



**Manchester
Metropolitan
University**

Social Worker Degree Apprenticeship

Apprenticeship Handbook (2022/23)



Table of Contents	
Introductory Information	4
About the Social Worker Degree Apprenticeship	4
Welcome from the SWDA programme team	6
Our philosophy and principles	8
Social Work England	9
The learning environment and design of the course	10
Curriculum design	10
Our apprenticeship model of teaching and learning	11
BA (Hons) Social Work Units	12
Work Based Learning & Assessment of Practice	13
Course Structure	14
On-Programme Assessment	14
End Point Assessment	15
Professional Development Portfolio on E-Assessor	16
Off-The-Job Training / Dedicated Learning Time	17
Suggested Plan for Dedicated Off-the-Job Learning Activities	17
Practical information	18
Apprentices - employees or students?	18
Support	18
Review Meetings	19
Programme Contacts	20
Programme leaders	20
Unit Leader and tutors	20
Academic staff	20
Enhanced Level Skills Coaches (ESC)	22
Additional support	22
Studying for a Degree Apprenticeship	23
Social Work England Professional Standards and expectations about your conduct	23
Use of social networking sites	23
Consent form	24



Professional suitability (Fitness to Practice)	24
Timetables	25
Attendance and participation	25
Communicating absence	26
Communication	26
Moodle	27
Assessments and regulations	27
On-programme assessment	27
Work Based Learning & Assessment of Practice	28
Confidentiality	28
Late submission of assessed work	28
Exceptional Factors (assessment mitigation)	28
Assessment regulations	29
External Examiners	29
Additional Support and Guidance	30
Support at Manchester Met	30
Student Hubs	30
Academic and Study Skills Tutors	30
Writing Project	31
Dyslexia Support	31
Disability Support	31
Counselling, Health and Wellbeing Service	32
Careers and Employability Service	32
Student Financial Support	32
Manchester Met Library	32
Student/Apprentice Voice	33
Students' Union	33
TOTUM card / NUS extra	33
Student Representative and Feedback	33
Stakeholder Meetings	34
Learner representation	34
Health and Safety Information and other matters	35
Emergency Evacuation Procedures	35
First Aid	35



Smoking and vaping	35
Change of name or address	35
Data protection	36
Public Interest Disclosure (“Whistleblowing”) Policy	36



Introductory Information

About the Social Worker Degree Apprenticeship

Welcome to Manchester Metropolitan University, home to a diverse community of over 30,000 students and degree apprentices and home to the largest provider of qualifying social work education in Greater Manchester. The Department has been working in partnership with employers and delivering social work education in excess of 30 years.

We are incredibly proud of our social work programmes at Manchester Met and of having the opportunity to work alongside industry experts and people and people with lived experience in the design and delivery of your degree apprenticeship.

The Social Work Degree Apprenticeship (SWDA) is an engaging, challenging and thought-provoking programme designed to meet the requirements for qualified professional social work practice as stipulated by Social Work England, our regulator. It will provide the opportunity to develop, knowledge, skills and behaviours to inform and shape professional practice. It will embed an evidence informed approach to practice, including sound research-led capabilities to our students, helping our employers to develop and retain talented and resilient professional social workers.

The programme as designed and agreed with employers offers a multi modal approach to teaching and learning, this is sometimes referred to as 'blended learning'. It will include face-to-face teaching, directed study tasks along with online support systems. It gives apprentices access to some of the country's leading academic professionals and it is designed to ensure currency of knowledge. Social work practice, social policy and the law can be subject to change, we take pride in ensuring any changes are reflected immediately in our delivery, we are creative and flexible in this regard. The taught units are complemented by support from a dedicated team of skills coaches who help apprentices to develop professional knowledge, skills and behaviours in the workplace. Please make use of the excellent range of resources and support that you have available at Manchester Met.

In 2021 Ofsted took on oversight of Degree Apprenticeships delivered by Higher Education Institutes under their new Education Inspection Framework. As a recognised apprenticeship provider we undertake to do the following:

- prepare learners for life in modern Britain by equipping them to be responsible, respectful, active citizens who contribute positively to society know how to become involved in public life; developing their understanding of fundamental British values of democracy, individual liberty, the rule of law and mutual respect and tolerance;
- develop learners' understanding and appreciation of diversity; celebrating what we have in common and promoting respect for the different protected characteristics as defined in law, promoting equality of opportunity so that all learners can thrive together, understanding that difference is a positive, not a negative, and that individual characteristics make people unique;



- promote an inclusive environment that meets the needs of all learners, irrespective of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, relationship status or pregnancy;
- develop learners' character, defined as the set of positive personal traits, dispositions and virtues that informs their motivation and guides their conduct so that they reflect wisely, learn eagerly, behave with integrity and cooperate consistently well with others;
- develop learners' confidence, resilience and knowledge so that they can keep themselves mentally healthy;
- provide an effective careers programme that offers advice, experience and contact with employers to encourage learners to aspire, make good choices and understand what they need to do in order to reach and succeed in their chosen career;
- support readiness for the next phase of education, training or employment so that learners can make the transition to the next stage successfully.

This programme will stretch and challenge you at times, but it will help you to develop a new way of thinking about the needs of people who need to access support and interventions from social work services and you'll be supported every step of the way.

Please take advantage of this fantastic opportunity to network and develop lasting professional relationships.

Enjoy the challenge!

Andrea Collins

Head of Social Work



Welcome from the SWDA programme team

“The shape of every apprenticeship journey should be different. An apprenticeship should not be something taken ‘off the shelf’ by a provider, or something prescribed by government. Every job, every workplace, and every individual learner is different. So it should be up to employers, together with training providers and learners, to shape the learning journey themselves, and we should minimise the things that get in their way.’

(Department for Business, Innovation and Skills, 2013)

In choosing to study at Manchester Metropolitan University, you will be joining a department with an excellent reputation. We are a key partner in the Greater Manchester Social Work Academy which has been developed as part of the Teaching Partnership with local authorities and social care agencies across Greater Manchester. We also extend our partner relationships to work with Local Authorities and key agencies nationally.

The Department of Social Work and Social Care hosts a number of ways to study (known as Routes) qualifying social work: MA Social Work, PGDip Social Work (Employment Based), BA (Hons) Social Work and your route the BA (Hons) Social Work (Apprenticeship). The BA (Hons) Social Work (Apprenticeship) (often shortened to SWDA) is an integrated degree level Apprenticeship route and is a new and innovative way to deliver social work education.

The SWDA is a context-driven education that blends your academic studies with learning in your own workplace to create an environment where you are able to apply academic principles to your everyday role. Throughout the programme, you will undertake assessments that will enable you to reflect on social work practice, consider best practice and eventually make a practice recommendation which might have a real impact on your organisation and/or the lives of people who use services. Many of our apprentices have had their contribution recognised by their employer, receiving progression and development opportunities as they then progress into roles as qualified professional social workers.

The information contained in this handbook will provide you with an overview of the philosophy, management, delivery and assessment of the programme. If there is anything missing, or if you need anything further please don't hesitate to let one of the team know.

Most of the information you will need regarding the programme is contained on the Moodle page for the programme (<https://moodle.mmu.ac.uk>) or the central online student hub (www.mmu.ac.uk/student-life). Please check these pages for specific programme information such as learning outcomes and programme specifications. We will demonstrate how to access this during your first day at Manchester Met. It is essential that you familiarise yourself with this facility and check it regularly, along with your student email.

We appreciate and value that you are a highly experienced and valued employee, excited and highly motivated to get on with your career. We want you to be confident that that the skills you learn throughout the programme will help you succeed, progress and thrive in social work. We want to create a learning culture, that develops curious, analytical and reflective practitioners who apply learning directly to their social work practice. You will follow a rigorous programme of learning in the classroom, supported by online activities, with your peers in Community of Practice



groups, through your own studies – and of course, and so importantly, ‘learning by doing’ in the workplace. As such, each apprentice will have a unique journey throughout the programme. We hope that you will find your studies to be thought-provoking and enjoyable.

The programme team at Manchester Met including your unit tutors and skills coaches, will ensure that you receive the support and guidance that you need to achieve your goals. If you ever have any questions or concerns, then please get in touch.

We hope that you will find your experience on the programme rewarding and that it will help you to develop both personally and professionally. The whole team look forward to meeting you all and that you will find your experience at Manchester Met both rewarding and fulfilling.

SWDA Programme Team



Our philosophy and principles

At the heart of social work is the promotion of human rights and social justice to facilitate positive change in partnership with individuals, families and communities often in the context of difficulty, distress and vulnerability. Social work is about the empowerment, liberation, support and protection of the most vulnerable people within our society and as a result focuses upon change at both individual and societal levels.

The social work programmes at Manchester Met have the following key underpinning principles:

- Ensure that people with lived experience and their families are at the heart of what we do.
- Promote human rights, social justice and the protection of individuals, families and communities.
- Work in partnership with stakeholders to design and delivery social work education.
- Recognise and build on the strengths of individuals, families and communities.
- Promote collaborative and respectful relationships for the advancement of people’s wellbeing and protection.
- Provide inclusive and effective leaning and teaching pathways to promote a positive student learning experience.
- Develop intelligent social work practitioners who are creative, innovative, critically reflective and curious.
- Promote integration between research, theory and practice.
- Promote and develop lifelong relationships with all stakeholders – service users, carers, employers and practitioners.
- Integrate national and international perspectives of social work for students, staff, teaching, research and enterprise.
- Remember who we are, why we are here and what we do well.



As a programme we seek to provide a learning environment in which you can develop academically and professionally. Social work is both rewarding and challenging, and it is therefore important that we work collaboratively as a learning community to ensure that you are ready and competent to practice as a social worker. We recognise the importance of valuing the knowledge, skills and experience you bring to the programme and you will be actively encouraged to draw on these resources during learning and teaching.

Here at Manchester Met, we have a strong history of working with learners from very diverse backgrounds. We believe this diversity adds positively to the overall learning experience of all learners. We are fully committed to putting into practice the university's Equality and Diversity Mission Statement, strategy and the policy. These can be found at:

<http://www.mmu.ac.uk/equality-and-diversity/>

Within the Department we offer equality and diversity network meetings, you are warmly invited to these. Details are shared via our Moodle platform.

We recognise the importance of taking proactive steps in order to create a safe and positive learning environment for all learners. To this end, we spend time supporting the development of group-work, ground rules and challenging both direct and indirect discrimination. We firmly believe that creating an environment based on mutual respect will enable you to learn most effectively and prepare you for working as professional social worker. An understanding of the [Professional Standards as prescribed by our registering body, Social Work England \(SWE\)](#) and of the ['Standard for social work \(integrated degree\)' and the Knowledge, Skills and Behaviours required for the Institute for Apprenticeships and Technical Education \(IFATE\)](#) will be introduced at the start of your apprenticeship and are embedded into the academic and practice curriculum as are Social Work England requirements for [Education and Training Standards](#). All of these standards have been used to design the programme you are undertaking. Activities and assessments on the programme require learners to work in groups and we ensure that learners are supported to make this a useful and positive experience for all.

Social Work England

All social work courses including the social worker degree apprentice programme are inspected and are subject to approval by Social Work England, the regulatory body for social work. Programmes are inspected against the Education and Training Standards for Social Work and also Social Work England Professional Standards. Our full inspection took place in March 2022 and we have been approved. At the end of the inspection the inspection team told us that 'this is how social work should be delivered but rarely is'. We were delighted and reassured to have this feedback.



The learning environment and design of the course

Curriculum design

Building upon and integrating the above principles, approaches to teaching and learning have also been developed with reference to the following requirements:

- The Institute for Apprenticeship standards, behaviours, requirements, knowledge and skills.
- As mentioned above, the Social Work England Education (SWE) and Training Standards (2021) and the Social Work England Professional Standards are used to ensure that students graduating from the programme meet the requirements for application to the SWE Register.
- The SWE (2021) supporting Assessment of Social Work Students Guidance and Practice Placements Guidance, have been used to develop the curriculum to ensure that graduating students are fit for practice and have acquired the knowledge, skills and values that will enable them to be able to demonstrate that they are eligible to apply for registration as a social worker with Social Work England.
- The Professional Capabilities Framework (PCF) for Social Workers (2018) (now held with BASW) and the former TCSW Curriculum Guides have been utilised in the design and delivery of all our social work programmes.
- The curriculum is also informed and mapped against (where appropriate) The Knowledge and Skills Statement for Child and Family Social Work and the Knowledge and Skills Statement for Social Workers in Adult Services (KSS).
- To note: As social work is an emerging profession and can be subject to changes imposed by for example, the Government and/or regulator, we will ensure that the programme reflects this and that everything reflects current requirements. In the event of there being professional or regulatory changes we may need to amend the programme accordingly. Apprentices will be notified should this happen.



Our apprenticeship model of teaching and learning



<p>Communities of Learning (CoL) How you learn via University</p>	<ul style="list-style-type: none"> • Classroom based teaching • Virtual Learning environment (moodle) • E-learning • Reading/watching • Seminar sessions in University • Online forums • Unit assessments • E-Assessor – knowledge, skills and behaviours through assignments
<p>Communities of Practice (CoP) How you learn in the Workplace</p>	<ul style="list-style-type: none"> • ESC/Mentor led groups in the workplace • Workplace mentor meetings • Tripartite meeting with ESC and WB mentor (x 3 per year) • Work-based peer support groups • E-Assessor – knowledge, skills and behaviours in practice
<p>Communities of Wellbeing (CoW) How you learn to support wellbeing and sustainability</p>	<ul style="list-style-type: none"> • Modelling approaches to wellbeing • Promotion of wellbeing in three-way meetings with skills coach and mentor • Wellbeing activities • Peer support (incl. virtual)



	<ul style="list-style-type: none"> • University pastoral help
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Apprentices will be required to evidence the time spent on off-the-job training activities in their portfolio. The University and Employer will monitor these activities on a regular basis, and formally through the apprentice review process, to ensure that the apprentice is receiving relevant support within the workplace to allow them to achieve the apprenticeship standard.

The three years of the BA Social Work degree are categorised by Levels. These are:

Year 1 = Level 4

Year 2 = Level 5

Year 3 = Level 6

The course structure is as follows (although the order of delivery within levels is subject to review):

BA (Hons) Social Work Units

Level	Unit Code	Unit	Credit value
4	2G4Z0022	Social Work, Social Justice and Lived Experiences	30 credits
4	2G4Z0023	Strengthening Relationships and Wellbeing	30 credits
4	2G4Z0024	Society, Welfare and Global Inequalities	30 credits
4	2G4Z0025	Ethical Practice for Professional Social Work	30 credits
5	2G5Z0034	Law, Rights and Safeguarding	30 credits
5	2G5Z0035	ASPIRE 1: Knowledge and Skills in Practice	30 credits
5	2G5Z0036	Journeys Through the Life Course	30 credits
5	2G5Z0037	Critical Theory for Social Work Practice	15 credits
5	2G5Z0038	Applied Skills and Methods for Social Work Practice	15 credits
6	2G6Z0032	Applied Social Research and Evaluation for Practice	30 credits
6	2G6Z0033	Critical and International Perspectives in Social Work	30 credits
6	2G9Z0004	Applying Law, Safeguarding and Interdisciplinary Practice (incorporating the End Point Assessment)	60 credits

In order to achieve an honours degree, students are required to complete 360 academic credits which they gain through successful completion and assessment of academic units. Apprentices complete 300 credits in the first 2 years of study and then, so long as it is agreed by their line manager and mentor (based on their performance in the workplace) progress to the End Point Assessment (EPA) stage where they gain the final 60 academic credits.



Work Based Learning & Assessment of Practice

The undertaking of work based learning is a requirement for professional qualification in social work. Work based learning takes place in at least two contrasting settings, which are identified, provided and assessed by the employer. Apprentices are assessed in their workplace by a qualified social worker, who may be either a manager, experienced social worker, practice consultant or based in Work Force Development. Work based learning accounts for 80% of this route. It is a requirement that students are assessed as being ready to progress to the End Point Assessment

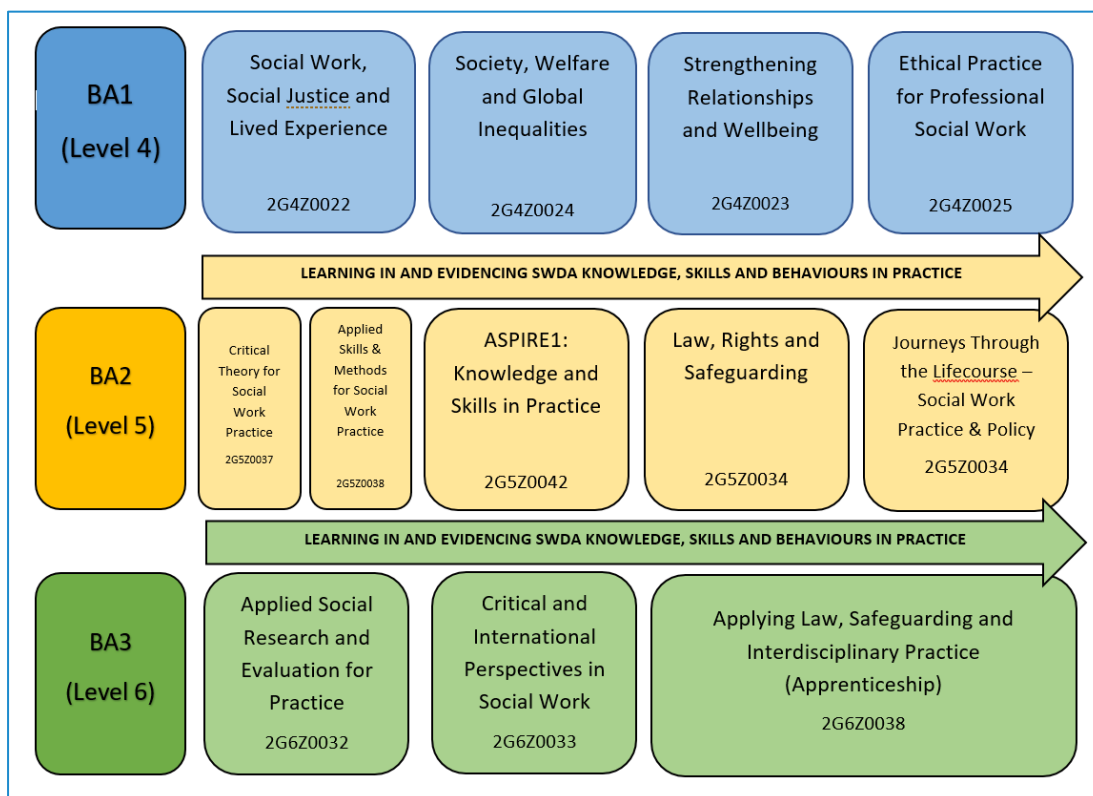
It is a requirement of social worker apprentices that they are assessed in practice and both their line manager/mentor and Enhanced Skills Coach will contribute to the evaluation. Employers will have their own requirements as to what work the student must complete in order to evidence their practice and the university provides a range of tools to support this that are available on the Programme area on Moodle. This must, as mentioned earlier meet SWE standards, including statutory and legal interventions, risk assessment and decision making. Apprentices must be observed in practice (direct observation) and have approval from their employer to progress through the End Point Assessment. Full details of the End Point Assessment can be found in the programme area in Moodle.

The Apprenticeship route recognises the considerable experience you bring. To reflect the integrated nature of the apprenticeship your timetable will differ from that of other routes. 80% is on job learning and 20% is off the job learning and the programme and timetable has been designed to reflect this, with attendance at or participation in learning and taught activity 1 day per week (2 at the beginning of each unit).



Course Structure

The course structure is as follows:



If you start your course in September, once you have completed BA1 (6 months) you will progress between levels at Examination Boards in February/March; if you start your course in March, once you have completed BA1 (6 months) you will progress between levels at Examination Boards in August/September. See timetable and assessment handbook for further details. **We strongly advise that you DO NOT book holidays when you are timetabled to attend learning and during assessment submissions.**

On-Programme Assessment

Assessments for each academic unit within the degree are designed to enable learners meet Social Work England Education and Training Standards and to work towards the six Social Work England Professional Standards in doing this Apprentices will have the opportunity to apply the academic theory to their own organisation and role, and assessment types are varied to reflect different learning styles and include group/individual presentations, digital stories, essays, case studies, reflective case recordings and reports. However, in order to ensure that all learners have an opportunity to prepare for the End Point Assessment, one assessment at each level must be a formal written assignment and one an individual presentation. For example, Law, Rights and Safeguarding, is assessed via an “open book” examination where learners can take text books and prepared notes (in accordance with Exam Regulations). This assessment again is preparation for the End Point Assessment. In Applied Social Research and Evaluation for Practice learners are encouraged to link this to their social work practice and its application in their organisation.



End Point Assessment

Integrated into the degree, the End Point Assessment (EPA) forms the 60 credits of Applying Law, Safeguarding and Inter -Disciplinary Practice (Apprenticeship), and is taken in the last six months of the apprenticeship. Apprentices cannot complete the social work degree without passing the EPA.

It is important to note that the apprentice's employer decides that the apprentice is eligible to enter EPA. They may take advice from the learning provider.

Prior to taking the EPA you must formally progress through the End Point Assessment Gateway which requires that you have demonstrated that :

- you have achieved a minimum level 2 English and Maths as per the standard and all general apprenticeship requirements
- you are able to communicate at Level 7 of the International English Language Testing System (with no element below 6.5)
- have successfully completed assessed work experience in at least two contrasting settings, one with a focus on statutory work
- obtained 300 academic credits of the Social Worker degree, 120 at level 4,120 at level 5 and 60 at level 6 with a provisional grade
- you have completed a minimum 20% off the job learning
- your employer verifies your readiness to progress based on their assessment of you in the workplace

Someone who has not been involved in the delivery or assessment of the apprenticeship programme at MMU will be the lead End Point Assessor. The EPA consists of four distinct assessment methods grouped within two strands



Strand 1: Case Study; the assessment will consist of:

- A written critical case study of a practice case
- A presentation to a panel including a representative from the employing agency, experts by experience and the Lead End Point Assessor.

Strand 2: Scenario Exercise.

Under examination conditions (three hours), apprentices view a visual (eg video) scenario. The assessment will consist of:

- an initial analysis, response to two questions and writing of a case record.
- a 20-30 minute discussion of the scenario exercise with representatives from the University, employer and experts by experience, chaired by the Lead End Point Assessor.

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On successful completion of the End Point Assessment, apprentices are awarded the BA (Hons) Social Work (Apprenticeship) and are eligible to apply for professional registration with Social Work England.

Further details of the Assessment Plan are available at:

https://www.instituteforapprenticeships.org/media/2491/sto510_socialworker_level-6_epa-v1-for-publication-281118.pdf

Further details about the social work apprenticeship standards are available at:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/social-worker-degree/>

Professional Development Portfolio on E-Assessor

Apprentices will develop and maintain a digital portfolio on E-Assessor, throughout the programme capturing the knowledge, skills and behaviours developed throughout the programme, and in particular those developed in the workplace and contrasting learning settings. You will also use E-Assessor to capture and evidence your “Off the Job Learning”. The ‘E-Assessor’ digital portfolio allows learners to demonstrate their development against the apprenticeship standards, through high quality evidence from the workplace and academic assessments.



Off-The-Job Training / Dedicated Learning Time

An important part of any apprenticeship is being given sufficient time to learn new knowledge and skills, and develop new behaviours. The Education and Skills Funding Agency (ESFA) decided that this should constitute no less than 20% of an apprentice’s contractual hours over the duration of the apprenticeship programme.

Dedicated off-the-job learning time includes University studies (including attendance at teaching sessions, guided and independent study, workshops and tutorials) as well as activities undertaken in the workplace which contribute to the development of skills and behaviours within the apprenticeship standard (see below for examples of relevant activities). Guidance on how to best utilise this during the programme will be given, but as a general guide we have calculated the 20% as follows:

Notes (based on apprentice working 7.5 hrs/day over 5 days)	Hours	Days
Average contracted weekly working hours (7.5 hours per day)	37.5	5
Average contracted annual hours (37.5 x 46.4 weeks)	1740	232
OTJ entitlement per year (20% of contracted hours)	348	46

* The 20% allocation does not include additional time which may be required for functional skills or on-programme resits.

Suggested Plan for Dedicated Off-the-Job Learning Activities

The table below provides suggested activities that count towards off-the-job training, which are to be supported by the University and the Employer. In addition to university attendance, this can also include training that is delivered at the apprentice’s normal place of work but must not be delivered as part of their normal working duties.

Employers are given the flexibility to manage the implementation of this requirement in a way that will most benefit their apprentice and organisation. The 20% includes some ‘protected’ study time, particularly when approaching assessment deadlines, and time spent on the other eligible work-based activities. We often find that employers are surprised at how quickly these activities add up. It does not include the time that is spent in a contrasting work setting. It is very important that within your ‘normal duties’ and within the work undertaken in the contrasting work setting that you are able to demonstrate the requirements for Social Work England, including sufficient work involving statutory social work tasks including high risk decision making and legal interventions. We highly recommend that you are explicit about this in your recordings in your e-portfolio.

For most 30 credit Units there will be 11 days OTJ learning (82.5 hours). These will be broken down in different ways, according to teaching and assessment methods but are likely to include the following activities:



Learning Activity	Notes and suggested activities
Classroom learning	Includes structured learning in the classroom through attendance at the University; attending University for formal lectures and tutorials; attending skills development workshops.
Blended learning	Can be online or on campus and Includes completion of work books and guided study materials and learning activities.
Unit assessments	Completion of assignments as part of the apprenticeship programme.
Study Days	Timetabled days for study and completion of assessments.
University / Employer Supported Workplace Skills & Behaviours development	Includes Community of Practice groups; undertaking reading; developing evidence; receiving coaching and mentoring; '3 way' review meetings (with tutor, manager/mentor); undertaking reflective practice; gathering peer feedback; evidence gathering, preparation and updating the e-portfolio; attending relevant on-site or off-site training courses; attending webinars; attending skills development workshops; apprenticeship ambassador activities (attending careers fairs, participating in national competitions and community events etc).
End Point Assessment Preparation and submission	Includes preparation for and undertaking of critical case study, scenario exercise and professional discussion. It may also include receiving tutorial support and mentoring; meeting with other apprentices; developing presentation skills.

Practical information

Apprentices - employees or students?

Both. An apprentice is an employee who undertakes learning activities on or off the job from day one of their contract but is also registered as a student with Manchester Met. Your employer will have needed to sign a commitment statement, and issue you with a contract that must last at least as long as the apprenticeship programme.

Support

Throughout the programme you can expect to receive support from your manager and Enhanced Skills Coach (ESC), mentor, colleagues, peers and academic tutors. Building an effective network is an essential part of successful learning and development throughout the apprenticeship.



Line managers

They are responsible for supervising and managing your day-to-day work and may also appraise the development of your knowledge, skills and behaviours against the apprenticeship standards. (However, if your line manager is not a qualified social worker, you will need to be assessed against the apprenticeship standards by a qualified and experienced social worker. This could be somebody else within the agency, such as an experienced social worker, a practice educator or consultant or a workforce development colleague).

Your line manager will focus on the management of your cases in cases to comply with protocols and deadlines, and will support you in developing and applying professional knowledge, skills and behaviours. Your line manager can also act as your mentor. It will be the decision of your agency who is allocated as your line manager and your mentor.

Mentors

Your mentor will be knowledgeable about social work and is an important source of learning and support for you. Along with your line manager (if they are a qualified social worker), they will appraise the development of your knowledge, skills and behaviours against the apprenticeship standards. They will provide you with opportunities (sometimes in Community of Practice groups and sometimes individually) to reflect on your practice, growth and development. Your mentor will support you in developing and applying professional knowledge and skills, including analysis and decision making, use of professional authority and ethical practice.

Your mentor will not observe or advise you on specific actions in your daily work unless they are also your line manager. Your mentor will have tripartite meetings with you and your Enhanced Skills Coach (ESC) x 3 times per year.

Enhanced Skills Coach (ESC)

You will be allocated a named Enhanced Skills Coach; you will meet with your ESC at least three times a year. Your ESC will be a crucial source of support during your degree and will help you get the most out of your studies, as they get to know you and how you learn. They will guide you through your programme and support your academic, personal and professional development. They will meet with you and your line manager and/or mentor three times each year to create a learning plan that clearly identifies and agrees the learning needs and opportunities available, review your progress and agree goals and actions for the next stage of the programme.

Review Meetings

These are tripartite meetings where the apprentice, their workplace mentor and the ESC, meet together to agree learning and review progress against the apprenticeship standards. Normally in a full academic year (12 month) four of these meetings will take place.

Please note: For the condensed first year there will be x 2 meetings in the work place

In addition an 'academic drop-in' system will operate in which unit co-ordinators and the teaching team from each unit will be available at the point of assignment preparation for each assessment. Academic staff should be contacted by e-mail in the first instance.



The ESC, along with the apprentice’s work-based mentor, will also support learners to complete the Professional Development Portfolio on E-Assessor, which is required across all levels. The ESC will contribute to the assessment made in the workplace that the Apprentice has demonstrated sufficient competency in practice to progress to the End Point Assessment

As well providing tutorials for course-related issues, the ESC will provide pastoral support to learners who are experiencing personal issues that may be impacting on their performance or experience within the university. If the support required is of a more intensive nature, learners will be directed to the university Student Wellbeing Service <https://www.mmu.ac.uk/student-life/wellbeing/> who can deal with a range of matters.

The programme lead can provide you with additional information, advice and guidance including queries about the curriculum and assessment schedule.

Programme Contacts

Programme leaders

The programme leader has overall responsibility for the operation and smooth running of your programme. They manage a broad range of areas including oversight of the academic units, aspects of quality, establishing fairness in marking / moderation and focussing on the whole learning experience to ensure you have a challenging yet supportive environment within the degree. If you have any queries about your programme, please get in touch with your programme leader.

Academic Programme Leaders		
Pauline Black, Senior Lecturer	Programme Lead	p.black@mmu.ac.uk
Briony Spedding, Senior Lecturer	New in role, Briony will be supporting some Programme Lead functions with Pauline	b.spedding@mmu.ac.uk

Unit Leader and tutors

The unit leader has overall responsibility for the management and teaching on their units. They will be supported by other members of the academic teaching team who will support with the teaching. If you have any questions about a specific unit, please get in touch with the unit leader.

Academic staff

Name		Email
Dr Jenny Fisher	Head of Department	j.fisher@mmu.ac.uk
Andrea Collins	Head of Social Work	a.collins@mmu.ac.uk



Pauline Black	Senior Lecturer, Apprenticeship Programme Lead	p.black@mmu.ac.uk
Claire Bellamy	Senior Lecturer	c.bellamy@mmu.ac.uk
Dr Sarah Campbell	Senior Lecturer	s.campbell@mmu.ac.uk
Zoe Cox	Post-Graduate Teaching Assistant	z.cox@mmu.ac.uk
George Dake	Lecturer	g.dake@mmu.ac.uk
Sarah Dennis	Lecturer	s.dennis@mmu.ac.uk
Ffion Evans	Senior Lecturer, Department Education Lead	Ffion.evans@mmu.ac.uk
Anne Everett	E-learning Developer	a.everett@mmu.ac.uk
Dr Robert Hagan	Senior Lecturer	r.hagan@mmu.ac.uk
Katie Hill	Senior Lecturer, SUSW Programme Lead, End Point Assessor	k.hill@mmu.ac.uk
Dr Caroline Leah	BA Programme Lead	c.leah@mmu.ac.uk
Lynda McDonald	Senior Lecturer, Lead End Point Assessor	l.mcdonald@mmu.ac.uk
Emeritus Professor Hugh McLaughlin	Professor of Social Work	h.mclaughlin@mmu.ac.uk
Gareth Millar	BA Programme Lead	G.Millar@mmu.ac.uk
Tara Peters	Lecturer	t.peters@mmu.ac.uk
Dr Sarah Pollock	MA Admissions Lead	s.pollock@mmu.ac.uk
Rachael Rooke	Senior Lecturer	r.rooke@mmu.ac.uk
Briony Spedding	Senior Lecturer, Deputy Programme Lead	b.spedding@mmu.ac.uk
Margaret Struthers	Senior Lecturer	m.struthers@mmu.ac.uk
Camilla Ventre	Lecturer	c.ventre@mmu.ac.uk
Jo Barlow Attia Hussain Christopher King	Teaching consultants	j.barlow@mmu.ac.uk a.hussain@mmu.ac.uk c.king@mmu.ac.uk

Information about the staff team involved in the delivery of the Apprenticeship can be found on the departmental staff web page:

<https://www.mmu.ac.uk/about-us/faculties/health-and-education/schools/social-care-and-social-work/staff>

You will see from the web page that as an academic staff group we have a wide range of knowledge and practice experience. You will also note that many of the staff team are research active, some retain industry links, many present at both national and international conferences and have developed expertise in several key areas.



All academic staff offer drop ins and tutorial support. Please e-mail or contact them on Teams to request an appointment.

The University has a policy that students can expect a reply to an email within 3 working days (in the event of annual leave you will receive an out of office advising who to contact).

Enhanced Skills Coaches (ESC)

Skills Coaches conduct periodic reviews with apprentices and their line manager to monitor progression and support development on the apprenticeship. They also support apprentices to develop skills and behaviours in the workplace and evidence these in the apprenticeship portfolio. Finally, they are a point of contact for apprentice and line manager for general queries.

Name	Email
Derek Barron	d.barron@mmu.ac.uk
Jason Bowden King	j.Bowden-king@mmu.ac.uk
Sonia D'Andreta	s.dandreta@mmu.ac.uk

Additional support

We appreciate that MMU is a large University and that it can sometimes be difficult to know who can help you with your query. If you are ever in doubt, please speak to your Skills Coach who can point you in the right direction.

Name	Email
Apprenticeship Unit (apprenticeship queries and attendance)	apprenticeships@mmu.ac.uk
Head of Apprenticeship Operations	james.w.walker@mmu.ac.uk
Apprenticeship E-learning/Technology Support	telapprenticeship@mmu.ac.uk
Student Hub (University queries and general advice)	studenthub@mmu.ac.uk
Academic Study Skills	studyskills@mmu.ac.uk
Academic Study Skills Coach, Jennifer Reeve	j.reeve@mmu.ac.uk
Department Disability Coordinator, Lisa Appleyard-Keeling	l.appleyard-keeling@mmu.ac.uk



Studying for a Degree Apprenticeship

Social Work England Professional Standards and expectations about your conduct

An understanding of the Professional Standards as prescribed by our registering body, Social Work England (SWE) will be introduced at the start of the programme and is embedded into the academic and practice curriculum. Although students are not regulated by SWE, it is expected that students work towards meeting the standards in preparation for applying to register. Therefore, all social work students are expected to familiarise themselves and adhere to the Professional Standards.

Students are expected to sign to say that have read and are willing to adhere to the Professional Standards each year.

<https://www.socialworkengland.org.uk>

Failure to adhere to these may result in concerns being raised about professional suitability, sometimes referred to as fitness to practice. The procedure for this can be found in the undergraduate assessment regulations and via the link below. Apprentices should note that all concerns will be shared with your sponsor/employer.

<https://www.mmu.ac.uk/sites/default/files/2022-01/Professional-Suitability.pdf>

Use of social networking sites

It is recognised that students are likely to use social networking and blogging sites (such as Facebook/Snapchat/Twitter/ Community Care/Whatsapp/Instagram/SWAY/Wordpress etc...).

Students must not record lectures/sessions without the expressed consent of those involved and only when this is agreed as part of a personal learning plan. Such recordings must not be shared on social media platforms.

SWE provides guidance on the use of social media by social workers within standard 5.6. Although this is not directly aimed at social work students, there is an expectation that students understand and comply with these standards.

Social media can be a supportive tool to facilitate communication in an online community. However, social networking sites such as Facebook, Twitter, blogs and others are public places.

When communicating online people often have little control over who sees comments or where they end up, even if they are later deleted. Social workers should be cautious about posting information about themselves on social media if it is something that they would prefer the people they work with did not know about.

They should refrain from posting anything that may damage confidence in their work, or the work of the profession. This may include political, religious, or moral beliefs, social activities or personal relationships.



Social workers should also be mindful of their organisation's policies and should not post anything that breaches their employer's code of conduct. At all times, they should uphold the confidentiality of the people they support, as well as their colleagues and the people their colleagues support.

It is important to apply stringent privacy settings and review them regularly. Privacy settings can be reset by the social networking site to a default which may not be as stringent as personal settings, so it is important to check these regularly.

Social Work England Professional Standard 5.6

Consent form

All student are required to complete a consent form, relating to personal health and well-being at the point of enrolment. This is a requirement and relates to learners consenting to engaging in practice skills as part of their course of study and sign to say that they are aware of MMU professional unsuitability procedures.

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

Professional suitability (Fitness to Practice)

As part of the accreditation of the University to award social work degrees, students are required to be able to:

- demonstrate and evidence that they are suitable to practice;
- meet the Social Work England Professional Standards
- comply fully with all necessary Disclosure and Barring Services (DBS) requirements;
- satisfy required health checks;
- complete a consent form to engage in practice skills.

Students must notify the programme team if any health, issue arises that might affect their work as a student social worker.

Students are required to disclose all offences, cautions, convictions, involvement with the police or involvement with statutory social services in relation to a child protection issue or vulnerable adult involving themselves, members of their household or immediate family members. Students must also inform the programme team should any issues arise during their studies.



Failure to disclose such information will be treated as a serious matter and may lead to the exclusion of the student from the programme. In cases where a DBS disclosure or a self-disclosure indicates an offence, caution, conviction or other matter of concern the student will be advised in writing by the Head of Department or nominee that:

- a) The offence/caution/conviction(s) have been considered in accordance with University procedures, and advised of the action that has resulted from that process
- b) The offence/caution/conviction(s) may affect availability of certain work-based learning settings
- c) The offence/caution/conviction(s) will be brought to the attention of the work-based learning setting
- d) The offence/caution/conviction(s) may be referred to in any references provided by the University

As part of the enrolment process, students will complete an application for a DBS Disclosure check and complete a Health Questionnaire. This is an essential requirement and failure to undertake these tasks in a timely manner may result in your withdrawal from the programme.

Students are required to inform the programme if they receive any convictions or have pending court proceedings during the period of their studies. Students are also required to notify the programme team if they or members of their immediate family become users of social work services.

In addition to concerns regarding criminal convictions, the programme adheres to Social Work England Professional Standards and expects students to abide by the Standards during their work-based learning and period of their studies. Students are expected to sign to say that have read and are willing to adhere to this each year.

Failure to abide by the Standards, and/or the possession of a caution or criminal conviction, or any other matters that may cause concern about the suitability of that student to meet the requirements of professional practice, will be considered by the Programme Leader and may be referred to a professional suitability panel (as detailed in the Regulations for Undergraduate/Taught Postgraduate Programmes of Study Fitness to Practice Procedures). Students are expected to sign to say that have read and are willing to adhere to this policy each year.

<https://www.mmu.ac.uk/sites/default/files/2022-01/Professional-Suitability.pdf>

Timetables

Timetables are confirmed via your MyMMU area (<https://my.mmu.ac.uk/>) in the programme introductory week. Detailed unit timetables and schedules can be found in the individual unit handbooks or on the unit Moodle pages.

Attendance and participation

Face-to-face attendance is monitored and absences will be reported to employers. Attendance and assessment data is also reported to the Education and Skills Funding Agency (ESFA). We will also monitor your general engagement with the programme using a variety of metrics, including submission of assignments, attendance, portfolio development and Moodle usage.

Attendance at University sessions will automatically be logged against your 20% off-the-job development target on your e-portfolio system. You are required to keep track and log the



remaining elements of your off-the-job time on the e-portfolio system.

Attendance is an important part of your personal commitment to teaching and learning. Full attendance is essential if you are to successfully complete your programme of studies and fully develop the knowledge, skills and values necessary for professional social work practice. It is also part of your development as a professional and capable practitioner. The following should be noted in relation to attendance:

Attendance is recorded in all teaching sessions and monitored throughout the year. This will be shared with your sponsor. It is a requirement that you meet your 20% minimum off the job learning. If attendance remains poor for a student, the Programme Lead will refer this to the Head of Social Work who may address this as an issue of professional suitability.

We use the Presto attendance registration system for monitoring face-to-face attendance at University, so please make sure that you tap into each session via the grey box near the classroom door. Instructions will be given during induction www.mmu.ac.uk/attendancefaq/. All face-to-face University attendance will automatically be logged against your off-the-job development time target by the apprenticeship team. Please log all e-learning and independent study as off-the-job training.

Communicating absence

If you will be absent from university, you should ensure that you notify the apprenticeship unit by using the attendance monitoring system, available as an app or via the MyMMU portal: www.mmu.ac.uk/attendancefaq/.

You are required to attend all teaching and learning sessions. In the case of absence, you are required to inform your ESC as soon as possible by voice-mail or e-mail. You should also inform your Route Lead of any absence and notify the Apprenticeship Unit. apprenticeships@mmu.ac.uk

You must provide written confirmation of periods of non-attendance (e.g. due to illness, jury service, etc.). In the case of sickness absence, a self-certification form must be completed if you are ill up to seven consecutive days or if you are ill during an exam or assessment. If you are affected by illness which prevents you from completing assessed work within the deadline, you should follow the assessment mitigation procedure. Information for Learners can be found at:

<https://www.mmu.ac.uk/sites/default/files/2022-09/Assessment%20Mitigation%20Procedure%202022-23.pdf>

Communication

Mechanisms for communicating information to students:

- We will communicate with you individually via your MMU email address. Guidance on how to auto-forward your MMU email to a different email address can be found here www.mmu.ac.uk/isds/support/email/.
- We will communicate to you as a group via Moodle: <https://moodle.mmu.ac.uk>.



- Assignment marks and feedback will be communicated via Moodle or exceptionally by paper in a tutorial class but we will indicate how we will communicate this on the assignment brief front sheet.
- Exam marks and end of year progression are communicated via a web page with individual login at www.mmu.ac.uk/myresults.

How to obtain further information, support or guidance:

- In the first instance, all general queries about the apprenticeship should be directed to your Skills Coach or the Apprenticeship Unit apprenticeships@mmu.ac.uk.
- If you have a problem with one of your units, please contact the unit tutor or unit leader in the first instance
- IT support is obtained via the IT Helpline 0161 247 4646 or it.helpline@mmu.ac.uk
- For all queries that relate to the student services and support offered by the University contact the Hub on 0161 247 2747 or studenthub@mmu.ac.uk.

Moodle

The Moodle online platform is regularly used for group communications. Please engage with discussions on Moodle where possible as they can be a great tool for sharing ideas. Results from assignments and class tests are posted via Moodle. You will be able to access your end of year progression via a dedicated and secure web page linked to your individual student account.

Assessments and regulations

On-programme assessment

As mentioned earlier, Apprentices are assessed using a variety of assessment methods, including essays, group/individual presentations, business reports and projects. The assessment for each academic unit within the degree is designed to enable apprentices to apply the academic theory to their own organisation and role. Apprentices are also encouraged to conduct research into their organisation, so that they can contextualise their learning in the classroom.

Apprentices will complete an apprentice development portfolio capturing the knowledge, skills and behaviours developed on the programme. Commencing from day one and running throughout the programme, the portfolio allows participants to reflect, plan and evaluate their development.

Apprentices are encouraged to include evidence demonstrating competence such as appraisals and 360-degree feedback. Further guidance is provided in a separate guide and from your skills coach.



Work Based Learning & Assessment of Practice

The undertaking of work based learning is a requirement for professional qualification in social work. Work based learning takes place in at least two contrasting settings, which are identified, provided and assessed by the employer. Apprentices are assessed in their workplace by a qualified social worker, who may be either a manager, experienced social worker, practice consultant or based in Work Force Development. Work based learning accounts for 80% of this route. It is a requirement that students are assessed as being ready to progress to the End Point Assessment

It is a requirement of social worker apprentices that they are assessed in practice and both their line manager/mentor and Enhanced Skills Coach will contribute to the evaluation. Employers will have their own requirements as to what work the student must complete in order to evidence their practice and the university provides a range of tools to support this that are available on the Programme area on Moodle. This must, as mentioned earlier meet SWE standards, including statutory and legal interventions, risk assessment and decision making. Apprentices must be observed in practice (direct observation) and have approval from their employer to progress through the End Point Assessment. Full details of the End Point Assessment can be found in the programme area in Moodle.

The SWDA route recognises the considerable experience you bring. To reflect the integrated nature of the apprenticeship your timetable will differ from that of other routes. 80% is on job learning and 20% is off the job learning and the programme and timetable has been designed to reflect this, with attendance at or participation in learning and taught activity 1 day per week (2 at the beginning of each unit).

Confidentiality

Please ensure that you remove all names of individuals and sensitive information from your written assignments. If you are in doubt about whether you can include any information in an assignment, please check with your line manager or mentor.

Late submission of assessed work

Please note that late submission of assessed work will be penalised in all circumstances.

Full assessment regulations can be found on the Manchester Met policy document page at <https://www.mmu.ac.uk/student-life/course/assessments#ai-63930-2>

Extensions can only be granted, in advance, through the Exceptional Factors process discussed below:

Exceptional Factors (assessment mitigation)



If you cannot submit work on time there is a process to follow, assessment mitigation is now accessed via Moodle and is located in the 'student resource area'. It is the process through which you can request an assessment deadline extension or a further assessment opportunity because of exceptional, short-term events that have had a serious impact on your studies.

Exceptional Factors process and full details, including examples of required evidence, can be found at www.mmu.ac.uk/student-case-management/guidance-for-students/exceptional-factors/.

Assessment regulations

The rules and procedures relating to all assessed work, including written and oral examinations, coursework, essays, projects, practical work and placements are set out below. These regulations provide effective mechanisms and structures to ensure that students are fairly and objectively assessed, whilst at the same time maintaining the University's high academic standards. Ignorance of these rules and assessment requirements will not constitute a defence in any disciplinary procedures for infringement. If you have problems understanding the assessment regulations it is important that you discuss this with your Programme Leader or the Advice Centre within the Students' Union:

<https://www.mmu.ac.uk/student-life/course/assessments>

Programme specific variations to the regulations allow content, format and date of assessment to be negotiated as part of a customised assessment. Please refer to your individual assessment handbook. This also contains details about the assessments you will undertake, how they are marked and assessed, how we give feedback and how to get support.

External Examiners

The assessment design on the programme is moderated internally by University staff and externally by external examiners. Likewise, a sample of student work also goes through this moderation process.

External examiners are appointed on all units and awards to provide independent assurance of their quality. External examiners are generally academics based in equivalent institutions. Internal and external moderation ensures the equity and transparency of the assessment process: to ensure that work is set at the appropriate level, that the assessment is a good test of learning, that the marking is fair and that all aspects are consistent with those expected in other universities. More information about external examiners is found here:

www.mmu.ac.uk/academic/casqe/examiners. Please contact the Academic Lead to view external examiner reports.

Full guidance on University Regulations, Policies and Procedures is here:

www.mmu.ac.uk/academic/casqe/regulations/docs/policies_regulations.pdf



Additional Support and Guidance

Support at Manchester Met

There is a lot of support for all students, including apprentices, at Manchester Metropolitan University. During induction, you are introduced to the various sources of support in more detail. If you are unsure about what support might be available, or who to speak to, then please ask your Skills Coach or speak to a member of the Student Hub team. Further information about all University services is available at www.mmu.ac.uk/student-life/.

Student Hubs

Student Hubs are located in most faculty buildings. They can assist you with general information and advice, produce replacement ID cards, provide contact details and availability for members of staff and receive Exceptional Factors application submissions. Opening times and contact details found here: www.mmu.ac.uk/students/hubs/.

The Business School Student Hub can be contacted on 0161 247 2747 and studenthub@mmu.ac.uk.

The online Student Hub (www.mmu.ac.uk/student-life/) acts as a central point of information for all MMU students regarding a wide range of the University’s central and support services. This includes essential academic information—such as details about attendance requirements, timetabling, assessment and reassessment—along with a mixture of practical information such as student support, learner development, travel and transport, student finance and health and wellbeing. The Hub also contains a dedicated area for international students.

Academic and Study Skills Tutors

The Apprenticeship Academic and study skills tutor is available to support students with academic issues throughout the year. They work as part of the central team and are Faculty based in locations accessible to the students. They can help you get the best from your course by developing academic and study skills, including critical writing, report writing, presentation skills and effective study techniques.

Academic and study skills tutors deliver workshops and webinars and offer one-to-one appointments. Apprentices can also attend any of the study skills workshops and webinars available at www.mmu.ac.uk/studyskills

You can contact your academic and study skills tutor (below) or by contacting a Student Hub for more details.

Academic Study Skills	studyskills@mmu.ac.uk
Academic Study Skills Coach, Jennifer Reeve	j.reeve@mmu.ac.uk



Department Disability Coordinator, Lisa Appleyard-Keeling	l.appleyard-keeling@mmu.ac.uk
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Writing Project

The Writing Project is a free open course to help improve confidence in academic writing, focussing on topics such as punctuation, style, and grammatical accuracy. It runs over a series of weeks and is available as a face-to-face or webinar course. For more information, including how to book visit: www.mmu.ac.uk/student-life/study-success/study-skills/writing-courses/.

Former apprentices have fed back to us that the study skills offer and the writing project have been incredibly helpful. As a result of this grades have improved. So do make good use of them early in your course.

Dyslexia Support

Students with a specific learning difficulty such as dyslexia can access support from two specialist study skills tutors by contacting the study skills team at studyskills@mmu.ac.uk or by speaking to a member of the Disability Support team. Our tutors offer one to one support, drop-ins, and workshops, as well as advice and training on assistive technology available on campus.

Disability Support

The Disability Service provides information, advice, guidance and support within the university for current and prospective disabled students. If you have a disability, long-term health condition, mental health difficulty, or a specific learning difficulty such as dyslexia, you can discuss any study support needs you may have with a Disability Adviser.

The Disability Service can advise you about what support may be available to you within the university and whether you may be eligible for external support. The Disability Manchester Service can also liaise with staff in your department to advise them of what 'reasonable adjustments' may be needed to support your learning. These adjustments are communicated through a Personal Learning Plan (PLP), which also details any action required by the student.

The Disability Service is located in the Student Hub at the Business School. They operate a drop-in service between 9am-5pm, Monday-Friday for short queries. Further details can be found at www.mmu.ac.uk/disabilityservice and the Disability Service can be contacted at disability.service@mmu.ac.uk or 0161 247 3491.

We have a dedicated disability coordinator located in our Department, Lisa Appleyard-Keeling, feel free to make contact with her with any queries you might have.

l.appleyard-keeling@mmu.ac.uk



Counselling, Health and Wellbeing Service

We recognise that social work can be challenging and stressful, please do seek guidance and support as and when you need it. You can contact the social work team unit leads if issues arise on units, or the Programme Lead. We also have a wealth of support services as below.

Manchester Met has a team of professionally qualified counsellors and mental health advisors who are experienced in helping students with mental health and wellbeing issues. After an initial appointment, a counsellor or advisor may recommend individual counselling, group therapy, a course or workshop, referral to a specialist service or self-help materials. The Counselling, Health and Wellbeing Service is located in room 1.13 of the Business School. They run an open-door service between 1-2pm, Monday-Friday, or can be contacted at counselling@mmu.ac.uk or 0161 247 3493. More information is available at www.mmu.ac.uk/counselling/.

Careers and Employability Service

The Careers and Employability Service provides support and advice to students and graduates for every step of the career planning process. The service include one-to-one advice from trained consultants and workshops or resources to develop employability skills. The Careers and Employability Service is located in the student hub Business School and be contacted on careers@mmu.ac.uk or 0161 247 3483. Further information can be found at www.mmu.ac.uk/careers.

Student Financial Support

The Student Financial Support team can provide information and advice on financial matters throughout your time at University. They also provide information and support for care leavers and estranged students. The student financial support team can be contacted on 0161 247 1045 or via a student hub. They hold a drop-in service at the Business School student hub between 9am-4.15pm, Monday-Friday (10am on Fridays).

Manchester Met Library

The Sir Kenneth Green library at Manchester Met is open 24/7 during term-time (including Christmas and Easter vacations) and contains over 1,100 study spaces, networked access to over 300 computers and facilities for printing.

Increasingly, many resources are available electronically, and the library currently subscribes to over 4,400 full-text e-journals with within business, economy and management. In addition to online journal and report content, the library also provides access to over 3,000 full text e-books within business and management. All of these e-resources are available 4/7 on or off campus at www.library.mmu.ac.uk. You can contact the library at library@mmu.ac.uk.



Student/Apprentice Voice

Students' Union

The Students' Union represents all students at Manchester Met, including apprentices. They also provide a wide range of services, activities and opportunities such as clubs, societies, sports teams and volunteering opportunities. The Union building is at the heart of the Manchester campus, where you will find a dedicated quiet study space, plenty of free, bookable meeting rooms, and a bar, shop, café and event space. More information can be found at www.theunionmmu.org/about-us/.

TOTUM card / NUS extra

As an MMU student you are entitled to purchase a TOTUM card (formerly NUS extra student discount card). You can do this either at the MMU Students' Union or online at <https://www.totum.com/>.

Student Representation and Feedback

We value your views and feedback and have a strong student representation mechanism that facilitates on-going discussions between staff and learners. We recognise the power dynamics that exist between student and staff in the process of assessment, and we try to reduce the impact of this wherever possible. We work inclusively with experts by experience and other stakeholders in the recruitment, teaching and assessment of learners. These partnerships, as well as adding a wealth of knowledge and experience to the programme, help us to maintain objectivity and challenge our own perceptions and approaches.

Social work requires you to be able to challenge both your own and others' values at times and our philosophy and approaches to teaching and learning will facilitate this process. The ability to critically reflect on your own academic and professional development will be embedded into all aspects of the programme including, teaching and learning, tutorial support, seminar groups, work-based learning and assessment.

We hope that you appreciate the importance of engaging with this programme at both an intellectual and emotional level. We believe that this is essential in order to develop a high standard of personal and professional conduct to enable you to practice lawfully, safely and effectively as a professional social worker on qualification.

There are a number of formal mechanisms by which you can raise issues and these are outlined below. In addition, Unit and Programme Leaders are always happy to discuss any issues of concern.

A few weeks into your programme of study, you will be asked to elect a student who will represent your views at programme committees. The Students' Union has developed a training programme and information is available on their website: <https://www.theunionmmu.org/>.



Stakeholder Meetings

Twice a year, the programme convenes a stakeholder meeting with those who have interest in and influence on the social work programmes. This meeting will be Chaired by the Programme Leader and the views, feedback and evaluations will be sought from all those who attend. Student views are usually represented at these meetings by the nominated Student Representatives and the Student Union

In attendance should be;

- Programme Lead
- Student representatives
- People with lived experience or a representative
- Standing invite to Head of Social Work and Head of Dept
- Invitation extended to key partners as needed including Faculty Reps e.g. e-learning, library staff etc. representatives of the Apprenticeship Unit

Learner representation

The inclusion of learners both in the Stakeholder Meeting and the day- to-day running of the programme is very much encouraged. Student cohorts will be supported to select a Learner Representative (usually two per year group) at the beginning of each academic year. Training and support to carry out the Learner Representative role is provided centrally by the university, with support provided by the relevant Academic Lead. The Route Lead will meet with the Learner Representatives each term to discuss and respond to any immediate issues and to support the student representatives in raising Learner issues at the Stakeholder Meeting. Learner's may also request time from teaching staff to meet with their learner cohort at the end of teaching sessions to discuss issues as a group in private or to feedback from the Stakeholder Meeting or meetings with the Academic Leads. As you are enrolling on the SWDA route there will be an expectation that we offer feedback and progress reports to key stakeholders.



Health and Safety Information and other matters

Emergency Evacuation Procedures

Assembly points for Business School and Student Hub:

- All Saints Park (opposite the main entrance of the library)
- Under the Mancunian Way (rear of building)

If you discover a fire or suspect the presence of fire:

- 1) Sound the alarm by operating the nearest break glass point
- 2) Leave the building by the nearest available exits, (following the green running person signs), closing all doors behind you
- 3) Proceed to your assembly point
- 4) Do not re-enter the building until officially informed that it is safe to do so

If you hear the continuous fire alarm:

1. Leave the building by the nearest available exits, closing all doors behind you
2. Proceed to your assembly point
3. Do not re-enter the building until officially informed that it is safe to do so

PLEASE NOTE THAT THE EMERGENCY NUMBER FOR EACH BUILDING IS 9-999

N.B. Please note that in certain circumstances the roller shutter door between the Business School Student Hub and the Sandra Burslem Building could close. A warning will sound when the doors are closing.

First Aid

The University is serviced by a network of qualified First Aiders. In the event of injury or illness, summon the assistance of the nearest available First Aider to give immediate treatment. If you require first aid please contact the Student Hub: 0161 247 2747 (or Ext 2747 using an internal telephone).

Smoking and vaping

Smoking and vaping is only permitted in designated zones around the campus. Smoking and vaping is not permitted in any University controlled building, vehicle or in areas that have been designated smoke free.

Change of name or address



You must notify the University if you change name or address. A standard form is available for this purpose. This is particularly important in relation to correspondence from the University, exam results and to ensure your correct name appears on summary of studies, award certificates etc. Changes to your name and/or address must be made online.

Data protection

Students should note that the regulations concerning data protection apply to all aspects of programme-related work. This includes compliance with the provisions of the Data Protection Act 1998 for all aspects of your research. Details of this policy can be found using the link <https://www.mmu.ac.uk/data-protection/>.

Public Interest Disclosure (“Whistleblowing”) Policy

This policy sets out the University’s response to the Public Interest Disclosure Act 1998. The University is committed to the highest standards of openness, probity and accountability. It seeks to conduct its affairs in a responsible manner. The policy is intended to assist individuals who believe they have discovered malpractice within the University. The matters covered by this policy include:

- failure to comply with financial obligations or allegations of fraud;
- failure to comply with a legal obligation or with the rules and regulations of the University;
- actions which endanger the health or safety of any individual or to the environment;
- criminal activity;
- miscarriages of justice, or
- attempts to conceal any of the above.

If any student identifies an issue around malpractice concerning any organization, then this information should be disclosed without fear of reprisal.

The full Public Interest Disclosure (“Whistleblowing”) Policy can be found by following the link below:

<http://www.mmu.ac.uk/policy/>

Graduation

This is typically in the summer, usually July.