's become the single biggest source of real-time retail data in the world.
- Fashion Monitor: the leading provider of contacts, news and events within the fashion, beauty and lifestyle industries.
- Fashion Theory and Fashion Practice: Fashion Theory covers the study of fashion, including aspects from sociology, art history, consumption studies and anthropology. Fashion Practice is the first peer-reviewed academic journal to cover the full range of contemporary design and manufacture within the context of the fashion industry.
- Marketline: it has three main coverage areas: company profiles, industry profiles and country profiles.
- Vogue Archive: this landmark resource allows access to every digitised issue of Vogue (US edition) from 1892 to today.
- WGSN: an exhaustive and market leading compiler and evaluator of fashion related trends and topics, as well as providing market research, industry and consumer analysis.
- WWD: Women's Wear Daily brings you breaking news about the fashion industry, designers, celebrity trendsetters, and extensive coverage of fashion week.

For further information please contact the School Librarian directly:

Lorenza Braca - library.london@istitutomarangoni.com

Open from Monday to Friday from 9:00am to 8:00pm, the Library contains two printers/photocopiers/scanners. In order to print and photocopy, students will need to pay the Librarians in cash beforehand. Ten Mac desktops are also available. Hand scanners and drawing light boxes (both A4 and A3 in size) are available upon request.

The main subject areas currently covered by the Library are: Fashion Designers, Fashion Styling, Accessories, Sociology, Contemporary Culture, Fashion Business and Marketing, Communication and PR, Retail and Buying, Visual Merchandising, Interior Design (Architecture), Interior Design (Materials), History of Dress and Costume, Pattern Making, History of Art, Fashion Illustration, Photography, Photography Theory, Photographic Styling and Graphic Design, although these categories respond to the changing syllabus fashion marketplace. In addition, the Library currently has subscriptions to various of the leading and independent fashion and design magazines.

Loan Policy

Undergraduate students: maximum 4 items simultaneously
Loans last for 7 days.

Loans can be renewed weekly, as long as no other student has reserved the item.

Reference only material is clearly labeled "Library use only". Highly requested items can have their loan category changed at the discretion of the Librarians, especially close to or during the assessment period.

Lightboxes and hand scanners are considered reference only material. Contrary to books, however, they can be taken out of the Library, but they have to remain inside the school building. Lightboxes and hand scanners taken on loan,

need to be returned before closing time.

Book Reservations

Books can be reserved in person, at the Library issue desk, or via Heritage Online. Only books which are out on loan to another library user can be reserved. An email of notification will be sent when the reserved item is available for collection.

Inter Library Loan

An Inter Library Loan service is available through the British Library. If you need a book that we do not still have in our Library, it could be available from the British Library. Please enquire our Librarian about it.

Overdue Books and Fines / Lost or Damaged Material

All items are due for return on or before the due date. It is the library users' responsibility to return library items on time. Items can be renewed as many times as the user needs to, unless the item has been reserved by another user. To renew items, please email one of the Librarians or visit the Library in person. Fines will be charged only on overdue items that are reserved by another user. The fine is £1 per overdue day, and per item; excluding weekends, bank holidays or periods when the Library is closed.

If an item becomes 5 weeks overdue, the user's account will be blocked, meaning that the user will not be able to borrow any item, or use the printers. When an item becomes 5 or more weeks overdue, the item will be considered as lost, and the full price of the item will be placed onto the library user's account. When a 5+ weeks overdue item is returned or refunded, the users' account will stay blocked for the following 4 weeks. If an item is massively overdue (e.g. 3 months or more), it is at the Librarians' discretion to prolong the block. When an item is overdue, the student will receive a warning email from the Library. Warning emails will be issued periodically until the item is returned or refunded. Repeatedly ignoring warning emails, will lead the Librarian to report the case to the Director of Education.

Library users are responsible for treating books, journals and other Library resources and equipment with care. If a book has been damaged, lost or stolen, it is important to inform the Librarians of this as soon as possible. Library users will be charged for lost, stolen, or damaged items at the Librarians' discretion. Lost or damaged items are charged at full cost. If an item has been lost, stolen, or damaged, please speak to one of the Librarians. Students must be aware that their Degree Certificate may not be issued if they owe money to the Library on graduating.

5.3. External resources

London is a beautiful city rich in culture, full of amazing museums, galleries and libraries in which students can study and find interesting material; many of these are completely free. Please see below a list of the most relevant and inspiring collections for Istituto Marangoni students¹.

Libraries

British Library

Address: 96 Euston Road, NW1 2DB

Tel. 020-7412 7677

Fax: 020-7412 7794

Email: reader-admissions@bl.uk

<http://www.bl.uk/>

National Art Library

Victoria and Albert Museum

Address: Cromwell Road, South Kensington, SW7 2RL

Tel. 020 7942 2400

Fax: 020 7942 2401

Website: <http://www.vam.ac.uk/page/n/national-art-library/>

Westminster Reference Library (Art Collection, First Floor)

(Westminster Libraries and Archives)

Address: St Martin's Street, WC2H 7HP

¹ Please, always verify the opening hours before the visiting.

Tel. 020-7641 1300 (ask for the Art & Design Library)
Fax: 020-7641 4606
Website: <http://www.westminster.gov.uk/services/libraries/>

City Business Library
Address: Aldermanbury, London EC2V 7HH
Tel. 020 7332 1812
Email: www.cityoflondon.gov.uk/cbl
Website: http://www.cityoflondon.gov.uk/corporation/LGNL_Services/Leisure_and_culture/Libraries/City_of_London_libraries/cbl.htm

Institute of International Visual Arts Library
Address: 6-8 Standard Place, Rivington Street, London EC2A 3BE
Tel. 020-7729 9616
Fax: 020-7729 9509
Website: <http://www.iniva.org/library/visit>

-Museums

Victoria & Albert Museum
Address: Cromwell Road, London SW7 2RL
Open: 10.00 – 17.45 daily, 10.00 – 22.00 on Fridays
Transport: South Kensington tube (District, Circle and Piccadilly lines)
Website: <http://www.vam.ac.uk/>
Fashion & Textiles Museum
Address: 83 Bermondsey Street, London, SE1 3XF
Open: Tuesdays - Saturdays, 11.00 – 18.00. Closed Sunday and Monday.
Transport: London Bridge tube (Guy's Hospital exit) (Northern and Jubilee lines)
Website: <http://www.ftmlondon.org/>

Design Museum
Address: Shad Thames, London SE1 2YD
Open: Daily 10.00 - 17.45
Transport: London Bridge tube (Northern and Jubilee lines) or Tower Hill tube (District and Circle lines)
Website: <http://designmuseum.org/>

British Museum
Address: Great Russell Street, London, WC1B 3DG
Open: Daily 10.00–17.30, late openings on Fridays
Transport: Holborn tube (Piccadilly and Central lines) or Tottenham Court Road (Central and Northern lines)
Website: <http://www.britishmuseum.org/>

Tate Britain and Tate Modern
(Britain) Address: Millbank, London SW1P 4RG
(Modern) Address: Bankside, London SE1 9TG
(Britain) Open: Daily 10.00–18.00
(Modern) Open: Sunday – Thursday, 10.00–18.00, Friday and Saturday, 10.00–22.00
(Britain) Transport: Pimlico tube (Victoria line)
(Modern) Transport: St. Pauls tube (Central line) or Mansion House tube (District and Circle lines)
Website: <http://www.tate.org.uk/>

UCL Main Library
Address: 23-25 Gower St, Kings Cross, London WC1E 6BT
Tel. 020 7679 7792
Website: <https://www.ucl.ac.uk/library/sites/main>

Courtauld Gallery's Library
Address: Somerset House, Strand, London WC2R 0RN
Tel. 020 3947 7777
Website: <https://courtauld.ac.uk/study/resources/book-library>

Hayward Gallery Library
Address: Level 1, Royal Festival Hall, Southbank Centre, Belvedere Rd, Lambeth, London SE1 8XX
Open on Monday & Thursday weekly (opening times vary) 2-hour slots are available, visitors should book in advance
Tel. 020 7921 0854
Email: libraryinfo@hayward.org.uk
Website: <https://www.southbankcentre.co.uk/venues/hayward-gallery-art-library>

Maughan Library (King's College)
Address: Strand, London WC2R 2LS
Tel. 020 7848 4440
Email: libraryservices@kcl.ac.uk
Website: <https://www.kcl.ac.uk/library/visiting/maughan.aspx>

5.4. Exhibition and Shows

Istituto Marangoni sets out to exhibit student work on a regular basis, both in a traditional format as well as through digital media. The purpose of exhibiting work is to give visibility to the student, the programme and the School as a whole. Istituto Marangoni reserves the right at all times to be selective with regard to the materials exhibited that are produced by its student body, and the method and manner of exhibiting.

Selection criteria will guide the committee in the selection of student work and in general will be based on the following criteria (unless otherwise stated beforehand):

Quality, currency and appropriateness of work based on academic judgment;

- The Student's consistent active engagement with their studies;
- Compliance with the School's rules and regulations and attendance requirements.

At no time may the student, or another person on behalf of the student, call into question the decision of the selection committee or the regulations governing the selection process.

The decision of the committee is final in all cases. At no time does the School promise to exhibit student work without respecting the selection criteria. Exhibition of students' work (i.e. works of art, artefacts and designs) created in fulfillment of assessment or other requirements of a School course are regularly exhibited publicly within the School, in galleries, trade fairs, commercial and professional premises and in many other venues.

Istituto Marangoni supports the personal involvement of students with their creative works, and seeks to collaborate with them in securing opportunities for the works to be seen by the outside professional and public world.

The School believes that public and private exhibitions are valuable instruments for developing students' professional engagement.

Up to the time of the students' final academic assessment, the School shall have the final right to decide whether or not work should be exhibited. During this time, and as a requirement of every course, the works may be held in the possession of a student but shall be made available to the School when requested with reasonable notice.

Throughout their course, students may have the right to exhibit their work outside the School provided they give their Programme Leader reasonable notice of their intention together with the details of the proposed exhibition which is approved of by the School.

A student exhibiting on his/her initiative outside the School will normally be encouraged to do so but the School shall be entitled to require a student not to exhibit in the following circumstances:

- Where the reputation of the School may be adversely affected, decided by the sole discretion of the School Director;

If the work concerned is required by the School for assessment or other exhibition purposes. Students are entitled to sell work created within and in association with the School, provided that their School Director agrees that this work is no longer required for assessment, exhibition or retention, or is satisfied that the is still available until the final academic assessment.

Following graduation, student work is normally regarded

as the property of the graduate, to be disposed of as he/she thinks fit, except that the School shall have the right to retain any piece of work for up to one year from the date of graduation.

Unless expressly agreed with the School (for example, if the School commissions work from a student) the intellectual property rights in work that is the sole creation of the student(s), belongs to these student(s). This remains the case, even where the School exercises its option to exhibit or retain a piece of work.

5.5. Careers Services

Innovations in promoting employability and entrepreneurial skills of students are enhanced through Careers Services. While working closely with the Academic staff and Industry partners, Istituto Marangoni provides targeted approaches to career development, starting from year one of the students's studies.

Recognising the vast importance of this area, the Careers Services department has developed a range of seminars and workshops to provide extra curricular advice on career development. These sessions are organised by internal staff as well as industry and cover areas such as professionalism in practice, industry ready CV and Cover Letter, Interviewing Skills, Personal Branding and Networking, Social Media and portfolio presentation. Compulsory attendance is expected at extracurricular seminars and career service presentation.

Placement activities are supported by the Careers Services and the department provides additional support facilitating all the compulsory placements embedded in the curriculum. The department provides in-depth information on the regulations and legal implications of non-accredited placements and works closely with the Admissions Department to provide the latest information for UK and International students (EU and non EU).

All our Postgraduate students have to take a mandatory 12 weeks placement. Having structured placements, which are course accredited and graded, contributes to the importance and implications of the work-based learning and enhance our student's professional approach. The details of the placement, its definition and the role of the Careers Services is described in more detail in the Placement Handbook.

The compulsory placements provide a direct and continual relationship with our industry partners and with that collaboration students' employability is increased. Students are encouraged to address each opportunity and consider and reflect on their experience, study background as well as future career goals in tailoring each application. Career Services work closely with the Academic Staff in managing industry expectations and priorities, by their ability to provide tailored recruitment approaches using a pre-screening process. In addition to this recruitment methodology, the students are encouraged to research other recruitment platforms and initiate their own networking opportunities, making use of the platforms offered in the Istituto Marangoni and via external bodies and competitions, to identify and address placement and employment opportunities.

It is up to the student to secure placement opportunities with the support of Career.

Careers Services staff regularly undertake industry networking initiatives, visits and along with an extensive database provide strong mechanisms for ensuring up-to-date opportunities for placements as well as graduate jobs.

Symplicity

Careers Service has recently introduced an online platform career Network (SYMPPLICITY), ensuring tailored placements and jobs are promoted to the existing students and Alumni. Our ability to reach wide number of students under one platform enables us to be a leading School in promoting employability for our students, regularly offering competitive opportunities.

Each student and Alumni has its own unique password protected access. When student logs in to the Symplicity platform, they are able to create their own profile (similar to LinkedIn), schedule appointments with Careers Services, access resource page with guidance materials as well as apply for opportunities suitable for their programme.

Previous Industry Experience

Istituto Marangoni has worked with some of the top industry names internationally as well as developed working relationships with some of the best new risers and entrepreneurs. Here are some of the few companies we have worked with: Armani, Burberry, Dover Street Market, Huishan Zhang, Jimmy Choo, Luxottica, Max Mara, Rainbowwave, Ralph Lauren, Tod's, Tom Ford, Vivienne Westwood.

5.6. Student Services

Istituto Marangoni provides Student & Academic Services Specialists available to students throughout the year to provide advice and guidance on any aspects of the School life including:

- Finding your way around School and the city;
- Managing time;
- Attendance;
- Exam tips;
- Exceptional Factors;
- Dealing with stress;
- Getting the best from the course;
- Understanding and applying the School's rules;
- Complaints and Appeals;
- Any other matter regarding situations which could affect academic performance.

Istituto Marangoni provides two School & Academic Services Specialists both available for undergraduate and postgraduate students. One to one appointments can be arranged by leaving your name on a special form available at Student & Academic Services Office for the times allocated below:

Monday: 2.15pm - 4.00pm
Tuesday: 11.00am - 3.15pm
Wednesday: 2.15pm - 4.00pm
Thursday: 11.00am - 3.15pm
(Slots can be reviewed)

6. School regulations

All students studying at Istituto Marangoni must comply with Manchester Met regulations that can be found at: <http://www.mmu.ac.uk/students/> Important aspects of these regulations that students should be aware of are to do with:

- Student Engagement
- Exceptional Factors
- Assessment Methods
- Disability and Dyslexia Policy
- Students Conduct and Misconduct
- Awards and Classifications
- Personal Property
- Interruption
- Withdrawal, Suspension and Expulsion

It is student's responsibility to refer to the Manchester Met's documents and follow any updates mentioned above.

All relevant Manchester Met's regulations can be found on Istituto Marangoni Student Portal - Sinapto.

6.1 Duties and responsibilities on site

Students must be aware of all School rules and responsibilities. The responsibility for following the class regulations includes turning off mobile phones, abstaining from talking during lessons and keeping appointments with the schools staff and tutors.

Students should respect the school's building, and responsibilities.

Smoking is not allowed on the premises. Students that are caught violating the schools rules inside the school may be subject to disciplinary action. For breaking the non-smoking regulation in public spaces the transgressor will be charged with the fines set by the national authorities.

For security reasons and compliance with the local laws, students can access the School buildings only by showing their own student card, which has to be swiped at the entrance and exit, in the bar-code readers provided.

Should the students forgot their cards, they will not be permitted to enter the building.

In case of loss, the student can ask for a duplicate of the student card.

From the second duplicate request on, the student will be charged with a 10 GBP administrative fee.

It is also necessary to download an Istituto Marangoni mobile app that can also be used as a student ID card.

In order to keep students, their belongings and the schools resources safe at all time we request not allowing entering, or encouraging the entry, of non-students onto the premises without expressed permission.

Likewise no students can bring animals onto the school.

6.2. Student Engagement

In accordance with Istituto Marangoni and Manchester Met regulations, students are required to actively engage, in a consistent manner, with the course that they have enrolled on. Failing to respect these regulations student will be penalised.

Istituto Marangoni supports student engagement in a number of ways:

- through pre-entry and induction information, activities and processes that are designed to ensure that students are familiar with the requirements of their course and know how to access facilities, services and support;
- through high quality teaching and learning experiences;
- through high quality course-related learning resources and support materials;
- through a range of academic and welfare support services.

Please note that non-engagement might result in suspension or even withdrawal from the school (see 6.7).

6.2.1. Attendance

Attendance is expected throughout the course. As our courses cover practical subjects missing class can have consequences on the learning and eventually assessment and progression. A register is taken in each class session.

This data will be considered for monitoring student engagement. A student is considered present only if s/he is present for the complete duration of a lesson. Failing to attend a lesson in its entirety (i.e. being late or leaving the class before the end of the lesson) will be considered as absence. Tutors cannot allow students to leave class before the lesson's end without cancelling their registration.

Attendance below 80% will be considered as non-engagement. Students are responsible for informing the School of any unforeseen circumstances preventing their attendance of a scheduled class by emailing:

attendance.london@istitutomarangoni.com

Details of:

- Compulsory subject specific attendance
- Compulsory formative assessment
- Compulsory group work

will be outlined in the unit handbook. Students can be administratively withdrawn from the school based on non engagement and/or if s/he withdraw herself/himself.

The School is not responsible or bound to refund fees in these circumstances.

In case of students requiring a visa to study, the School is legally bound to notify the Authorities in the case of a poor attendance.

For more information, please contact Admission Office.

Remember that withdrawal from classes could have an adverse impact on the student loan status and subsequent repayment obligations, for which the School will not have any

responsibility.

International students are responsible for maintaining a satisfactory attendance record and for meeting the requirements of their Visa (as stipulated by the UK Visas and Immigration); Under UKVI regulations, the School is legally obliged to monitor and report to the UKVI:

- students who do not attend;
- students who do not comply with the UKVI's requirements;
- students who make themselves unavailable.

In case of students requiring a visa to study in the UK, the School is legally bound to notify the Authorities in case of a poor attendance. For more information please contact Admissions Office.

Please, find below a summary of cases in which UKVI have the right to be informed about student engagement.

Start of academic year or term.

Students failing to attend during the first two weeks of academic year or term will be reported to the UKVI.

Unauthorised Student Absences

Students who miss 5 consecutive lessons will be contacted requesting a valid explanation for their absences.

If a student is absent and does not notify the institution and misses 10 consecutive expected contact points (including lessons, tutorials, workshops, tests, exams and meetings) and cannot substantiate genuine reasons for absence (with documentary evidence), a withdrawal action will be taken. In accordance with the UKBA guidance, Istituto Marangoni will decide if an absence is authorized or not.

6.2.2. Self-Directed Study

As with all studying at Higher Educational Level, student learning is the responsibility of the individual student. Students will be required to study by them selves, without supervision, as part of their learning.

Self-directed study may be homework such as reading and producing essays and practical work as well as personal research visits i.e. library, museums and galleries etc, this work is not optional and plays a significant role in student engagement.

6.2.3. External Support

Students that are studying practical subjects such as Fashion Design or Styling often, when appropriate may elicit support from professionals in practical areas. Students are responsible for correct negotiation and time management of external work and there must be transparency when submitting work for assessment what areas of work have been produced externally. Students might be asked to produce time sheets, costing sheets, contracts and production scheduling as part of an assessment as a demonstration of committed engagement.

Please, note: it is not allowed that tutors work externally in any capacity for students as this would have a conflict of interest.

6.2.4. Assessment and Reassessment

Assessment and Reassessment can be delivered in many forms. For example: portfolio of studies, reflective learning journal, etc. All students must actively engage with their assessment preparation and delivery. Details of the assessments can be found in the Unit Handbook.

6.2.5. Dissertation

All students will be assigned a dissertation supervisor during the last term of classes before the writing process starts. Students are responsible to contact him/her and arrange meetings and a schedule of work that will be followed. At these meetings you can discuss first drafts (longer pieces of work must be sent at least 48 hours before the meeting), length, research methods, title, ideas and the workflow. The dissertation supervisor is the most important source of help during this period and it is crucial that all students are in regular contact with him and that you prepare work schedule in advance, including personal and public holidays.

6.2.6. Time management and professionalism

Time management is a skill that is required by all areas of

fashion industry. As it is one of our aims to produce industry professionals at the highest level we require a demonstration of this essential skill.

Lateness for classes, tutorials, workshops, exam sessions, hand-ins and any other appointments deemed necessary by the School will be viewed as "unprofessional behaviour". In contemporary teaching methods the first few minutes of a lesson is often used to outline a plan of the lesson, therefore it is essential that all students arrive in a timely manner. Failing to arrive on time the student will be marked as absent and might be excluded from the session.

6.2.7. Engagement with others

Whilst studying students must engage with their peers, academic and support staff as well as industry professionals in an appropriate and professional manner.

At times, because of the nature of the subject area, students may find it challenging to accept criticism of their work in a constructive manner.

Learning to listen, accept and react accordingly is a professional skill that needs to be attained. When staff constructively comment and give essential feedback on student work it must not be seen as "personal" and appropriate student respect and engagement with others is essential.

For more detailed information and any up-date of this regulation please refer to: <http://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/pg-reggs.pdf>

6.3. Exceptional Factors

Exceptional Factors are exceptional, short-term events which have a serious impact on a student's assessment in one of two ways:

- Preventing the student from attending, completing or submitting an assessment on time;
- Significantly affecting performance in an assessment.

Exceptional Factors are serious events which impact upon performance. Exceptional Factors must be:

- Severe: The event or circumstance must have had a serious impact on assessment performance;
- Unexpected: The student must have had no prior knowledge that a particular event would occur;
- Unpreventable: There must have been no reasonable steps that the student could have taken to prevent the event or circumstance from occurring;
- Relevant: The event or circumstance must have occurred at the time of the assessment or during the period immediately leading up to the assessment;
- Corroborated: The claim for Exceptional Factors must meet the requirements for independent documentary evidence. If students do not consider themselves capable of judging if the events that occurred may be accepted as valid Exceptional Factors, they can consult with the Student & Academic Services team.

Exceptional Factors are (for example)*:

- Illness / injury / hospitalisation;
- Bereavement;
- Personal / emotional problems due to a trauma;
- Victim or crime.

Exceptional Factors are not (for example)*:

- Late submission of coursework / missed deadlines;
- Non-availability of books or other resources;
- Lost or not backed-up coursework;
- Financial problems (other than cases of the most extreme hardship);
- House moves, family celebrations or other events where the student either has control over the date or may choose not to participate;
- Problems with postal delivery of work (students are advised to obtain receipts for assessment submitted in this manner);
- Normal work commitments reducing time available for study or coursework;
- Appointments (legal, medical etc) which could be re-arranged;
- A long-standing condition, such as susceptibility to hay fever;
- Misreading the examination timetable;
- Over sleeping / alarm clock not going off causing a student to be late for or miss an exam or assessment;
- Holidays or travel.

* Please note that the above lists are not exhaustive.

Please note that students must take first possible opportunity to inform the School about those issues.

In order to make a claim, a student has to fill out an Exceptional Factors form and hand it in to the Student & Academic Services Office. In relation to all assessment, claims must be submitted prior to the submission date for the assignment. Exceptionally, where the reason is acceptable to the Exceptional Factors Reviewers explaining why a student was not able to submit by the deadline indicated above, submission may be accepted up to a maximum 5 working days beyond the original submission date.

Retrospective claims for previous assessment periods will be rejected. A claim of Exceptional Factors can only be submitted in relation to the assessment period in which they occurred. A new claim must be submitted for each period of assessment affected.

Students will receive a written notification whether or not the claim has been accepted within 5 working days.

If it is accepted, appropriate arrangements will be made.

Evidence

Claims for Exceptional Factors will not be considered unless they are supported by independent documentary evidence. Independent evidence would normally be on headed paper written and signed by an appropriate third party, giving details of the circumstance, its dates and / or duration, and, where possible, its impact. An appropriate third party would

be one who knows the student in a professional capacity or one who can verify the circumstance from a position of authority (e.g. police officer, solicitor, GP etc) and who is in a position to provide objective and impartial evidence. The School reserves the right to check on the validity of the document(s) submitted by contacting the third party directly.

Confidentiality

The confidential nature of information provided by students will be respected by the School in accordance with data protection requirements. Normally, such wishes will be respected unless to do so would be against the best interest of the School community or the interests of safety or security to any person.

For more detailed information and any up-date of this regulation please refer to: <https://www2.mmu.ac.uk/student-case-management/guidance-for-students/exceptional-factors/>

6.4. Assessment & Award: Postgraduate Programmes

This chapter refers to Master's Degrees.

The assessment scheme for a unit shall comprise of an approved combination of summative assessed elements and shall be determined with respect to the learning outcomes of that unit.

All elements of summative assessment within a unit shall be marked out of 100.

The weighted average mark for the unit shall be calculated from the marks for the individual elements of summative assessment.

The weighted average mark for the unit shall also be expressed as a mark out of 100, in accordance with the marking scheme below, making explicit reference to descriptors employed to denote achievements within one of the grading bands.

Mark	Outcome	Descriptor (to achieve The banding on the left)
0-39	Fail	Unit learning outcomes not achieved.
40-49	Marginal Fail	Most unit learning outcomes achieved at threshold level.
50-59	Pass	Adequate criteria have been met as directed in the brief, a basic understanding demonstrated.
60-69	Pass	Adequate criteria have been met as directed in the brief; a developed understanding has been demonstrated in a well-structured manner.
>70	Pass	A demonstration of additional ideas and approach expanding on those directed in the brief. High level of understanding and creativity.

6.4.1. Progression

Programmes are comprised of approved combinations of units.

Students' progression through a programme shall be determined by their performance and engagement in the summative assessments.

Any work submitted after this absolute deadline shall be marked as 0%, unless the student has received an approved application for exceptional factors. Non-submission of assessed coursework within the absolute deadline shall indicate non-engagement with assessment (see chapter 6.2).

A unit shall be passed when the weighted aggregate average mark of the elements is 50% or above, subject to a condone pass (Please see below and also refer to the Appendix for a visual representation).

The weighted average mark shall take into account the individual weightings of each element of assessment included within it in order to ensure that a student who achieves a threshold pass has demonstrated all unit-learning outcomes. Students are expected actively to engage in their studies and to comply with any compulsory work and attendance requirements.

Students shall be entitled to receive compensated passes in taught whole units where they achieve a weighted average mark in the marginal fail category (40% to 49%) for the summative assessment(s) associated with such unit(s), and have achieved an overall average of 50% or greater across the total taught credits for the relevant award. Where the application of compensation would have a detrimental impact on a student's final award classification, the student shall be entitled to undertake reassessment. Students with an incomplete credit profile will not be considered for compensation. For more detailed information and any up-date of this regulation please refer to: <http://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/pg-regs.pdf>

6.4.2. The role of External Examiners

Manchester Met and Istituto Marangoni appoint External Examiners to:

- ensure fair and equitable assessment of the work of the individual student;
- ensure that the standard of the University's awards is maintained;
- ensure that the assessments with which they are concerned are carried out in accordance with the University Assessment Regulations;
- contribute to the quality assurance of the School's programmes

Every taught course/programme which leads to Manchester Met award is required to have in place at least one Subject External Examiner, to ensure that correct procedures have been followed relating to decisions made by assessment boards on results and awards. This is so that the Manchester Met and Istituto Marangoni can comply with The Quality Assurance Agency expectation in the UK Quality Code for Higher Education.

Istituto Marangoni External Examiners are:

MA Fashion Promotion, Communication and Media;
 MA Fashion Styling, Photography and Film - Melanie Plan
 MA Contemporary Fashion Buying - Zoe Hinton
 MA Fashion Design Womenswear - Information will be confirmed in due course
 MA Fashion & Luxury Brand Management - Virginia Grose
 MA Interior Design (Contemporary Interior Design) - Information will be confirmed in due course
 MA Product Design (Contemporary Furniture Design) - Information will be confirmed in due course
 MA Fashion and Luxury Brand Management; MA Luxury Accessories Design and Management - Kent Le

Students must not contact External Examiners directly.

6.4.3. Re-assessment

Students may normally take a maximum of 120 credits in a standard academic period for the course on which they are registered, and a maximum of 180 credits in a 12-month period.

Students' progression through courses shall be determined by their performance in, and engagement with, the summative assessments in the units on which they are enrolled.

A unit shall be passed when a student achieves a weighted average mark of 50% for the summative assessment(s) associated with the unit or is compensated. Students shall be entitled to receive compensated passes in taught whole units where they achieve a weighted average mark in the marginal fail category (40% to 49%). For the award of Masters a student will be allowed a maximum of 30 credits for the taught elements.

Students shall have an automatic right to one opportunity of re-assessment in taught units. Students may also have a second reassessment opportunity but this shall however be conditional upon the student engaging fully with the first reassessment opportunity and /or securing approval for non-engagement from the relevant Exceptional Factors Panel.

The School defines full engagement with first reassessment as follows:

- Re-submission of a serious and legitimate attempt at all required items of coursework
- Attendance with all required re-sit examination
- Attendance at or participation in any other re-assessment

activities or events required by the programme
Students who fail the supervised independent study component of a Master's Degree programme shall have one opportunity only to redeem the initial failure.

The mark for any unit in which a student is re-assessed shall be capped at 50%.

No re-assessment shall be permitted to enable a student to improve upon a unit mark above the pass level, except where a student has been permitted under regulation B.20 to be re-assessed as if for the first time.

Students who fail up to 60 credits may be re-assessed between the end of that standard academic period and the beginning of the next. Student who fail more than 60 credits may resit whole units during the next academic year period, up to 120 units in a 12 month period.

Where, in the case of re-assessment, a lower unit mark is attained than at the previous attempt, the higher mark shall apply

Students who have a re-sit opportunity during the following academic year are the sole responsible of contacting and keeping in touch with the school in order to be informed about dates fixed for the re-sit and the related submissions. For more detailed information and any up-date of this regulation please refer to: <http://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/pg-regs.pdf>

6.4.4. Master's Degree awards and classifications

Master's Degrees may be awarded at pass level, with Merit, or with Distinction.

The classification is awarded on the basis of Manchester Met regulations. For an award to be made at pass level, a student must pass or otherwise be credited with all of the units that make up the specified number and level of credits for the award.

For a Master's Degree to be awarded with Merit, a student must gain an overall average aggregate of 60% with at least 60% in the project or dissertation component of the programme.

For a Master's Degree to be awarded with Distinction, a student must gain an overall aggregate average of 70% with at least 70% in the project or dissertation component of the programme.

Overall weighted aggregate mark (m)	Classification to be awarded
M ≥ 80	Distinction* Exceptional, outstanding
70 - 80 With at latest the 70% in dissertation / project	Distinction Excellent / Very strong
60 ≤ M ≤ 69 With at latest the 60% in dissertation / project	Merit Good Strong
50 ≤ M ≤ 49	Pass Acceptable / adequate
40 < M < 49	Marginal Fail Insufficient / poor
0 - 39	Fail Minimal / Very weak

All Postgraduate programmes validated by Manchester Met lead to or incorporate the award of Postgraduate Certificate, Postgraduate Diploma or a Master Degree. All may be awarded at pass, Merit or Distinction level.

Programme/Award	Credit Specification	Credit Total
Postgraduate Certificate (PgCert)	60 credits at level 7	60
Postgraduate Certificate in Education (PGCE)	60 credits at level 7 60 practice credits	60 plus 60

Postgraduate Diploma (PgDip)	120 credits at level 7	120
Master's Degree	180 credits at level 7 120 taught credits PLUS 60 credits for project/dissertation	180

<https://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/pg-regs.pdf>

For replacement of lost and stolen diplomas or transcripts, students must contact awards@mmu.ac.uk. There is a charge payable for replacement certificates. Further information can be found on this webpage: <http://www.mmu.ac.uk/academic/conferments/>

6.5. Student Learning Experience

Formative and Summative Assessments and the Personal Development Planning, with their feedback, are fundamental to students' progress.

Feedback is a productive and useful part of the learning experience.

It is essential that for students to "look beyond a grade".

Feedback at the end of a unit should say three things:

- confirm what have been learned;
- identify areas for improvement;
- suggest ways of improving.

For this reason it is essential that students take full responsibility in the recording and monitoring of both grades and feedback in all its forms.

Feedback comes in many different forms during your education and it is important that it is acted upon.

The Learning Journal is the instrument is required to be built for this purpose.

This is to support "student focused learning" and empower to take the responsibility to record, reflect, assess and monitor learning and professional direction while on our courses.

The following areas should be included in the journal:

- Formative Assessment, student notes;
- Summative Assessment, Unit Feedback sheet;
- Personal Development Plan;
- Any significant information given by Academic Staff;
- Notes from any meetings concerning career and placement.

The above list is not exhaustive.

Tutors and other member of staff may ask to see your Journal at any time during your studies.

This is in order to help monitor your learning and progression with your studies.

6.5.1. Formative Assessment

Formative assessment informs both teachers and students about the student understanding and learning progression before summative assessments.

These formative assessment situations and feedback may also give students an opportunity to learn to critique the work of others. The School at this point will not record the actual grades.

Some of the instructional strategies that will be used formatively include the following:

- Criteria and goal setting: asking students to participate in establishing what should be included in the criteria for success;
- Self and peer assessment: with peer evaluation, students see each other as resources for understanding and checking for quality work against previously established criteria;

For example, Fashion Design students are advised to include in the journal their own notes about constructive criticism expressed by tutors from different subject areas on the work presented during fittings.

6.5.2. Summative Assessment

Summative Assessment evaluate student learning, by relating to established marking criteria. Summative assessments can occur during, as well as at the end of, each unit and

concentrate on specific evidence of student work, such as:

- Portfolio of evidence;
- Coursework;
- Written Reports (essays, journals, etc);
- Formal Examinations;
- Oral and visual Presentations;
- Industry Projects.

Students will be able to access their feedback sheets, indicating grade and examination procedures. This can be discussed with the tutor when necessary.

6.5.3. Personal Development Planning

Personal Development Plan (PDP) is “a structured and supported process to develop the capacity of individuals to reflect on their own learning and achievement, and to plan for their own personal and educational career development.”

All students are required to participate in PDP. It consists of an individual tutorial and a PDP form that should be filled out by students beforehand.

Students need to prepare themselves for this tutorial through a reflective survey of their learning journal, which is supported and guided by a set of questions related to your existing skills and strengths:

- Where am I now?
- Where do I want to get to?
- How can I get there?
- How will I know once I have gotten there?

You will then be assisted in determining your development needs and setting some development goals.

The headings you will typically find in a PDP reflect this, and allow you to refine your thinking further.

- Target date – when you expect to achieve your aims or objectives.
- Aims – what you want to achieve.
- Objectives – smaller goals for each aim.
- Tasks or How I will achieve the objective – the details of what you need to do.
- Success measures – how you measure the improvement or achievement.
- Outcomes – what actually happened.
- Achievement date – when it was achieved.
- Next steps – what you need or want to do next.
- Comments – anything you want to say that doesn't fit anywhere else.
- PDP review date – when you will check all of your goals and achievements.

Success in achieving these goals will be determined in a variety of ways:

- through your studies;
- through extra-curricular activities etc.

With the support of the Key Tutor (a tutor assigned to a group of students to discuss their PDPs), students will be able to recognise and record these successes, setting further goals as required.

In the case of Sandwich courses, the placement tutor will give added support in the career development discussions during this year.

At the end of the course you are given the opportunity to meet with the School Career Services Manager and discuss your future employment goals. Please refer to the Student Services office for details.

6.6. Disability and Dyslexia Policy

If a student has a disability, medical condition, or specific learning difficulty, we strongly encourage to contact the Learning Disability Tutor. The appointment should be made by email during the designated time.

This is in order to offer a confidential and friendly service which offers a range of support, including:

- Referring students who think that they might be dyslexic for diagnostic assessments with an Educational Psychologist;
- Monitor Progression

- Develop a study plan
- Advising on specialist equipment and technology;
- Formalizing appropriate arrangements.

If you suspect that you might be dyslexic but have not been diagnosed yet, the SEN tutor can help you getting your diagnostic assessment and applying any recommendations made. In order to book an appointment, please send an email to: sen.london@istitutomarangoni.com

For more detailed information and any up-date of this regulation please refer to: <http://www.mmu.ac.uk/sas/student-services/leandro-development/disclosing-disability.php>

6.7. Expulsion, Withdrawal and Suspension of studies

Full Manchester Met regulations regarding expulsion, withdrawal and suspension can be found at:

<https://www.mmu.ac.uk/academic/casqe/regulations/assessment-regulations.php>

Istituto Marangoni has in place a range of policies for students who due to unforeseen circumstance cannot continue with their studies.

Withdrawal at the request of the student

Students wishing to interrupt their studies are strongly advised to discuss the matter with the Programme Leader or staff member. This informal conversation aims to identify any other possible solutions.

Programme Leaders will also be able to guide students through all of the steps and refer the student to the most appropriate department. If student decides to withdraw, a meeting with the Student Services Office must be held.

If the student holds a Tier 4 Visa, the Admissions Manager will attend the meeting too and explain to the student their duties according to the UKVI guidance. The outcome of the meeting will be recorded in writing and signed by IM and the student (a copy for each). A student must also fill out a 'withdrawal form and present it immediately after the meeting.

Withdrawal/ Suspension of the student

If a student is identified as not being able to successfully complete the programme (receive a pass mark) the student may be withdrawn by the institution. The institution however might consider re-admitting the student upon completing the enrolment procedure again.

The decision will be finalized by taking into consideration a number of factors covering overall level of engagement with studies: failure to attend lectures or other timetabled elements of the programme; failure to submit work for formative and summative assessment. Please refer to section 7.2 Student Engagement

For more detailed information and any up-date of this regulation please refer to.

This is a new up to date link: <http://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/withdrawal-suspension.pdf>

6.8. Academic Misconduct and Disciplinary Actions

Academic Misconduct refers to any form of academic cheating and collusion.

Examples include:

- Plagiarism (presenting the work of others as if it were your own);
- Submitting assignments downloaded from the internet;
- Commissioning another person to produce a piece of work without acknowledgement;
- Cheating in examinations;
- Colluding with others to submit work (including friends or family).

Plagiarism is the most common form of cheating and is defined as stealing another person's ideas and presenting them as though they were your own.

Some examples include:

- Copying from a textbook, journal article, thesis, essay or website without providing adequate reference to the author;
- Reproducing original artwork, designs, film, sound or performance and presenting them as though they were your own;
- Copying someone else's programme, database, webpage or multimedia presentation without acknowledging their work.

Throughout studies, students will be encouraged to reference the work of other artists, writers, designers or performers in their work using the Harvard Referencing System. Tutors will expect to find reference to the sources of your ideas in supporting documentation, such as sketchbooks or initial drafts. This is an essential and valuable part of their education.

As long as the source of the ideas is acknowledged, this is not plagiarism.

There are different ways of doing this, for example:

- In an essay or assignment, when quoting another person's words "put their words in quotation marks" and properly reference the author within the text and in the bibliography;
- In computer software show where the information has come from in the acknowledgements or credits, e.g. 'programme design – A. Brown', or 'graphics – J. Smith';
- When using an artefact, put a caption against the object, e.g. 'original photograph by Cartier-Bresson';
- If presenting an original piece of work based on an existing design or work of art, quote the source, e.g. 'after Rodin', 'after Eckersley';
- If using a strategy of 'appropriation' (i.e. the deliberate and conscious use of the style and images of another artist) make sure you tell your tutors what you are doing and why and acknowledge the strategy when submitting work for assessment;
- In a group project make sure all the members of the group are listed. If individuals undertake specific work within the project, make sure that this is acknowledged;
- In examinations do not copy another person's work. Do not quote passages from a textbook or journal without acknowledging the source.

Please refer to the Harvard Referencing System booklet (can be found in the library) for the correct guide.

Failure to acknowledge the use of another person's ideas in your work may be considered a breach of the Schools' Academic Regulations; it may also constitute a breach of intellectual property rights, e.g. copyright. Such an offence is likely to lead to failure of that assignment and/or unit and serious or repeated offences may lead to failure of the whole stage of the course, suspension or even expulsion.

In addition a breach of copyright may lead to legal action.

Penalties for plagiarism and collusion

If plagiarism has been identified by a tutor and appropriate evidence has been delivered to the Students' Service Office, the penalties will be applied as follows

At Level 7

For a first offence, the element(s) of the unit in which academic misconduct occurred must be resubmitted and passed but in any event both the element and unit marks shall be capped at 50% (Type of engagement: Formal Meeting with Head of Department);

Irrespective of the element/unit in which it occurs, a student found to have committed an act of academic misconduct a second time shall be deemed to have failed the programme (Type of engagement: Assessment Disciplinary Committee).

For detailed regulation please go to:

<https://www.mmu.ac.uk/academic/casq/regulations/assessment/docs/academic-misconduct.pdf>

6.9. Turn it in

Turn it in is a web-based plagiarism prevention system that scans students' work for evidence of plagiarism. It accesses resources online, like journals and magazines and also previously submitted student work. In most cases students must submit their written work online, print the report (which might take up to 24 hour to generate in some cases) and submit it with the hard copy of the assessment. The information whether the assessment requires turn it in report will be in your Unit Handbook.

At the beginning of the Academic year you will have a workshop on how to use the software. There are also some video online available:

Turn it in website: https://guides.turnitin.com/01_Manuals_and_Guides/Student_Guides/01_Quick_Start_Guide

There are few things that you should remember when using Turn it in:

- It does not make a judgement whether your work is plagiarised, it simply shows the sources that you used. The work is considered and concluded by your tutor, and in accordance with the Manchester Met rules and regulations.
- Uploaded work 'stays' on the TII server and is used in consideration of the future student work.
- You must only print the final TII report, and not the whole 'originality check' extended report.
- In some cases the report might take up to 24 hours to generate

6.10. Recognition of Prior Learning (RPL)

RPL - Policy for the Recognition of Prior Learning.

There is a formal mechanism for the operation of Recognition of Prior Learning at Istituto Marangoni

Applications for advanced standing must be made prior to the student commencing the programme concerned by following the procedure available at:

<http://www.mmu.ac.uk/academic/casq/regulations/rpl.php>
Istituto Marangoni respects that a maximum of 50% of the course can be RPL, as stated in the Manchester Met regulations: http://www.mmu.ac.uk/academic/casq/regulations/docs/APL_policy.pdf

6.11. Personal Property

Istituto Marangoni does not accept liability for loss of or damage to clothing or other property left by any person on its premises. It is therefore essential that all students take reasonable care of their personal property and do not leave valuables, money, cash cards, bank-books or keys unattended at any time. When using expensive or valuable personal property, you are advised to make arrangements for its insurance against being stolen or damaged away from your home, in addition to its inclusion in any domestic contents insurance.

Any lost property on the Schools' premises should be reported to the school reception as soon as possible. Equally, if lost property has been found, it should be handed in to a member of staff at the reception.

The School requires assistance in protecting its equipment, much of which may be attractive for a thief. Where security devices are provided, they should be used. No rooms should be left unattended and unlocked or by giving code numbers or access to other people. All students should tell their tutors, security or building staff immediately if they see anything suspicious. No student should put themselves at risk.

6.11.1. Disposal of student work and records

Student records are kept in its original copy for the period of enrollment. After the student graduates, only electronic copy will be stored.

A sample of students work needs to be brought to a Programme Leader for an External Examiner visit and will be kept at School until the end of the visit (students who will need to bring the work back will be notified in advance). Students have to collect their work within 72 hours after the notification is sent. If the student is not able to collect the work, he / she will be provided with an authorisation form which allows a trustee to collect the work on their behalf. Assessments that are not picked up on time will be disposed of. Only first class Dissertations and final projects will be kept in the Library.

6.12. Students Complaints and Appeals

Istituto Marangoni recognises that students may have legitimate complaints relating to their course, the services or facilities provided, other students, or the staff and it will take such complaints seriously and deal with them in confidence and without recrimination. All students have also a right to appeal to review their results. Please find detailed procedures in the chapter below.

Following chapters describe:

- the Manchester Met Academic Appeals procedure, structured as "questions & answer",
 - students complaint procedure,
- students should read, understand and follow the procedures if and when appropriate.

All parties (including students) are expected to honour confidentiality of student complaints and academic appeals. All personal information should be handled in accordance with the Manchester Met Data Protection Policy.

Please, note that all students should access their IM email account on a regular basis, as it will be used to communicate important information regarding their course, tuition fees, award ceremonies and other matters, including Exceptional Factors claim, complaints and appeals.

6.12.1 Academic Appeals

A student may use the Procedure where s/he considers that either or both of the following grounds applies:

- That their performance in examinations or other forms of assessment was adversely effected by exceptional factors which they did not submit to the Assessment Board prior to its making a final decision on their assessment. In such cases, the student's claim must be supported by acceptable contemporaneous medical or other appropriate evidence. Little or no weight may be attached to medical certificates or other evidence obtained some time after the occurrence of the exceptional factors on which the appeal is based;
- That a material error had occurred in the conduct of their assessment, or that the examinations or assessments or the proceedings of the Assessment Board or other relevant body were not conducted in accordance with the relevant regulations or that some other material irregularity in the conduct of their assessment had occurred and that the error, conduct or irregularity was of such a nature as to cause reasonable doubt as to whether their result might have been different had it not occurred.

Appeals may also be made against the decision of an Assessment Disciplinary Committee, or a decision to withdraw a student from the University.

For more information regarding the Academic Appeals Procedure, please see the Appendix 6 or Appeals Handbook, which is available in the Library.

6.12.2 Complaints Procedure

If you have a complaint about your course or teaching or about the services and facilities provided by the School, you can submit a complaint to the School through the Student Complaints Procedure.

The majority of complaints can usually be resolved quickly and simply by speaking informally to a relevant member of staff, such as your tutor.

For more information on the Student Complaints Procedure, please see the Appendix 6 or Complaints Handbook which is available in the Library.

6.13. Library and IT Facilities

Istituto Marangoni offers several learning facilities for students, such as computers, scanners, on-site copy machines, school e-mail accounts, access to a dedicated student intranet, on-line resources for study and research.

For detailed Library and IT Facilities, please relate to the Student Services Office at the School.

Istituto Marangoni encourages appropriate use of the IT facilities by students and staff in order to ensure maximum use. Therefore all resources must be used in a responsible way.

6.13.1. Onsite Facilities

Student must use computer facilities in a way that does not breach any laws of the country you are in.

Students must not use the computing facilities to access, create or transfer offensive and inappropriate material while using the facilities.

Students must consider other users in the room and not cause any disturbances (such as talking over a mobile phone, playing loud music or having food/drinks) and/or behaving in a way that can cause distraction to your peers or tutors.

Students must not delete and modify system files or disassemble cables or other computer parts or installing illegal software. Students must report any damages or faults with the Internet connection to members of staff.

During lessons and within the School, students must limit the use of the account and any type of Internet connection to the programme purpose.

6.13.2. User Names and Passwords

Students must not allow other people to use their personal information provided by Istituto Marangoni (like username, password etc) for accessing the e-mail account and any other on-line services (Sinapto, WGSN, Vogue Archive etc) and will be held responsible for any misuse of their personal information.

Students should change their own password(s) regularly and bear in mind that the password should not be a dictionary word and for maximum security it should be a mixture of alphabetic characters, numbers and punctuation characters.

6.13.3. Student Portal (Sinapto)

In order to access the student portal, students should go to: <https://gge-ita.onelogin.com>

When students access for the first time they have to click on "FORGOT PASSWORD" and digit their student id (last 6 digits of the number in the student card).

The system will send a password reset link on their personal e-mail account provided during the enrollment.

At the first access the system will ask to change the password with a personal one.

Once inside the OneLogin home page, click on "Student Portal" button.

Reference person for the access to the student intranet is the librarian of the school.

6.13.4. E-mail Accounts

Students must check their account frequently, as it will be their reference point for any school internal communication. All students must use the school email address to contact any member of Istituto Marangoni staff. Please note that due to improved security measures, tutors and Istituto Marangoni staff are not required to correspond via students private email address as this might breach the Data Protection Act 1998 (<http://www.legislation.gov.uk/ukpga/1998/29/contents>).

The use of e-mail account is mainly (but not exclusively) for school activity and only for enrolled students.

Students are responsible for accessing the e-mail account from devices protected by recent and updated antivirus software.

Students are invited to respect the maximum dimension of your e-mail account (25GB) by cancelling messages or data from the mailbox.

Students must not use e-mail accounts (and any other school facilities) for commercial gain or on behalf of a commercial organization without permission of a relevant member of staff.

Students must not send messages to any organization or individual, inside or outside the school premises, that may be perceived to be religiously, racially, sexually or personally abusive, or that may provide offence, cause alarm or distress, or amount to harassment or that may be libellous.

Students must not send unsolicited, chain or pyramid messages, or any other message that will waste time of other users.

Students must not send anonymous messages - make sure that your name and identity are clear in all material and information that you send.

Students should be cautious about forwarding e-mails that have been sent to you personally, in case they contain sensitive or personal information - if in doubt consult the sender and obtain his/her permission before forwarding.

Students must not create, view, retrieve, download, store, disseminate or in any way publish any material that may be perceived as being offensive or obscene, unless authorized to do so by an appropriate member of the staff, as part of legitimate school programme, and provided always that this material is within the law.

Furthermore, students must not incite unlawful activity of any kind.

In case of abuse the administrator could cancel part or all messages, suspend or close the account.

It could be also closed in case of no access to the account for more than 6 weeks, undisclosed absences of more than one month.

No backup of the account or any kind of data included is provided.

The school guarantees to adhere to privacy policies and treatment of personal data.

The school will put its best efforts to guarantee the continuous and performing functionality of the services, but it can't be held responsible for eventual damages suffered by students for malfunctioning.

Reference person for the access to the students' e-mail accounts is the librarian of the reference school.

7. Student voice

7.1. General Context

Student feedback is essential to programme development and student comments are used to enhance both the successful management of the programme and the teaching/learning strategies.

Istituto Marangoni will gather student opinion in a variety of ways, both formal and informal. A range of methods are available, which may include the following:

- Paper questionnaires;
- Online questionnaires;
- Informal contact with Programme Leader and staff, for example, during lectures and seminars and through appointments with academic staff;
- Brief 'snapshots' surveys, for example, distributing 'post-it' notes in classes and inviting views on a particular topic, with the results being reviewed and discussed, with the

aim of responding to these views as soon as possible and before the formal end of unit evaluation:

- End of Unit Evaluation;
- End of Academic Year Evaluation when students will be invited to reflect on their overall experience in their school;
- Formal Student Representation (see next chapter) by appointment or during the scheduled official Meetings;
- Meeting with selected students at Level 6 / year 3 with the External Examiner (where appropriate).

Programme Teams and Student Services will ensure that anonymity and confidentiality is a feature of evaluation mechanisms. At least twice every Academic Year, Programme Teams will relate back to students the actions taken in response to student views in order to 'close the feedback loop' and to communicate any improvements or issues being taken forward resulting from student participation.

7.2. Student representatives

Student representatives play a crucial role in the management and improvement of Istituto Marangoni's activities. As a student representative you are asked to supply constructive feedback on the teaching and learning experience of your peers.

Programme Representatives are required to:

- Co-ordinate with Class Representatives
- Inform individual students of their appointment
- Communicate the views of their student group to academic and managerial staff at the School
- Actively discuss the positive aspects of the course along with areas in need of improvement
- Attend meetings, e.g. Staff-Student consultative meetings and Programme Committee meetings, organised by the school. These meetings allow representatives to speak directly to staff and take an active part in shaping the future of their study programme
- Relay decisions made at these meetings to the students you represent
- Communicate to students the importance of suggesting and highlighting possible improvements

For more information, please, see appendix 3.



Appendix 1
Welcome to London,
your fashion capital

Appendix 1: Welcome to London, your fashion capital

Welcome to London, your fashion capital

Finding long term accommodation:

Generally we suggest that you first arrange a temporary accommodation before leaving home. When looking for long term accommodation, it is very important to personally view the property and meet the owner(s). That is the only way you can ensure you get the place that you want without risking any unpleasant surprises. Some owners will not fix a long term accommodation agreement without having met you personally. It may take several days or even up to a few weeks to find the right accommodation in London which suits both your budget and your needs.

Accommodation may be owned by private landlords or external organisations, which you will have to find and arrange by yourself. You can always count on the help and advice from the Information office at Istituto Marangoni London School.

Living in east London is slightly cheaper than other areas of London. Remember that the cost of privately rented accommodation might not include household bills for heating, lighting, water and council tax. It is crucial to always check what is included in your rent. Telephone, food or other daily living expenses will always be covered by you. You will usually need to pay one month's rent in advance when you agree to take on a rented property, and pay one month's rent as a deposit against damage which is refundable once you move out. The minimum length of the contract is usually 6 months.

Bedsits:

A bedsit is usually a single room, in which you will live and sleep. The building might be divided into several bedsits, which will be rented by other people who may not be students. Cooking facilities may be in the bedsit or elsewhere in the building, in which case, you will have to share them. You will also have to share a bathroom with the other people living in the same building. You will be required to clean your own room, do your own laundry and provide your own bed-linen and towels. Heating can be quite expensive.

In a bedsit you will be independent and have a lot of freedom, but it may be lonely. Bedsits vary in size and quality so you should never take a room without seeing it first and where possible, take a friend with you for your first visit to the property.

Flats and houses:

After you have been in the UK for a while and found a small group of friends, you may wish to share a furnished flat or a house together. You will share the rent, heating and lighting bills, council tax, food bills and the cleaning. This sort of accommodation can be cheaper than the other types but large houses can be difficult to find. Again, you will have to provide your own bed linen and towels and do your own cleaning.

Note: In the case of bedsits, flats and houses, do not sign any contract you do not fully understand. If you are unsure, take a copy of the agreement to your Information Officer who will be pleased to help you.

Student accommodation:

There are a number of providers who offer accommodation for students only (please see the Student accommodation list). Many of the providers offer information online and, unlike in the above cases, it is possible to book the accommodation prior to arriving to London. This may be a suitable solution for younger students or those who do not want to worry about finding the long-term accommodation at the beginning of the academic year. Some of the locations are very popular and we recommend early booking. The minimum length of the contract is usually 3 months. There is a NIDO located within 5 minutes' walk of Istituto Marangoni which was opened in 2010.

Fire safety in the accommodation

Keep your home safe by:

- Making sure there is at least one smoke alarm on every level of your home

- Not smoking inside the building

- Placing candles, tea lights and incense burners in stable, heat-resistant holders

- Sitting at least one meter away from heaters

- Not overloading electrical sockets

If your flat or maisonette is being affected by fire or smoke and your escape route is clear:

- Get everyone out, close the door and walk calmly out of the building

- Do not use the lift

- Call 999, give your address, the number of your flat and state which floor the fire is on

If there is a fire or smoke inside your flat or maisonette and your escape route is not clear:

- It may be safer to stay in your flat or maisonette until the fire brigade arrives

- Find a safe room, close the door and use soft materials to block any gaps to stop the smoke

- Go to a window, shout "Help, fire" and call 999

- Be ready to describe where you are and the quickest way to reach you

If there is a fire in another part of the building:

- Purpose0build maisonettes or block of flats are built to give you some protection from fire. Walls, floors and doors can hold back flames and smoke for 30 to 60 minutes

- You are usually safer staying put and calling 999. Tell the fire brigade where you are and the best way to reach you

- If you are within the common parts of the building, leave and call 999

Living in London

Food:

Traditional British dishes normally include a meat dish with potatoes and other vegetables such as carrots, peas, Brussels sprouts and cabbage. The meat dish is often a type of stew which is meat cooked in a sauce, with vegetables, in the oven. Meat may also be fried, grilled, or roasted in the oven and will be beef, pork or lamb.

A variety of sweet dishes will normally be served after the main course: dishes such as apple pie (two pastry layers filled with apple), ice-cream or cake. Sometimes an extra course called the 'starter' or 'appetiser' is served before the main course: you might be served something like soup, pâté or melon.

Sunday lunch is a great British tradition, and normally a roast meat dish with vegetables will be served as the main course. A traditional 'English breakfast' consists of cereal followed by fried egg, bacon, sausage and tomato. Toast will also be served with an orange jam known as marmalade. Tea or coffee will be offered.

However, most British people will usually have a much simpler breakfast of cereal and/or toast with marmalade or jam, with tea or coffee to drink. The British mealtimes have various names. This is often very confusing, even for British people – so do ask if you're not sure.

The first meal of the day is normally 'breakfast', but sometimes late breakfast is called 'brunch' (combination of breakfast and lunch). A meal is often eaten in the middle of the day, and is usually called 'lunch' – this is often light food, such as sandwiches. The evening meal is often the main meal of the day, and has various names: 'dinner', 'supper' and 'tea'.

The British traditional takeaway meal is 'fish and chips'. A variety of fish is available (normally cod, haddock or plaice) which is coated with batter and fried in vegetable oil. Batter is made from flour, eggs and milk. Chips are chopped, fried potatoes.

In the end it is quite difficult to define what "British food" is like. Try some of the variety! London is famous for a diverse assortment of international restaurants and cafés.



Appendix 2 Health & Safety

Appendix 2: Health & safety in London

Health

As a student at Istituto Marangoni in London you should never forget that your study can only be a successful and happy experience when you take care of the health of your body, mind and soul. In this section, we will cover some basic information about how and where to get medical help during your stay in London.

Before you travel, you should seek advice from the health authorities in your home country about what treatment will be covered. You may still need to take out limited medical insurance.

The National Health Service (NHS)

As a full-time student you are entitled to use the National Health Service (NHS). This system provides health care for anyone free of charge. For people who stay in the UK for more than six months, the NHS offers the following services: treatment in a hospital (both emergency and non-emergency treatment), a General Practitioner (GP) services, family planning services, treatment of certain communicable diseases, psychiatric treatment etc.

You may need to pay for: medicines prescribed by your GP, some GP services (e.g. vaccinations for travel, getting a sickness certificate)- ask your GP for details of costs, dental treatment, optical treatment.

General practitioner (GP)

In order to get access to NHS services, you should register with a Doctor (General Practitioner, GP). Registering does not cost anything but is extremely important. You will be given detailed information about the registration with a GP on your first day at school. You should register with a GP closest to where you live and so we stress that you register as soon as you find your long term accommodation and do not wait until you feel ill.

GPs are doctors who are trained and experienced in diagnosing a wide range of health problems including:

Advice on health issues

vaccinations
examinations and treatment
prescriptions for medicines
referrals to other health and social services.

To register, you will need to visit the doctor's Receptionist during consulting hours, taking a letter from your institution as a proof that you are a student. You should ask to be added to the list of the NHS patients. Most doctors' surgeries have female as well as male doctors, and if you prefer you can ask to be put on a female/male doctor's list. If you only want to be seen by a female doctor, you need to say so whenever making an appointment.

If the doctor cannot accept you as a patient, try elsewhere or contact the local Primary Care Trust (PCT). The nearest PCT to the Istituto Marangoni School is:

Tower Hamlets PCT
Trust Offices, Mile End Hospital, Bancroft Road, London, E1 4DG.
Telephone: 020 7377 7000

When you register with a new Doctor the Receptionist will give you a form to fill in, then your NHS medical card will be issued and sent to your home address.

Most illnesses and other problems can be treated by the GP, but if you need to see a specialist, the GP will refer you to an appropriate hospital department. If your condition is non-urgent, you can expect to see a doctor within two working days or a health professional such as a nurse within one working day. Most GPs also run an "on-call" service, so that

you can contact a doctor 24 hours a day. Your GP will give you details when you register.

The nearest GP's to the Marangoni School are the following:

Spitalfields Practice
20 Old Montague Street, London, E1 5PB
Telephone: 020 7247 7070
Opening hours: Monday to Friday 09:30 - 12:00 and 16:30 - 18:00, closed weekends and Bank Holidays.

Shah Jalal Medical Centre
44 Hessel Street, London, E1 2LP
Telephone: 020 7702 2036
Opening hours: Monday to Friday 09:30 - 12:00 and 16:30 - 18:00, closed weekends and Bank Holidays.

Tower Medical Centre
129 Cannon Street Road, London, E1 2LX
Telephone: 020 7488 4240
Opening hours: Monday to Wednesday, Friday 09:30 - 18:00, Thursday 09:30 - 12:00, closed weekends and Bank Holidays.

Albion Health Centre
333 Whitechapel Road, Whitechapel, London, E1 1BU
Telephone: 020 7456 9820
Opening hours: Monday to Friday 08:30 - 13:00 and 14:00 - 18:00, Thursday 08:30 - 13:00, closed weekends and Bank Holidays.

To find the nearest General Practitioner to your accommodation please check the website of NHS England:
<http://www.nhs.uk/England/Doctors/Default.aspx>.

Pharmacies

Pharmacists (sometimes called Chemists) are experts in medicines and how they work. They dispense your prescriptions, provide a range of services related to specific health issues and can offer advice on healthy living and minor ailments.

The nearest Pharmacies to the Marangoni School are:

Boots The Chemists Ltd
Liverpool Street Tube Station
Telephone: 02073740092
Opening hours: Monday to Friday 6.30-23.00 / Sat. 8.00-20.00 / Sun 9.00-20.00

Edwina Pharmacy
Unit 8 Aldgate Barrs Centre, Sedgwick Centre, Whitechapel High Street, London, E1 7PJ
Telephone: 020 7481 3695
Opening hours: not known

Boots The Chemists Ltd
60 Houndsditch, London, EC3A 7BE
Telephone: 020 79291779
Opening hours: Monday to Friday 8.00 - 18.00

Abc Pharmacies
12-14 Old Montague Street, London, E1 5JB
Telephone: 020 72471895
Opening hours: Monday to Friday 9.00 - 19.00, Saturday 09:00 - 17:30, Sunday 10:00 - 14:30

Shanty's
253 Whitechapel Road, Stepney, London, E1 1DB
Telephone: 020 72472140
Opening hours: not known

To find the nearest General Practitioner to your accommodation please check the website of NHS England:
<http://www.nhs.uk/England/Pharmacies/Default.aspx>.

NHS walk-in Centres
NHS walk-in Centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses. They are open from early morning to late evening, seven days a week. They are run by experienced NHS nurs-

es, and you don't need to make an appointment.

The nearest NHS walk-in centre to the Marangoni School is situated next to the Royal London Hospital A&E department:
Whitechapel NHS walk-in Centre
174 Whitechapel Road, London, E1 1BZ
Telephone: 020 7943 1333
Opening hours: Monday to Friday 7.00 - 22.00, weekends and Bank Holidays 9.00 - 22.00.

To find the nearest NHS walk-in Centres to your accommodation please check the website of NHS England:
<http://www.nhs.uk/England>.

Hospitals

If your GP refers you to a hospital for treatment, you will usually be given an appointment to see a specialist doctor. Depending on the medical problem, you may be treated as an in-patient (where you are admitted to a ward and stay there overnight or longer)



Appendix 3

Student representatives

Appendix 3: Student representatives

Istituto Marangoni recognises that the 'student voice' is crucial in this process, and aims to implement a more formalized student feedback structure.

Students are ideally placed to contribute points of view differing from those of academic and managerial staff. Part of the feedstructure is the Student Representation.

Student Representation Structure

The 2-tier structure works as follows. Students will initially elect a Class Representative, who in turn will nominate a spokesperson for the entire programme. These Programme Representatives, gathering student feedback via Class Representatives prior to meetings, will be the main link between students and staff at Istituto Marangoni.

Students enrolled on Istituto Marangoni's programmes can put themselves forward for the position of Programme Student Representative.

They will hold this position until the following academic year, when the student group will elect a new representative. Elections will also occur in the case of any unforeseen circumstances where the Programme Representative has had to withdraw.

The Representatives' Role

Student representatives play a crucial role in the management and improvement of Istituto Marangoni's activities. As a student representative you are asked to attend and actively participate in staff-student meetings and supply constructive feedback on your teaching and learning experience.

Programme Representatives are required to:

- Co-ordinate with Class Representatives;
- Inform individual students of their appointment;
- Communicate the views of their student group to academic and managerial staff at the School;
- Actively discuss the positive aspects of the course along with areas in need of improvement;
- Attend meetings, e.g. Staff-Student consultative meetings and Programme Committee meetings, organised by the school. These meetings allow representatives to speak directly to staff and take an active part in shaping the future of their study programme;
- Relay decisions made at these meetings with the students you represent;
- Communicate to students the importance of suggesting and highlighting possible improvements.

The Representative Meetings

Official meetings within Istituto Marangoni will involve Programme representatives and key staff members.

Each meeting should have a written agenda, distributed to all those attending, and minutes of the salient points brought up in the previous meeting (student representatives will be consulted in the preparation of these minutes). Prior to each meeting, representatives will be asked to gather feedback from their classmates, on the study programme and the school as a whole.

The Representatives' skills

Being an 'issue-scanner'

Student representatives, when raising concerns with the staff Programme Leaders, should speak on behalf of their student group and provide supporting evidence.

Being positive and proactive

Student representative are expected to raise both positive and negative issues about their study programme and school life. Even negative issues should be discussed in a constructive manner; solutions however tentative are always welcome.

Being pertinent

If an issue of particular sensitivity needs to be raised, e.g. something personal about a member of staff, the student representative is advised make an appointment with the relevant Programme Leader, Education Director or School Director.

Being self-confident

Never be afraid to ask questions at meetings or clarification of issues raised.

Being clear and concise

Student representatives are always welcome to contact a member of staff to raise issues outside of official meetings – with due consideration for their busy teaching schedule. The best approach may be to email, itemising the issues of concern.

Effective Communication

While students will talk freely about the adverse aspects of their course they often find it harder to suggest improvements. As a representative, you should take into account that some are naturally vocal, some may have language difficulties, some will lack the time to give you proper feedback and some will simply be at a loss for what to say. It will be your responsibility to tease out the full weight of their comments.

The benefits

Benefits gained by a student representative are listed below:

Altruistic benefits:

- Chance to improve your course;
- Make changes designed to improve the course over the coming years;
- Represent the opinion of others;
- An opportunity to make a constructive difference.

Skills development:

- Representation – the skills you develop as a representative will be beneficial both within your course and in your future career;
- Time-management – manage your course work alongside your role as representative;
- Organisation – planning and attending meetings whilst meeting your own deadlines;
- Presentation skills – presenting a range of issues at meetings;
- Meeting skills – put your point across clearly and concisely;
- Issue resolution and problem solving – raise sensitive issues diplomatically and devise useful solutions to problems as they arise.

General benefits:

- Improve the relationship you have with staff at the Institute;
- Be willing to get involved and do more with your time at the institute other than just being a student;
- Meet new people, particularly within your school;
- An important role to add to your CV.



Appendix 4 Forms and Templates

Exceptional Factors Submission



This form is for students seeking an extension or another assessment opportunity for their summative assessments, as their performance has been impacted due to Exceptional Factors. Full support guidance on the Exceptional Factors procedure and information on the University Assessment Regulations can be found at the following link: <http://www.mmu.ac.uk/academic/casqe/regulations/exfacs-students.php>

If you require further advice and guidance, please see a Student Support Officer or visit the Student Union Advice Centre.

Step 1. Please fill in your Personal Details below. Please circle where appropriate.

Name: _____ MMU ID: _____

Course Title: _____ Contact Number: _____

Attendance Mode? Full Time Part Time Distance Learner Without Attendance

Do you have a Personal Learning Plan? Yes No Year: _____

Step 2 - What are you applying for?

Please Tick

I need an extension to a piece of work. _____

I cannot complete/attend the assessment. I want to defer it for re-assessment. _____

Step 3 - What pieces of work does this apply to?

Unit Title	Unit Code*	Type of Summative Assessment**	Title of Work	Date Due
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

*The code can be found in Moodle next to your Unit titles

**Type of Summative Assessment can be Coursework, Examination, Class Test, Presentation, Practical, or Lab Test

Panel Use Only

Submission Date (Stamp) _____ Outcome _____

Signature of Chair _____ Date _____

Step 4 - Please tell us of your circumstances by including a supporting statement.

It is essential that you describe on a separate piece of paper the full nature of circumstances affecting you and include this with the form. This can be typed or written. Explain how the circumstances affected your performance in the assessment(s) identified (e.g. time was lost, concentration was affected, a task could not be completed, etc.)

Step 5 - Include evidence that supports your case.

It is essential that evidence is included to support your claim; e.g. if you are submitting on the grounds of a medical condition then evidence of the condition will be necessary. If documentary evidence cannot be obtained prior to the submission of the Exceptional Factors please identify in the Step 4 statement the date by which this information will be submitted (normally this should not be more than 5 working days). You should submit this evidence separately as soon as it is obtained. Remember if you fail to include evidence or evidence is deemed late your application will be rejected.

Step 6 - Contribution by members of staff.

If you feel that a specific member of staff can contribute to your claim then you can ask them to write a supporting statement. This step is optional.

Message to staff - If a student has discussed this claim with you and has asked you to comment in writing, and if you have sufficient knowledge to help evidence this claim, please write or type a signed statement to be included with the form. A printed e-mail is also acceptable.

Step 7 - Sign the Submission Statement and submit the form to the Student Hub either in person or electronically. Your nearest Student Hub can be found here: <http://www.mmu.ac.uk/students/hubs/>

(a) Confidentiality

In accordance with the Data Protection Act 1998, we are required to gain your consent to the following:-

- To hold some elements of the information you have provided on an electronic database;
- To disclose the information that you have provided to authorised members of the University staff as required for the reasonable purposes connected with the investigation in the case of an Appeal or Complaint.

By signing here, you confirm that you agree with the above statements and indicate your consent for the information provided to be used as detailed above.

(b) False Claims

You should note that the submission of a false claim or fraudulent documentation is a serious matter and is an academic offence, which will be dealt with under the University's Student Disciplinary Procedures. The University reserves the right to check on the validity of the document(s) submitted by contacting the third party directly.

I agree with the statements contained in (a) above and confirm that the information which I have given is true and that I have read and understood the Procedures for the Submission of Exceptional Factors.

Your Signature

Date

Student and academic services

Notification of Withdrawal Form

To be completed by the student:

ID number	Surname	First name(s)
Course title	Year of course	Class
Withdrawal date	Reason for withdrawal	

Please complete this form and return to your academic student service officer

Academic staff / programme leader	
Date of receipt	Agreed date of withdrawal
Course name	Class
Comments	

Inform student's academic tutors and programme leader
Write to student to confirm withdrawal date

Student withdraw questionnaire

Date of withdrawal: _____

Please tick one of the boxes below:

- | | |
|---|---|
| <input type="checkbox"/> Visa refusal | <input type="checkbox"/> Course was too demanding |
| <input type="checkbox"/> Health related problems | <input type="checkbox"/> Did not receive financial aid |
| <input type="checkbox"/> Personal family problem | <input type="checkbox"/> To attend a different college. |
| <input type="checkbox"/> Job schedule | <input type="checkbox"/> Courses not sufficiently challenging |
| <input type="checkbox"/> Relocating | <input type="checkbox"/> Unhappy with the tutors |
| <input type="checkbox"/> Enrolment and tuition fees were more than I could afford | |

Comments

Student's signature: _____

Student authorisation form

Information

Parents, guardians and other individuals who pay fees often request information regarding your attendance and grades from Istituto Marangoni. Istituto Marangoni takes your privacy very seriously and will only disclose your personal information in accordance under the Data Protection Act 1998 under the jurisdiction of the English court.

If you are happy for Istituto Marangoni to disclose personal information regarding:

- whether or not you have attended scheduled classes, but not the reasons for any absence(s), and
- your assessment results and grades to a named person(s), then please complete this form, to authorise such disclosures during your studies.

Please note that this form is entirely optional and you do not have to complete this form if you do not wish to do. However, some sponsors will expect this information as part of their sponsorship. More details on how Istituto Marangoni deals with your personal information can be found in our [data protection policy].

Authorised persons

This information will only be given to the authorised person(s) you identify below:

1. Full name

2. Full name

Password

Istituto Marangoni requires you to set a password that must be provided when disclosing information to an authorised person contacting us by telephone. Please keep this password secret and only disclose the password to the above authorised persons, if you wish to change your password, please let us know.

Password

Consent

I _____ Enrolled on the programme

Hereby consent to Istituto Marangoni disclosing my personal information to the authorised person(s), upon their request, for the duration of my studies in accordance with this student authorisation form.

Student signature

Date

You may withdraw your consent to any disclosures to these authorised persons at any time. Should you wish to do this, please contact the Academic Student Service office: academicservices.london@istitutomarangoni.com

MANCHESTER METROPOLITAN UNIVERSITY

Academic Appeals Form



If you need any advice on submitting an appeal, you should contact the Students' Union Advice Centre on:



0161 247 6533 /



s.u.advice@mmu.ac.uk /



www.theunionmmu.org/your-advice-centre/

Please email the form and any necessary documentary evidence to the Student Case Management team at complaintsappeals@mmu.ac.uk

If you are appealing against withdrawal by the University the form can be found at: <http://www.mmu.ac.uk/academic/casq/ regulations/withdrawal-students.phpa>

1. Personal Details		
Mr/Ms	Name:	MMU ID:
Programme Title:		
Address (Please do not give an address you might be moving from in the near future):		
Contact Phone Number:		
Contact Phone Number:		
<i>(Please note - all communication about your appeal will be sent by email)</i>		

2. Disability, Specific Learning Difficulties or Long-term Health Conditions
Are you Disabled or do you have a Specific Learning Difficulty (such as Dyslexia) or a long-term health condition that you believe is relevant to your appeal? (Please select one of options):
<input type="checkbox"/> No, I do not - <i>Proceed to section 3</i>
<input type="checkbox"/> Yes - <i>Please give further details below:</i>

3. What Are Your Grounds for Appeal?		
<i>Appeals can only be granted on the following grounds</i>		<i>Please tick</i>
Appeals against the decision on an Exceptional Factors claim: <i>(please provide a copy of the decision when you submit this form)</i>		
1a.	The decision on your Exceptional Factors claim was not reasonable.	
1b.	The correct procedures were not followed in the consideration of your Exceptional Factors claim.	
Material irregularity.		
2.	There has been a material irregularity in the conduct of the assessment which casts reasonable doubt on the validity of the result. You will need to explain what material irregularity has occurred and how it has affected your assessment.	

Appeals against the decision on an Assessment Disciplinary Committee:		
3a.	There were Exceptional Factors that you did not submit to the Assessment Disciplinary Committee prior to its making a final decision.	
3b.	The proceedings of the Assessment Disciplinary Committee were not conducted in accordance with the relevant regulations or some other material irregularity occurred.	

4. Supporting Information	
4.1 - Which Units and Assessments Were Affected?	
Unit Name and Code (You can find this on your results letter, or on MyResults)	Assessment(s)
4.2 - What Remedy Are You Seeking?	
Please read the "What if My Appeal is Successful?" section of the guidance notes for information on possible remedies.	
4.3 - What evidence have you included?	
<ul style="list-style-type: none"> • Please list all the supporting evidence you have included with your appeal. • If you have a copy of your results letter, please provide this. • Guidance on the types of evidence needed to support your appeal can be found in the guidance notes. 	
4.4 - Supporting Statement	
<ul style="list-style-type: none"> • You will need to explain the reasons for your appeal and how the difficulties you have identified affected your assessments. • Continue on a separate sheet if necessary. 	

5. Important Information - Please read before submitting

Date Form Completed:

By submitting this form you agree to the following:

(a) Confidentiality

In accordance with the Data Protection Act 1998, we are required to gain your consent to:-

- hold some elements of the information you have provided on an electronic database;
- disclose the information that you have provided to authorised members of the University staff as required for the reasonable purposes connected with the investigation of your case.

(b) False Claims

Submission of false or fraudulent documentation is an academic offence, which will be dealt with under the University's Student Code of Conduct. The University reserves the right to check on the validity of the document(s) submitted by contacting the third party directly.



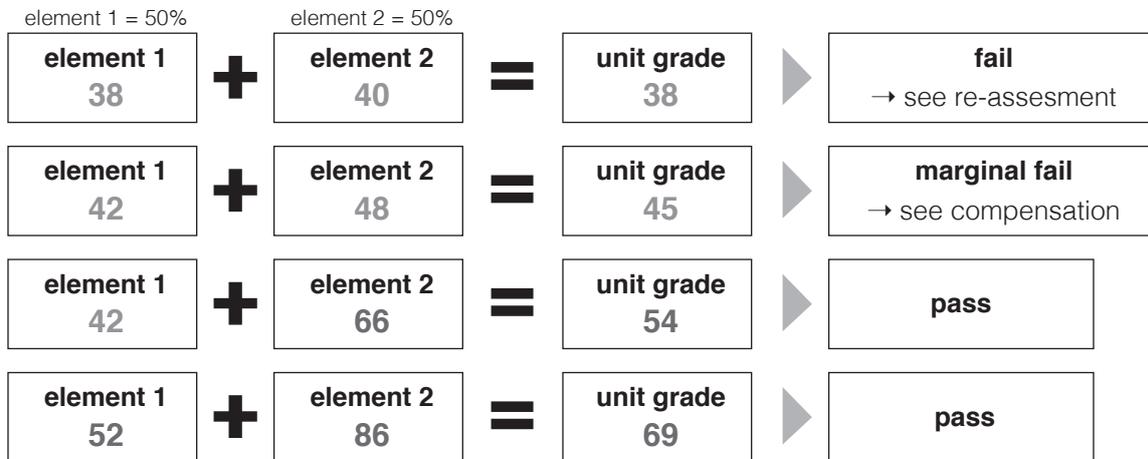
Appendix 5

Visual representation of school regulations

Assessment regulation

Postgraduate level

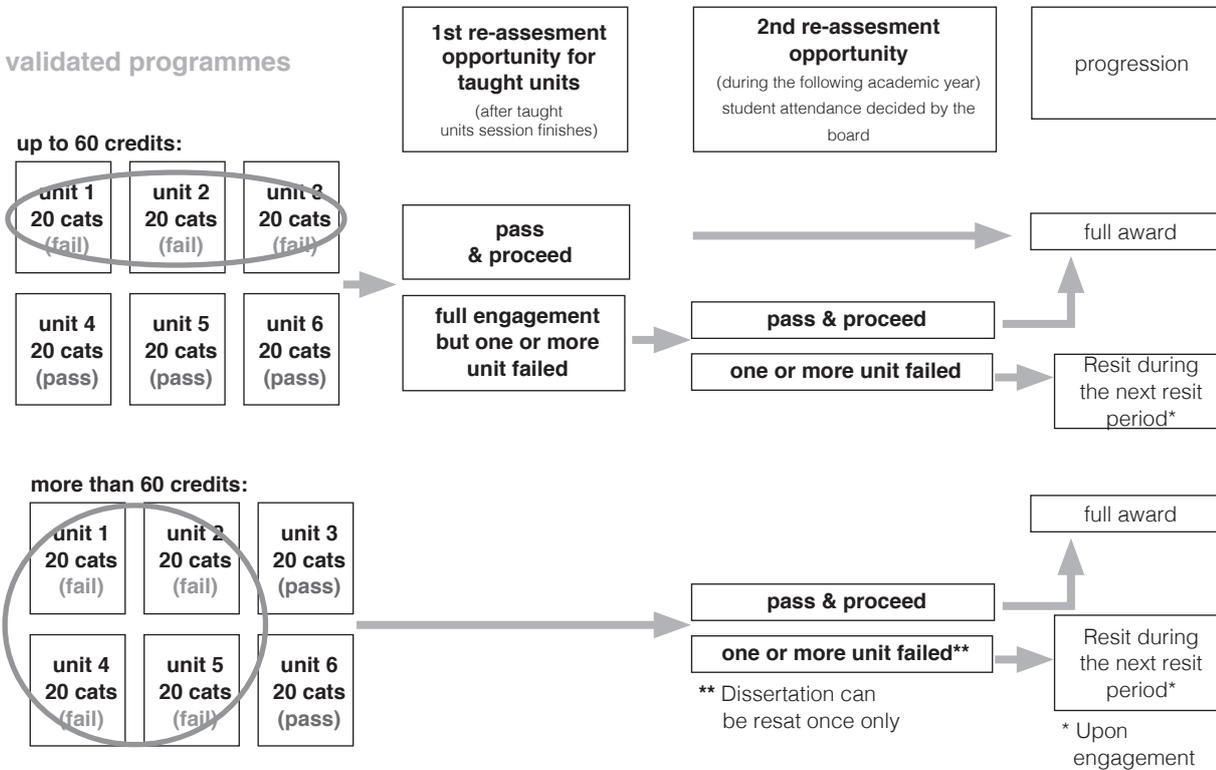
validated programmes



Re-assessment regulation

Postgraduate level

validated programmes





Appendix 6
Complaints procedures
Academic appeals

Complaints Procedure

1. The London School of Istituto Marangoni is committed to providing its students with a high quality learning experience and welcomes feedback when any aspect of the courses or services it provides fails to match what students were led to expect they would experience. The School views complaints by students as important feedback: when things are not right it encourages students to complain constructively so that it may remedy matters as quickly as possible, allowing the School to enhance what it offers students and so that any negative effects on students' learning and progress are minimised.
2. A complaint is defined by the Quality Assurance Agency for Higher Education (QAA) and the Office of the Independent Adjudicator (OIA) as 'an expression of dissatisfaction by one or more students about a provider's action or lack of action, or about the standard of service provided by or on behalf of the provider.'
3. The London School's Complaints Procedure is for students who are registered to study for an award from Manchester Metropolitan University ('the University') and has three stages: an informal stage; a formal stage and a review stage which involves the University.
4. Where a student at the London School is not registered to study for an award of the University, the Complaints Procedure follows the first two stages; review is then possible through the procedures of the Office of the Independent Adjudicator for Higher Education.

What is covered by the Complaints Procedure?

5. The Complaints Procedure for the London School covers learning opportunities for registered students and actions by the School or failures by it to act on services it provides for its students or which are provided by others on its behalf.
6. All information submitted in relation to student complaints shall be dealt with confidentiality, and only disclosed as necessary to progress towards the outcome. All parties (including students) are expected to observe confidentiality of complaints.
7. The London School of Istituto Marangoni undertakes to students that making a complaint in good faith about any aspect of the learning opportunities or services it provides for them will not compromise or otherwise affect their standing with the School, prejudice their progress, or how they are treated by it or its staff.
8. This procedure is distinct from the Procedure for Academic Appeals¹ and students should ensure that the complaint that they make follows the correct procedure. Students with complaints about assessment outcomes should use that procedure.

Timescales

9. Complaints should be raised as soon as possible in order to ensure prompt investigation and swift resolution. Students who wish to make a complaint must invoke the informal (stage one) complaints procedure within one calendar month of the incident that has given rise to the complaint.
10. Students who wish to make a formal complaint must do so within three calendar months of the incident that has given rise to the complaint.
11. Complaints will normally be dealt with within three calendar months from receipt of a formal (stage two) complaint, but the School reserves the right to make a reasonable extension to this timescale during student vacation periods.

12. For complaints that are about serious matters (for example, involving the health, well-being or personal security of a student and/or other students or staff) the London School may consider whether to take the matter immediately to the formal (stage two) of the complaints procedure.

Who can complain?

13. Students who are registered to study at the London School and who experience learning opportunities or services that were not what they were led to expect from the School may use this Complaints Procedure. Students who have recently left the School may also complain within one calendar month of the incident.
14. This procedure does not cover complaints which are currently under investigation by the Office of the Independent Adjudicator or a Court or Tribunal.
15. Complaints may be raised by individual students, or a group of students can raise a collective complaint if they have experienced the same problem. For complaints from groups of students it is helpful if the group can identify a spokesperson through whom it can communicate with the School.

What types of complaints are covered?

16. A complaint may include, but is not limited to:
 - Perceived failure by Istituto Marangoni to follow an appropriate administrative process or satisfactorily apply an institutional policy;
 - Dissatisfaction with Admissions processes;
 - Perceived failure of Istituto Marangoni to meet obligations outlined in Programme Handbooks;
 - Concerns about the quality of facilities, learning resources or services provided by Istituto Marangoni;
 - Concerns about organisations or contractors providing a service on behalf of Istituto Marangoni (including placement providers);
 - Perceived deficiencies in academic provision (e.g. scheduling of classes; amended submission dates; submission procedures for assessed work; inconsistent advice; provision of feedback; quality or frequency of supervision);
 - Perceived deficiencies in standards of service, for example, support facilities or administrative services;
 - Perceived misinformation about an academic programme;
 - Dissatisfaction with the level and availability of pastoral support;
 - Inappropriate behaviour of a member of staff or contractor;
 - Allegations of harassment, bullying, or victimisation.

Where a student submits multiple complaints relating to the same issue, the School reserves the right to treat the matter as a single complaint.

Making an Informal (Stage One) Complaint

17. When a student is dissatisfied with the action or lack of action by the London School to deal with unsatisfactory learning opportunities or services, they should raise their complaint directly with their tutor, their Programme Leader or the person who has provided them with a service that they think is not satisfactory. At this stage, complaints may be made face-to-face, by phone, in writing or by email. Students may appoint a representative to submit the complaint on their behalf. Students are advised to keep a record of any complaints made at this stage. This opens an informal (stage one) complaint, intended to deal with straightforward complaints swiftly and at a local level.
18. When making an informal complaint the student should explain to the relevant member of School staff or the service provider the reason for their complaint and the resolution they are seeking. A resolution might take the form of one or more of the following: an explanation why something happened in the way it did; an undertak-

¹ More information can be found in the Student Handbook

ing that there will be no repetition of the cause of the complaint; an appropriate apology from the individual or from the London School or the service provider and which results in a mutually satisfactory outcome.

19. A member of staff at the London School who receives an informal complaint from a student (including a complaint from a student about a service provided for the School by an independent contractor) will forward it to Quality Assurance Office in order for it to be logged on the School Complaint register and immediately report this to their line manager and the Director of Education, who will advise them how to proceed and ensure that the facts of the complaint are noted. They will also check subsequently whether progress is being made towards resolving the complaint. The School will attempt to ensure that informal complaints are resolved as quickly as possible and within no more than 30 days.
20. If the student is not satisfied with the resolution to their complaint that is proposed or they consider that the matter is not being dealt with in a timely manner (for example, more than 30 days have passed from the point at which they made their informal complaint without a resolution being proposed) they may escalate the matter and make a formal (stage two) complaint.

Making a Formal (Stage Two) Complaint

21. A formal (stage two) complaint may be appropriate where the student has declined to engage in the informal complaint stage for good cause; is dissatisfied with the resolution proposed to their complaint at the end of the informal stage; or the grounds for the complaint are serious and/or complex and require a more formal procedure. In this context, 'good cause' may include concern about the safety or well-being of students and others if the matter is not dealt with formally and promptly.
22. Formal complaints must be raised as soon as possible after the event that has given rise to the complaint: this makes gathering facts easier and evidence more reliable. Formal complaints should normally be raised within three calendar months of the matter that has given rise to the complaint. For the School to make an exception to this requirement the student will need to show good cause as to why they were unable to raise the matter within the normal time.
23. To make a formal complaint the student needs to complete a complaints form.² The form should detail the grounds for the complaint, together with a statement of what has been done by the student to attempt to resolve the complaint. All supporting evidence must be submitted at this stage as there is no provision to lodge a new complaint or evidence after this stage. When it is completed, the Complaint Form should be sent to the Office of Director of Education. An email address is: Giusi Lara: g.lara@istitutomarangoni.com Students who need help in completing the Complaint Form may seek help from a representative.
24. Supporting evidence for a formal complaint might include:
 - Independent medical evidence
 - Financial information
 - Witness statements
 - Material that has been given to the student by the School or a member of staff that describes the service or support they were to receive which the student considers to be have been misleading.
25. In all cases, students making a formal complaint should make and keep a copy of their completed complaint form and each item of supporting evidence that they submit with it: this is for their own subsequent use. When the student submits their completed complaint form and

supporting evidence to the Office of the Director of Education, this marks the start of the formal (stage two) complaint procedure.

26. When a formal complaint has been submitted, the student will receive an acknowledgment, normally within ten working days. If the student has not pursued the informal process and does not provide a satisfactory explanation as to why the informal stage has been avoided, the Director of Education may refer the complaint back to the student to be taken through the informal stage.

The Investigating Officer

27. The Director of Education will assign a relevant member of the School's academic or professional staff who has had no material contact with the student or the matter under investigation to act as the 'Investigating Officer' for the complaint. For matters to do with any teaching and learning support (including lecturing or tuition), the Investigating Officer is normally the Programme Leader.
28. The role of the Investigating Officer is to establish the facts relevant to the complaint. He/she will normally meet with the student, although provision may be made for a meeting by video conferencing. All parties will be given at least three working days' notice of a meeting, although this may take longer during the vacation.
29. At all stages of the procedure, the student may be accompanied by a fellow student. However, to avoid any conflict of interest, they cannot be accompanied by an academic or member of Istituto Marangoni's administrative staff. It remains for the student to make their own case.
30. The Investigating Officer will then provide a full, objective and proportionate response to the student, representing the School's position. A written record of the meeting will be held on file and a report produced, outlining the process followed, details of any evidence gathered and the recommended outcome. This will then go to the School Director.
31. If the complaint has not been upheld, the student will be informed in writing, with the reasons. Information about progressing the complaint to the review stage will be provided, including timescales.
32. If the complaint is upheld at this stage, the student will be provided with details of what action the School will take to resolve the issue, with timescales for its implementation.

Dismissal of a Formal Complaint

33. The School Director may only dismiss a formal complaint after receiving a report from the Investigating Officer, where the investigation report states that the complaint:
 - Has been found to have no substance
 - Has not been made in good faith
 - Is vexatious.

Where a formal complaint is found by the Investigating Officer to have been made vexatiously or maliciously, to distress or harass staff or students, or to harm the School's reputation, the School Director may refer the matter to the School's Disciplinary Procedures.

34. Where a formal complaint by a student of the School has been dismissed by the School Director and the student is not studying for an award of the University, the student may not ask the University to review the School's decision as a formal Review. In such a case the student who wishes to challenge the dismissal of their complaint may refer the matter to the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>) and the Director's letter will serve as a Completion of Procedures (COP) letter.

² A copy of the Complaint Form can be found in the Student Handbook

Completion of Procedures (COP) Letter

35. The School will issue a Completion of Procedures (COP) letter after the internal complaints procedures have been completed.
36. The issue of a COP letter serves the following purposes:
- It fixes the date when the student completes the School's internal complaints procedures
 - It clarifies the issues considered by the School under those procedures
 - It advises the student of the possibility of bringing a complaint to the OIA and of the timescale.

If the complaint is not upheld at this formal stage and the student does not request a review, the School will issue a COP letter.

Review (Stage 3) by Manchester Metropolitan University ('The University')

37. The review stage of the complaints procedure is open to a student studying for an award at the London School and who has had their formal complaint dismissed by the School Director and where the student is able to provide evidence that correct procedures were not followed in consideration of the case through earlier stages of the procedure or that the outcome of the complaints procedure was not reasonable or that there is new material evidence which for good reason was not available at earlier stages of the procedure.

Note: in such a case the University has stated that such evidence will only be considered in exceptional circumstances and will require the student to provide a satisfactory explanation as to why the new evidence was not or could not be disclosed at an early stage.

38. Where a student at the London School is studying for a University award and has received an outcome from a formal complaint that they regard as procedurally flawed, unfair or unreasonable they may request a review by writing to the Student Case Management Team at the Manchester Met University (emails should be sent to complaintsappeals@mmu.ac.uk) to state this within 10 working days of the date of the written notification of the dismissal of the complaint by the IM School's Director. In their letter to the Manchester Met Student Case Management Team the student should state clearly the grounds for seeking a review.
39. The review stage is not an opportunity for a rehearing of the original complaint. The review stage does not reconsider the case and no new or additional complaints can be added at this stage.
40. If, when examining the case put forward by the student for a review of a decision by the London School on a formal complaint, the Student Case Management Team finds that the request for the review was not submitted on time, or that the student has failed to make a case for a review that meets the conditions for acceptance outlined above, they may refuse the student's request for a review. In such a case, a senior member of the Student Case Management Team will write to the student to explain why their request for a review has been rejected. This will be in the form of a Completion of Procedures (COP) letter. It will provide contact details for the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>) should the student wish to take the matter further.
41. Where the Student Case Management Team finds that the student has demonstrated a case for the outcome of their formal (stage two) complaint to be reviewed, they will identify a senior member of the University to act as a Reviewer. Reviews will normally be conducted by a Dean of Faculty, a Pro-Vice-Chancellor or by a Director of a Professional Service area of the University. When the Reviewer has been appointed, the student may request to meet them in person or to discuss the complaint by video conferencing. In such a case the student may be accompanied by a representative.

42. Having conducted a review of the evidence the Reviewer makes their findings. Under this procedure, a Reviewer may decide:
- That one or both of the grounds for review have not been met by the student and the outcome of stage two is upheld
- or
- That one or both of the grounds have been met and this changes the outcome of stage two.
43. For a complaint that originated with a partner provider, such as the London School, the Reviewer may also state their view of the manner in which the partner handled the original complaint at the local level.
44. Where the Reviewer finds that one or both of the grounds for review have been met and that this would have changed the outcome of stage two, the Reviewer may overturn the outcome of a complaint at stage two. In such a case, the complaint may not be returned to stages one or two for further consideration and the Reviewer's decision represents the University's final decision regarding the complaint.
45. When the review stage is completed the Reviewer's findings are conveyed to all the relevant parties by the Student Case Management Team. The letter in which the Reviewer's findings are stated will give their reasons for the decision and what action the University will take to resolve the matter and any appropriate timescales for implementation. A copy of the letter conveying these outcomes is retained by the Student Case Management Team for the University's records as well as sent to IM London School.
46. The decision made by the stage three reviewer is final. At this point, the University's internal procedures are completed and a Completion of Procedures letter is sent to the student. The letter will also provide the student with details of how to refer a complaint that has not been resolved to their satisfaction to the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>).

Stage Four - Office of the Independent Adjudicator (OIA)

47. The role of the OIA is to review individual complaints by students against higher education providers. They have no regulatory powers over providers and cannot punish or fine them.
48. Before the OIA can consider a complaint, a student will need to have taken the complaint through the internal complaints procedures of the provider (stages one, two and three).
49. Once the student has completed all of the internal procedures, he/she should receive a Completion of Procedures letter from the University.
50. If the student is not satisfied with this final decision and would like the OIA to review the complaint, he/she should complete an OIA Complaint Form.³ The OIA must receive a signed Complaint Form within 12 months of the date of the COP.
51. Examples of the types of complaints the OIA can look at include:
- Academic appeals⁴
 - Extenuating circumstances
 - Teaching and facilities
 - Student accommodation
 - Research supervision (though this may be better dealt with as an appeal)

³ An OIA Complaint Form can be found online or by clicking on the link: <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>

⁴ More information can be found in the Student Handbook

- Welfare
- Discrimination - race, gender, disability, age, sexual orientation or religious belief
- Bullying and harassment
- Placements
- Maladministration
- Procedural irregularities
- Unfair practices
- Disciplinary matters, including plagiarism
- Fitness to practise processes.

Checklist for making a complaint to the OIA:

- Is your complaint something the OIA can look at?
- Have you completed the School's internal complaints procedures?
- Has the School sent you a Completion of Procedures letter?
- Complete and sign a Complaint Form and send it to the OIA with a copy of the Completion of Procedures letter.
- Send them the Complaint Form in a good time. It must be received within 12 months of the date of the Completion of Procedures letter.
- If you have a copy of the complaint you have submitted to the provider, please enclose this with your form.

Academic Appeals

1. The academic appeals procedure is governed by the policies and procedures of Manchester Metropolitan University (here, 'the University' means Manchester Met) and applies to:
 - The final stage of all undergraduate and taught postgraduate programmes where the recommendation concerning an award is made by an Assessment Board of the University (and thus a Committee of the Academic Board)
 - All intermediate stages of programmes where student progress is at the discretion of the University.
2. This procedure provides for:
 - Early resolution of students' assessment-related issues and concerns through a Programme Leader or Student Services drop ins
 - Early review of assessment-related matters through the School Exceptional Factors Reviewers
 - Formal consideration of academic appeals through University Appeals Panels
 - The review of decisions of University Appeals Panels on limited grounds.

What is an Academic Appeal?

3. The Office of the Independent Adjudicator (OIA: <http://www.oiahe.org.uk/>) and the Quality Assurance Agency (QAA: <http://www.qaa.ac.uk/assuring-standards-and-quality>) define an academic appeal as: 'a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards.'
4. That is, it relates to the outcome of an assessment or an examination, or to a student's progression and may be based on:
 - A procedural irregularity in the assessment process
 - Bias or perceived bias
 - Extenuating circumstances and where, with good reason, the academic body was not made aware of a significant factor relating to a student's assessment when it reached its original decision.
5. The following are not normally considered to be legitimate grounds for an academic appeal:
 - Where academic judgment is questioned. That is, the decision made by academic staff on the quality of the assessed work or on the criteria applied to mark the assessment (rather than the administrative marking process)
 - Where a student disagrees with the conclusions reached by the individual or panel which considered his / her mitigating (extenuating) circumstance.
6. You may find that if you have specific concerns about

the services the School provides for your wider learning opportunities, including teaching and supervision, that it would be better to make a complaint⁵ rather than an appeal.

7. All information submitted in relation to academic appeals shall be dealt with confidentiality, and only disclosed as necessary to progress towards the outcome. All parties (including students) are expected to observe confidentiality of academic appeals.

Who can make an Academic Appeal?

8. Any student who is registered with the London School for an accredited award with the University can make a formal academic appeal as can any student who has recently left the School. Any student making an appeal may do so with the help of a representative.
9. All students making an appeal should observe the timescale given below.
10. Where the issues raised affect a number of students, then they may submit an appeal as a 'group appeal'. Here it is useful if one student is nominated as the spokesperson to act as representative for the group.

Timescale

11. A student may make an academic appeal within 14 calendar days of publication of grades on Sinapto or if the Appeal is based on material irregularity, within 21 calendar days. A student who has left the School may also make an academic appeal within the same timescale. Students are encouraged to use Programme Leader or Student Services drop ins before beginning a formal academic appeal.

What are the grounds for Appeals?

12. A student may use the procedure for academic appeal where s/he considers that either or both of the following grounds apply:
 - That his/her performance in examinations or other forms of assessment was adversely affected by exceptional factors which he/she did not submit to the Assessment Board prior to its making a final decision on his/her assessment. In such cases, the student's claim must be supported by acceptable contemporaneous medical or other appropriate evidence. Little or no weight may be attached to medical certificates or other evidence obtained some time after the occurrence of the exceptional factors on which the appeal is based.
 - That a material error had occurred in the conduct of his / her assessment, or that the examinations or assessments or the proceedings of the Assessment Board or other relevant body were not conducted in accordance with the relevant regulations or that some other material irregularity in the conduct of his/her assessment had occurred and that the error, conduct or irregularity was of such a nature as to cause reasonable doubt as to whether his/her result might have been different had it not occurred.
13. In addition, in all cases that are considered through the formal and review stages of this procedure, consideration will always be given as to whether there is evidence of bias or perception of bias, and whether the outcome is reasonable and proportionate in the circumstances.
14. A student may also appeal against a decision of an Assessment Disciplinary Committee, on either or both of the following grounds:
 - That there were exceptional factors that he/she did not submit to the Assessment Disciplinary Committee prior to its making a final decision
 - That the proceedings of the Assessment Disciplinary

⁵ More information about IM Complaint Procedure can be found in the Student Handbook

Committee were not conducted in accordance with the relevant regulations or that some other material irregularity had occurred and that the conduct or irregularity was of such a nature as to cause reasonable doubt as to whether the decision of the Assessment Disciplinary Committee might have been different had it not occurred.

Results Drop in support

15. After students have been notified of their results, they will be given the opportunity to discuss and clarify their results and / or discuss any concerns with the appropriate staff. Drop in sessions with PLs and / or Student Services are normally held at the School, but in exceptional circumstances, discussion may be by video conferencing, telephone or email. Students are strongly encouraged to make use of the academic support sessions before reaching a decision about whether to proceed with a formal academic appeal.

How do I submit an Academic Appeal?

16. All appeals and requests for review of assessment-related matters should be submitted to the University, as the basis for the consideration by the Faculty Exceptional Factors and Assessment Review Panels and the University Appeals Panel. This should be done using an academic appeals form and then submitted by email to the Student Case Management Team complaintsappeals@mmu.ac.uk along with supporting evidence. When submitting an academic appeal form via email, please do not forget to include IM Student Services in the email (academicservices.london@istitutomarangoni.com). For more information, please see the link: <http://www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/academic-appeals.pdf>

Checklist for making an Academic Appeal

- Is the issue best dealt with as an appeal or as a complaint?⁶
- Have you submitted the appeal on the correct form?⁷
- Have you included copies of any relevant evidence (please retain copies for your own use too)?
- Have you stated how you would like the issue to be resolved?

What happens to my Appeal?

17. Initial review of the appeal will be undertaken by a Faculty Exceptional Factors and Assessment Review Panel. If the Faculty Exceptional Factors and Assessment Review Panel is unable to uphold a claim, the case will be referred to the central Student Case Management Team of the University and students will receive an acknowledgment of receipt of the appeal.

18. The formal stage of the academic appeals procedure will be undertaken by the University Appeals Panels, which will be convened and chaired by a senior officer of the University as well as:

- Two academic appeals assessors, who will be senior members of academic staff of the university
- An elected sabbatical officer nominated by the Student Case Management team.

What if I am dissatisfied with the result of the Academic Appeal procedure?

19. Students who are dissatisfied with the outcome of the formal stage will be able to request a review of the procedure on the following grounds only:

- If the correct procedures were not followed in the consideration of their case through the earlier stages of the procedure
- That the outcome of the formal stage of the academic appeals procedure was not reasonable

- That there is new evidence which for good reason was not available at the earlier stages of the procedure.

20. The Reviewer will be an academic Head of Department with extensive experience as a member of the University Appeals Panels and no previous involvement with the particular case he/she is reviewing. Reviewers will be supported by the Case Management Team.

21. In all cases, reviewers will also be asked to consider whether there is evidence of bias or perception of bias.

Timescale and communication of decisions

22. The formal and review stages of this procedure will be completed within 90 calendar days. This 90-day period will begin when a case is received by the central Student Case Management Team.

23. Summary decisions of the University Appeals Panels, giving the outcome of the appeal with brief details, will normally be sent to students within 7 calendar days of the meeting of the Panel. A report will normally be sent within 28 calendar days of the summary decision. This will identify the evidence used, the findings of fact, the regulations applied, the reason for the Panel's decisions, any remedy that has been identified, and instructions on what to do next.

24. When an appeal has not been upheld, the student will receive with the report a draft Completion of Procedures (COP) letter and will be given 14 calendar days in which to comment on the report / request a review. If the student does not request a review, then the draft Completion of Procedures letter will become the final COP letter.

25. Outcomes of reviews will normally be sent to students within 28 calendar days of the central Student Case Management Team receiving the request for a review. Students will also receive a COP letter.

Review of Academic Appeal

26. If dissatisfied with the outcome of the formal stage, student may be able to request a review on certain grounds, which might include:

- There were procedural irregularities at the formal stage of the academic appeal
- The outcome of the academic appeal was perceived as unreasonable in certain material ways
- The student can produce new evidence which, for legitimate reasons, they were unable to provide at the earlier stage of the appeal. The student will need to provide a rationale as to why that evidence was not provided earlier in the process.

27. The review stage does not normally involve a rehearing of the earlier appeal and students are expected to have exhausted the formal stage before seeking a review. Students are expected to seek a review within 14 calendar days of the issue of a COP letter.

28. If the academic appeal is upheld at the review stage, the student will receive a COP detailing the outcome, together with any remedy. If that should include referring the appeal back to the formal appeal stage for reconsideration then that would normally be completed within 90 calendar days.

29. If the academic appeal is not upheld at the review stage, this will be communicated to the student in writing in the form of a COP as soon as possible and within the timescale. The letter will include an explanation of why the appeal was not upheld and what they may do if they are still dissatisfied with the outcome.

Can I take the matter further if I am still dissatisfied?

30. If a student is still dissatisfied with the outcome of his/her academic appeal after the review stage, he/she is advised to contact the Office of the Independent Adjudicator (OIA <http://www.oiahe.org.uk/>) within 12 months

⁶ More information regarding Student Complaints Procedure can be found in the Student Handbook

⁷ A copy of the Academic Appeals Form can be found in the Student Handbook

of the date of the COP letter. In considering academic appeals, the OIA will consider whether the University's procedures were properly followed, whether those procedures were reasonable and whether the final outcome was reasonable.



Appendix 7

Glossary of terms

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Academic Contract

This is a personal agreement made between “you and the School”.

As part of this agreement simply put, the School agrees to undertake to teach you and you agree to attend and learn in accordance with the School’s Rules and Regulations.

Aims

The purpose behind your work. Aims are course-related and express the course’s intentions at particular points, whether relating to individual units or levels of your programme. In each unit a list of aims, coded ‘A’, sets out the intended purpose of the unit.

RPL

Recognition of Prior Learning

APEL

Accreditation prior experiential learning refers to learning achieved outside the recognised educational or training systems; it will not, therefore, be certificated.

Appeal

The formal procedure whereby you challenge a decision made regarding your performance in assessment. Disagreement with academic judgment does not constitute grounds for appeal.

Assessment

The processes and mechanisms through which the quality and standard of your work is measured and evaluated. Assessments are retrospective and do not credit future potential, although the feedback provided by marks and comments should be of assistance. A sample of marks from all units will be verified to ensure the quality of marking.

Formative assessment is an interim review of your work undertaken at key points during particular units. It provides an indicative measure of your progress, allows you to consider your work in relation to that of your peers, allows you to agree with staff any adjustments you need to make in order to satisfy course requirements, and is designed to help you improve your performance. It does not contribute to the final unit mark. Formative assessment always makes reference to the learning outcomes that unit. Summative assessment is that carried out at the end of a unit. It provides an evaluation of your progress during the unit, generates a unit mark, constructive feedback and confirms the conditions for referral and retake.

Peer and Self-assessment requires you to assess your own work and that of fellow students. It encourages: a sense of ownership of the process of assessment, assists you to become an autonomous learner helps to develop a range of transferable skills makes assessment part of the learning process rather than an adjunct to it.

Assessment Requirement

What needs to be done as a means of demonstrating attainment of a unit’s learning outcomes.

Award

The academic qualification conferred upon a student who has successfully met and completed the requirements of a specific level of study.

Credit

A numerical value ascribed to a unit of study, related to the learning outcomes. Each unit carries a credit rating: a unit is rated at 30 credit points; a double unit is rated at 60 credit points.

Director of Education

The member of staff, designated by the directors, who

holds overall academic responsibility for all subjects on one school.

Employability

The awareness, acquisition and application of subject-specific and generic knowledge and skills. Along with key personal qualities the aim being to maximise potential through successful learning including postgraduate study, life-long learning leading to sustainable employment in a changing and competitive world.

Exam Board

This is the board that has the responsibility for determining the progression of students and, when a student has met the requirements of an award, the level and where appropriate the title of the award. The Board also determines Retake requirements.

Exceptional Factors

Exceptional Factor refers to serious illness or other form of exceptional and unforeseen interference, which has adversely affected a student’s performance in attendance and/or assessment.

External Examiners

Relevant subject experts, either academic or professional, from outside the School and University who moderate the assessment of students and contribute to the maintenance of academic standards in the programme.

Graduation

The annual ceremony at which awards are formally conferred upon eligible students.

Induction

A process of introduction for students and staff to their rights and responsibilities within the academic community and to the University’s functions processes and services.

Industry board

The Industry (advisory) Board consists of industry leaders that provide guidance and support for Istituto Marangoni’s activities and research.

The board will provide a critical link between the academic focus of the School and the current and emerging trends in fashion, design and business industries and related professions.

Informal Student / Staff Consultative meeting

Staff- student consultative meeting – this is highly informal. It is a round table event: 2 or 3 tables at which different topics are discussed openly, e.g. timetabling, learning resources). November and March.

Learning Journal

Istituto Marangoni requires students to take full responsibility for keeping records of their learning activities. This is to support your “student focused learning” and empower you to take the responsibility to record, reflect, assess and monitor your learning and professional direction while on our courses. The following are what should be within your journal:

Formative Assessment, student notes
Summative Assessment, Unit Feedback sheet
Fitting feedback sheet (Fashion Design only)

PDP

Notes from any meetings concerning career and placement.

Learning Outcomes

That which has been learned or a student is able to do as a result of study or training. A list of learning outcomes coded ‘LO’ is set out for each unit.

Level

The position of learning level within a scale for validated course, for example Level 4 would be the first year of a degree course, likewise Level 5 the second.

PDP

We define PDP as "a structured and supported processes to develop the capacity of individuals to reflect on their own learning and achievement, and to plan for their own personal and educational and career development".

Programme Leader

The member of staff responsible for the management and organisation of a programme of study.

Programme Committee Meeting

During the Programme Committee Board, chaired by the Programme leader, the programme leader will present the AAM report to the Director of Education, Director of School and student representatives from each level. This is an on-going process with issues being raised to the response monitored over the course of the year and beyond.

Reference material

The information which supports the aims of a unit and which students are advised to consult. Materials can take any form including visual, textual, websites etc. They will be referred to in the unit handbook but maybe also identified by the student or suggested by staff as work develops.

Referral

The means whereby a student is granted a further opportunity to be assessed in a unit, following initial failure.

The opportunity is subject to qualifying conditions, and so may not be available to every student (see Student Handbook).

Retake or Re-sit

The means whereby a student is able to retrieve failure following Referral.

Student Representative

Students registered on the course elect course Representatives for each year. It is then up to you to make use of your Course Rep. Make your views known to your Representative. There are various opportunities for you to express your opinion about your course. If you don't know who your Course Representative is or if your course doesn't have one, ask your Programme Leader.

Student Voice

Student feedback is essential to programme development and student comments are used to enhance both the successful management of the programme and the teaching/learning strategies.

Unit

A self-contained unit of study. Each unit has a set of specific learning outcomes.

Unit Handbook

There, you will find detailed Information about what you will cover during each session. It also contains information about your deadlines and assessments.