



Student Regulations Handbook 2009/2010

**Full-time and Part-time Higher Education Students on
Undergraduate Courses**

**Incorporating the Common Undergraduate Credit
Scheme**

July 2009

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Glossary of Terms and Abbreviations

Academic Misconduct	An attempt by a student to gain advantage during assessment by unfair or improper means or any other contravention of assessment regulations. This encompasses all forms of cheating.
AP(E)L	The formal procedure whereby prior learning which has taken place outside the University, certificated or experiential, is accredited by the University for the purpose of admission to, or progression on, a course of study.
Appeal	The formal procedure whereby a student challenges a decision made regarding his/her performance in assessment. Disagreement with academic judgement does not constitute grounds for appeal.
Assessment	The processes and mechanisms through which the quality and standard of a student's work is measured and evaluated.
Assessment Board	The generic term for a board of examiners at the University. The University has a 2-tier assessment system, comprising Unit Assessment Boards and Progression & Award Boards.
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 course of study.
Classification	The banding into which candidates who have successfully met and completed the requirements for the award of a BA honours degree are placed, i.e. First Class Honours, Upper Second Class Honours, Second Class Honours, Third Class Honours
Compensation	Where a candidate fails marginally in meeting the necessary pass mark for a unit but where the candidate's failure is offset by his/her performance in other units. Specific qualifying criteria apply (see Assessment Regulations, section 4.7).
Course	A validated combination of units which leads to a designated award.
Course Leader	The member of staff responsible for the management and organisation of a Course of Study.
Credit	A numerical value ascribed to a unit of study, related to the learning outcomes and the notional time judged necessary to achieve them. Each unit carries a credit rating: a full unit is rated

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at 15 credit points; a double unit rated at 30 credit points.

Discretion	The prerogative of a Progression & Award Board to uphold or negate a specified course of action or outcome.
Extension	An approved change to a published deadline for the submission of a piece of coursework or other assessment component where a student has valid reason for being unable to meet that deadline.
External Examiners	Relevant subject experts, either academic or professional, from outside the University who moderate the assessment of students and contribute to the maintenance of academic standards in all courses of study at the University.
Failure	Where a student has not successfully met the assessment requirements of a unit of study. It is usually retrievable through the provisions governing Referral or Retake (see Assessment Regulations, sections 4.9 and 4.10).
Field Studies	<p>Periods of study arranged external to the University as part of the curriculum and undertaken in groups supervised by a member of staff.</p> <p>Field studies normally require a period of absence from the University of more than 24hrs; otherwise they are classed as Educational visits.</p> <p>The planning and conduct of Field studies must conform to the procedures, regulations and codes of conduct of the University. Field studies may have specific outcomes or be an integral part of a unit of study.</p>
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.
Interruption	A point at which it is determined that a student has temporarily suspended study. This may be requested either by the student for personal reasons or by an Assessment Board in order that the student may retrieve failure. It may also be required by the University where the student's health is profoundly affecting the safety and well-being of the community.
Learning Outcomes	That which has been learned or a student is able to do as a result of study or training.
Level	Each unit carries a level rating, which denotes the classification of the relative academic complexity of learning outcomes associated with units. The level rating does not necessarily coincide with the

year/ stage of full-time study.

Mark	The result of assessment based on a numerical scale
Mitigating Circumstances	Serious illness or other form of exceptional and unforeseen interference which has adversely affected a student's performance in assessment.
Optional units	Students may choose from a number of optional units, where these have been designed as part of a validated course. Students may not choose units from other courses, unless such units are a validated option on the award for which they are registered.
Pass	Where a student has successfully completed assessment requirements to the satisfaction of the Assessment Board.
Pathway	A specified combination of units which a student must complete as a major component in a course
Personal Tutor	<p>All students in stages 1 and 2 are assigned a Personal Tutor. The role of the personal tutor is to maintain an overview of an individual student's profile and provide advice on a student's overall progress.</p> <p>Personal tutors meet with their tutor groups following the publication of stage assessment profiles. Personal tutors also meet individually with any student who is perceived to have potential problems. The personal tutor may refer students to other sources of advice and support as appropriate.</p>
Placement	The temporary deployment of a student within a public or private enterprise, as part of a validated course of learning and assessment
Plagiarism	A form of cheating, involving the presentation of work for assessment containing the unacknowledged work or ideas of some other person(s). It is not plagiarism if the other person's material is acknowledged by a candidate as the work of another through the use of quotation or attributed paraphrasing, although an Assessment Board will not expect a candidate to rely too heavily on the direct use of quotations or attributed paraphrasing.
Progression	<p>Movement from one stage to the next stage of a course. Progression is subject to successfully obtaining the required number of credits and is confirmed by the Progression & Award Board.</p>
Progression & Award Board	Sub-committees of the Academic Board, these Assessment Boards have responsibility for determining the progression of students and, when students have met the requirements for the

award, the level and where appropriate the title of the award to be received. The Boards also determine Retake requirements.

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 Assessment Regulations, section 4.9).
Regulations	The body of policies, rules, schemes and procedures which are deemed to govern the student's relationship with the University.
Retake	<p>The means whereby a student is able to retrieve failure following Referral. This opportunity is subject to qualifying conditions, and may not therefore be available to all students (see Assessment Regulations, section 4.10).</p> <p>If a unit is failed due to the non-submission of an assessment requirement, there is no opportunity for referral, and a student will receive an automatic retake (this opportunity is also subject to qualifying conditions).</p>
Semester	The academic year is divided into two Semesters, Semester 1 and Semester 2, each with 16 weeks of which 15 are taught weeks.
Stage	The period of time leading up to a formal point of progression or award.
Termination	Where it is determined that a student has failed to meet the requirements for progression or award and must withdraw from the course of study. This decision can be reached on academic grounds, following Retake and, where appropriate, Referral. A course of study can also be terminated where a student has breached specific course and/or general University regulations (see University Rules for Student Conduct).
Transcript	A formal record of a student's achievement in individual units of study, including unit titles, unit levels, unit credit ratings, unit marks and date units completed.
Unit	A self contained unit of study. Each unit has a set of specific learning outcomes.
Unit Assessment Board	The Assessment Board is responsible for confirming overall unit marks for all units assigned to it. It agrees upon the outcome of a student's performance in assessment in relevant units and determines the appropriate method of retrieval to be undertaken by candidates who do not successfully meet initial pass requirements of units.

Unit Leader	The member of staff responsible for the management and organisation of a designated unit.
Withdrawal	Where a student confirms that he/she no longer wishes to continue studying at the University.

1. INTRODUCTION

This Handbook contains important information for full-time and part-time higher education students of the University for the Creative Arts at Canterbury, Epsom, Farnham, Maidstone and Rochester.

Its aim is to provide details of the context and operation of the University's regulations which affect academic quality and student behaviour. The regulations outline some of the University's requirements of students but also indicate various rights that students have.

You should familiarise yourself with each section as it is your responsibility to understand and act upon these regulations at all times. Ignorance of the requirements of the regulations cannot be accepted as a reason for failure to comply with them.

If you have any questions regarding the context of this document in the first instance please contact your Course Leader or Registrar. If you believe that something is going wrong with your course it is important that you raise the issue as soon as possible, otherwise it may become impossible for the University to attempt to rectify matters.

You are reminded that you are at the University to study. It is therefore assumed that you will take all steps necessary to attend classes, lectures, seminars and workshops, that you will not pursue one element of study to the detriment of another and that you will abide by the assessment deadlines.

There are occasions when it may become necessary to revise or otherwise amend these regulations. Where this is deemed necessary by the University then revisions will be made, following consultations with representative student groups (normally the Students' Union).

2. ORGANISATION AND MANAGEMENT OF THE UNIVERSITY

2.1 Committee Structure

Management and performance of courses is effectively monitored through the committees and groupings below. The University seeks to respond positively to suggestions for development, and values the views of its students who are represented at these meetings, either directly or via the Students' Union (SU) officers.

2.2 The Academic Board

The Academic Board has overall responsibility for overseeing the academic work of the University and, in particular, the delivery of courses. This includes ensuring that effective arrangements for the validation and review of courses, quality assurance, and assessment are in place.

2.3 Academic Policy, Quality & Standards Committee (APQS)

The Academic Policy, Quality & Standards Committee is responsible for overseeing the planning, approval, monitoring and enhancement process for all academic provision, and for major changes to existing courses, and to advise on all matters relating to curriculum and course development. It is the responsibility of the Committee to ensure that the University's portfolio of courses and their academic environment are in accordance with the University's Mission and Strategic Aims, and compliant with relevant internal and external regulations and requirements.

2.4 Board of Study (BS)

Boards of Study have responsibility for overseeing the maintenance and enhancement of the academic standards of course provision, and confirming the direction of academic development, subject to the requirements of the Academic Board and the University's Mission Statement and the Strategic Plan. A Board of Study may establish sub-committees, as approved by Academic Board, to support it in the conduct of its business.

3. ORGANISATION AND MANAGEMENT OF THE COURSE

3.1 Subject Board of Study (SBoS)

The main responsibility for implementing decisions of the Academic Board and Board of Study lies with your Subject Board of Study. It meets regularly to consider academic issues relevant to each course within the subject area, recommend policy changes and monitor course performance.

3.2 Staff and Student Consultative Meetings

Other less formal meetings are held regularly with individual year groups within the course. These allow a broad section of students to exchange information, note arrangements and raise issues for immediate action, where appropriate, by course staff. These meetings are purely advisory; all formal business is conducted through Subject Board of Study.

3.3 Quality Assurance Procedures: Validation, Monitoring and Review

3.3.1 Responsibility for Academic Monitoring lies with the Academic Policy, Quality & Standards Committee on behalf of the Academic Board and is co-ordinated through the Quality & Standards Department. Academic Monitoring has three components: Validation, Annual Academic Monitoring and Periodic Review.

3.3.2 Validation is the process by which all new courses or components of courses (e.g., units) are formally established and academically confirmed by the University. Validation ensures that all provision is consonant with the University's mission statement and strategic plan. It also assures the University and its stakeholders that appropriate expertise, experience and resources are available to secure academic standards of provision.

3.3.3 The purpose of Annual Academic Monitoring is to assure the University that the quality and standards of all academic provision are secure. The course team prepares an evaluative report which considers the views of staff, students, externals and others who contribute to the delivery of courses; and which also considers student achievement. An intended outcome of the process is to ensure that quality enhancement in the provision of all academic courses is regularly monitored and sustained, as well as confirming that the course's stated aims and objectives are being met.

3.3.4 The report, together with an associated action plan, is considered by the Subject Board of Study and confirmed by the Board of Study. The Executive Dean, as Chair of the Board of Study, prepares an overview report and action plan which comments on any issues emerging from the subjects and courses for which the Board of Study has responsibility. The report and action plan are considered by the University's Academic Policy, Quality & Standards Committee. The Committee also receives reports on learning resources; on staff development; and on academic services provision. Following presentation

of these reports, a University -wide Quality Action Plan is developed and presented to Academic Board for approval.

- 3.3.5 Periodic Review, which is normally conducted on a five-year cycle, differs from Academic Monitoring in that it provides courses and management with a longer-term view of provision and confirms its continued appropriateness. The Periodic Review process also ensures that strategic decisions about the nature of provision, particularly where significant changes are being considered, are critically aligned with the University's strategic aims and objectives.

4. EXAMINATION REGULATIONS

- 4.1 Candidates are advised to arrive 10 minutes before the time of commencement of their examinations.
- 4.2 A candidate may only enter the examination room when authorised to do so by an invigilator.
- 4.3 Each candidate is required to be in possession of his/her Student Enrolment Card at every examination which he/she is attending. He/she is responsible for ensuring that this card is displayed on his/her examination desk for reference by an invigilator.
- 4.4 A candidate must bring his/her own pens, pencils, ink, ruler and other drawing instruments as deemed necessary; unless notified to the contrary, a candidate may also bring and utilise an electronic calculator if required.
- 4.5 Candidates are prohibited from bringing or using:
- electronic calculators which perform functions other than those which are purely numeric;
 - text or electronic dictionaries of any kind;
 - beepers, pagers or cellular telephones;
 - any personal stereo equipment.
- 4.6 Mathematical or other data tables may only be used when issued by the invigilator.
- 4.7 Where a candidate brings into the examination room any notes, drawings, tracing or books other than those which are authorised and permissible for his/her Course of Study, it is the responsibility of the candidate to give them up at once to the invigilator. Possession by a student of any unauthorised material during the course of an examination shall be deemed to be evidence of attempting to complete the assessment by unfair means, and will be referred for action under the University's procedures governing Academic Misconduct (see Appendix 2).
- 4.8 Candidates are not permitted to smoke in the examination room. No student may bring food or drink into the examination room unless authorised to do so by an invigilator.
- 4.9 Candidates can be admitted up to 30 minutes after the start of the examination. However no extra time will be allowed to a student who arrives later than the due time of commencement of the examination. The time of arrival and reason for lateness should, however, be noted by the Invigilator as this information may be required by the Unit Assessment Board.
- 4.10 Candidates who arrive later than 30 minutes after the start of the examination will not normally be admitted.

- 4.11 Candidates will normally be allowed five minutes before the commencement of the examination to read and check their papers. During this period students should complete the cover of their answer book with their name and student number etc. Candidates may not write in their answer books or write notes until the invigilator announces that they may do so.
- 4.12 Students are required to use only the approved examination stationery. Rough work must be completed on the approved examination stationery and handed in with the worked script. Except where otherwise stated on the question paper all answers must be written in English.
- 4.13 No candidate shall communicate or attempt to communicate with another candidate in the examination room. Any attempt to do so during the course of an examination shall be deemed to be evidence of attempting to complete the assessment by unfair means, and will be referred for action under the University's procedures governing Academic Misconduct (see CUCS 4.19 and Appendix 2).
- 4.14 If a candidate wishes to ask a question, he/she should raise his/her hand and wait until the invigilator is able to attend to him/her. He/she should ensure that he/she is not causing any disturbance to other candidates when so doing.
- 4.15 A candidate who wishes to temporarily leave the examination room must first obtain the express permission of the invigilator. Any candidate who leaves the examination room without the express permission of an invigilator shall be deemed to have withdrawn from the examination and shall not be allowed to re-enter the room.
- 4.16 Candidates are prohibited from permanently leaving the examination room until one hour after the commencement of the examination. Where a candidate seeks to permanently leave the examination room after the first hour, he/she must gain prior permission from the invigilator, to whom the candidate must personally hand in his/her script.
- 4.17 Candidates must cease writing after the invigilator has announced the expiration of the time allowed for the examination, other than for the purpose of completing information required on the cover of the answer book.
- 4.18 At the end of the examination candidates should remain seated until the scripts have been collected and counted by an invigilator, and they are advised that they can leave. Candidates should then leave the room quickly and quietly, giving due consideration to other candidates who may be undertaking examinations other than their own.
- 4.19 To avoid disturbance to others, students may not leave the examination room during the last thirty minutes of the examination.

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- 4.20 Any candidate found culpable of contravening these regulations or conducting other irregular behaviour during an examination will be dealt with according to University's procedures governing Academic Misconduct (see CUCS 4.19 and Appendix 2).

5. UNIVERSITY RULES FOR STUDENT CONDUCT

5.1 Authority

These Rules are made under the University's Articles of Government (Article 12.2):

5.1.1 The Board of Governors, after consultation with the Academic Board and representatives of the students, shall make rules with respect to the conduct of students, including procedures for suspension and expulsion.

5.2 Context

5.2.1 The Rules which are set out below are applicable to all students of the University, whether full-time or part-time, while they are in their student roles. In particular they apply on University premises but may, where appropriate, apply to off-campus activities which may also be outside normal term-times.

5.2.2 These Rules have general application. They should be read in conjunction with specific regulations covering academic requirements, including the requirements of particular physical areas of the University as well as equal opportunities and freedom of speech.

5.2.3 Students found in breach of any of these rules may be subject to a disciplinary hearing that could put their study at the University at risk.

5.3 Rules of Conduct

i) **General**

Students are expected to behave in a manner consistent with their membership of the University community and with their status within it. At all times, whether on or off University premises, students are expected to avoid conduct likely to bring the University into disrepute.

ii) **Legal Relationship**

Students are expected to act within the law of England and Wales - for instance with regard to offences against persons or property or the possession of forbidden substances or illegal weapons. Any offence against such criminal or civil law shall automatically be an offence against University Rules.

iii) **People**

Students are expected to behave in a considerate manner towards staff, fellow students, and visitors. In particular, rights to freedom of expression must be respected and there shall be no harassment on sexual, ethnic, racial or other grounds. Students must not impede staff in the performance of their duties and must comply with instructions issued by any member of staff at any time.

- iv) **Property**
Property must be respected whether it belongs to the University, to the Students' Union, or to individuals. It must not be moved without due authorisation, or damaged.
- v) **Premises**
University premises must not be damaged or defaced in any way. Access shall be restricted to areas which are made available for students' work or for their social, recreational or residential use. Access to other areas, such as roofs, maintenance workshops and storerooms and boiler rooms, is forbidden. Within areas of authorised access, restrictions over time or mode of use must also be observed. This includes all 'no smoking' restrictions.
- vi) **Health and Safety**
Students must familiarise themselves with, and observe, all health and safety regulations both for the University in general and for particular areas which they use, e.g. workshops or residential accommodation.
- vii) **Noise and Nuisance**
Noise, including the playing of music, must at all times be kept to a volume unlikely to offend or distract others. Similarly, activities in public areas which constrict their use by others must be avoided. Mobile phones must be switched off in the teaching areas, workshops, Library & Learning Centres and during assessment. Litter must not be left anywhere.
- viii) **Vehicles**
Private vehicles, which must be fully registered and taxed and must display a University permit, may be parked on the campus only in authorised places. Sleeping overnight in parked vehicles on campus is forbidden.
- ix) **Visitors**
Students may bring visitors to the University subject to any local restrictions (e.g. to workshops only with the permission of the academic staff, or to the Students' Union only in accordance with membership rules). Hosts shall be responsible for the conduct and safety of their guests. Rules for visitors apply, in particular to any children brought into the University.
- x) **Academic**
Students are expected to apply themselves diligently to their studies and, in particular, to comply with attendance requirements and to submit essays and other work as prescribed. Non-attendance and/or non-submission of required assessment may result in the suspension or termination of studies at any time. Such powers of suspension or expulsion rest ultimately with the Vice-Chancellor but are normally

delegated to the Executive Dean. Accordingly, the Executive Dean may, on the recommendation of a Course Leader, suspend or terminate studies. There shall be a right of appeal to the Vice-Chancellor against such a decision.

Financial

The admission of students, their continuation on courses and their approval of their final award is dependent on the prompt payment of all fees, charges and rents required by the University.

xi) **Students under 18 Years of Age**

Students under the age of 18 are not permitted to use any workshop equipment or machinery without the permission and supervision of a member of University staff associated with their programme of study. Students under the age of 18 are not permitted to leave the University premises without the permission of a member of staff associated with their programme of study.

5.4 Disciplinary Procedures

5.4.1 Non Academic Misconduct

Subject to the responsibilities of the Board of Governors, the Vice-Chancellor is responsible under article 1.1.1 of the Articles of Government for the maintenance of student discipline and, within these Rules and Procedures provided for within the Articles, for the suspension or expulsion of students on disciplinary grounds. The ultimate responsibility for student conduct rests with the student. Any student studying or registered at the University shall be subject to disciplinary measures if he or she is found to be guilty of misconduct as defined below. The essence of misconduct under these regulations is:

- a) Improper interference with the functioning or activities of the University, or of those who work or study in the University; or
- b) Action which otherwise improperly damages the University or its reputation.

In particular, the following shall constitute misconduct, whether occurring on University premises or elsewhere:

- a) Any conduct which constitutes a criminal offence
- b) Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University
- c) Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the University, or any visitor to the University

- d) Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language
- e) Sexual or racial harassment of any student or member of staff of the University, or any visitor to the University
- f) Fraud, deceit, deception or dishonesty in relation to the University or its staff, students or visitors
- g) Theft, misappropriation or misuse of University property, or the property of the University's staff, students or visitors, including computer misuse
- h) Misuse or unauthorised use of University premises
- i) Damage to University property, or the property of the University's staff, students or visitors, caused intentionally or recklessly
- j) Action likely to cause injury or impair safety on University premises
- k) Failure to respect the rights of others to freedom of belief and freedom of speech
- l) Breach of the provisions of any University code, rule or regulation
- m) Failure to disclose personal details to a member of staff of the University in circumstances in which it is reasonable to require that such information be given
- n) Failure to comply with a reasonable instruction relating to discipline, issued with the Vice-Chancellor's authority

The complaint may be brought by a member of staff, from another student, or from a member of the public. Academic Misconduct is defined in the Assessment Regulations and Appendix 2 in the Student Regulations Handbook.

5.4.2 Involvement of the police and criminal courts

5.4.2.1 The following procedures apply where alleged misconduct is reported to the Deputy Vice-Chancellor and the misconduct, if proved, would also constitute an offence under the criminal law. A serious offence is one that is likely to attract an immediate custodial sentence if proved in a criminal court or one that can be tried as a criminal offence only at the Crown Court.

5.4.2.2 Where the Deputy Vice-Chancellor does not regard the alleged misconduct as constituting a serious offence, it may be dealt with internally. If the offence is reported to the police, the Deputy Vice-Chancellor may decide to defer action until the police and courts have dealt with the matter.

- 5.4.2.3 If the Deputy Vice-Chancellor regards the alleged offence as serious, no internal disciplinary action other than suspension or exclusion from the University will normally be taken until the matter has been reported to the police, and either a prosecution has been completed or a decision not to prosecute has been taken.
 - 5.4.2.4 The University has the right to report any criminal offence to the police. However, if a person claims to be the victim of a serious offence committed by a student, but does not want the police to be involved, the Deputy Vice-Chancellor may agree not to report the matter to the police. In such circumstances the University will not normally proceed with internal disciplinary measures for the serious offence, although it may take disciplinary action over other related offences.
 - 5.4.2.5 Where a finding of misconduct has been made under these regulations, and a student has also been sentenced by a criminal court on the same facts, the penalty imposed by the criminal court will be taken into account in deciding the penalty under this procedure.
- 5.4.3 Suspension or Exclusion
- 5.4.3.1 A student who is the subject of a complaint of misconduct or against whom a criminal charge is pending or who is the subject of police investigation, may be suspended or excluded from the University by the Deputy Vice-Chancellor, pending disciplinary hearing or trial.
 - 5.4.3.2 A student who is suspended is prohibited from entering University premises and from participating in University activities. Suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified in writing to the student. An order of suspension may include a requirement that the student shall have no contact with a named person or persons.
 - 5.4.3.3 A student who is excluded from the University has restricted rights to enter University premises including its residential accommodation and to take part in University activities. The terms of the exclusion will be notified in writing to the student. An order of exclusion may include a requirement that the student shall have no contact with a named person or persons.
 - 5.4.3.4 Orders of suspension and exclusion pending a disciplinary hearing or trial are to be used only where necessary to protect a member or members of the University community, or the property of the University or the property of a member or members of the University community. Written reasons for the decision will be recorded and made available to the student.

- 5.4.3.5 Unless the matter is deemed to be urgent by the Deputy Vice-Chancellor, no student shall be suspended or excluded unless he or she has been given an opportunity to make representations to the Deputy Vice-Chancellor. The representations may be made in person or in writing, as the student chooses, and may be put forward by the student or by the student's advisor, friend or representative. In cases deemed to be urgent by the Deputy Vice-Chancellor, a student may be suspended or excluded with immediate effect. An opportunity will be given to the student to make representations as soon as reasonably practicable.
- 5.4.3.6 A decision to suspend a student, or to exclude a student from academic activities associated with the student's course of study or from the residential accommodation shall be subject to review at the request of the student after four weeks. Such a review will not involve a hearing, but the student, either personally or through his or her advisor, friend or representative, will be entitled to make written representations. The review will be conducted by the Deputy Vice-Chancellor.
- 5.4.3.7 In addition to the initial review, the Deputy Vice-Chancellor shall review the suspension or exclusion on receipt of evidence of altered circumstances which might affect the order.

A student may appeal to the Vice-Chancellor against an order of suspension or exclusion.

5.4.4 Investigation

- 5.4.4.1 Whenever possible, the University believes that minor complaints should be dealt with informally between the individuals involved. Where a satisfactory resolution is not possible by this approach or the complaint is of a serious nature, the complaint should be brought formally to the attention of the appropriate Dean or, in the case of complaints relating to residential accommodation, the Accommodation Officer.
- 5.4.4.2 Normally, the Dean or Accommodation Officer, as appropriate, will undertake an investigation to determine the substance of the allegation. This may include taking statements from staff and other students. The student involved in the allegation may be accompanied by a friend, student representative or other representative to any meetings which they are required to attend to discuss the complaint.
- 5.4.4.3 Upon the conclusion of the investigation, the Dean/Accommodation Officer may take one of the following actions:
- i) dismiss the allegation;

- ii) impose a summary penalty (but only if the student agrees in writing, having had options iii) and iv) below explained to them and also the fact that there is no appeal from this decision) and produce a short written report setting out the decision and reasons;
- iii) refer the matter to the Executive Dean or Residential Services Manager, as appropriate, with an opinion that a case exists which should be the subject of a hearing before the Executive Dean or Residential Services Manager;
- iv) if sufficiently serious in the opinion of the Dean/Accommodation Officer, refer the matter to the Executive Dean/Residential Services Manager; or, after discussion with the Executive Dean/Residential Services Manager, to the Deputy Vice-Chancellor.

5.4.5 Referral to Executive Dean or Residential Services Manager

5.4.5.1 A student requested to appear before the Executive Dean or Residential Services Manager to discuss the allegation has the right to be accompanied by a friend, student representative or other representative and shall be given in writing not less than five working days notice of the hearing, along with a copy of the report of the Dean or Accommodation Officer, as appropriate.

5.4.5.2 Upon the conclusion of the hearing the Executive Dean/Residential Services Manager may take one of the following actions:

- i) dismiss the allegation
- ii) support the allegation and impose an appropriate penalty as set out in paragraph 5.4.7.3 (i) to (vi) below
- iii) refer the matter to the Deputy Vice-Chancellor for further action in the form of a written report which should be made available to the student.

The Executive Dean/Residential Services Manager will inform the student of the outcome of the hearing in writing within five working days of the hearing.

5.4.5.3 A student may appeal against the findings of the Executive Dean/Residential Services Manager and/or the penalty imposed to the Deputy Vice-Chancellor in writing, setting out the full grounds of appeal, within five working days of being informed of the outcome of the hearing, on the following grounds only:

- i) that the finding should be overturned in the light of new evidence;

- ii) that the original hearing was not conducted fairly; or
- iii) that the finding of guilt was unreasonable in the light of the findings of fact; or
- iv) that the penalty was too severe in the circumstances.

5.4.5.4 If grounds for the appeal are accepted, the Deputy Vice-Chancellor may choose to investigate in whatever reasonable manner he/she sees fit.

5.4.5.5 A student requested to appear before the Deputy Vice-Chancellor to discuss the allegation has the right to be accompanied by a friend, student representative or other representative and shall be given in writing not less than five working days notice of the hearing.

5.4.5.6 There will be no entitlement to a re-hearing of the case, which will be allowed only in exceptional circumstances. The Deputy Vice-Chancellor may impose a lesser or greater penalty, having considered whether the original penalty imposed was fair and reasonable in light of all the circumstances of the case.

5.4.5.7 The Deputy Vice-Chancellor will inform the student in writing within five working days of the conclusion of the investigation of his/her findings.

5.4.6 Referral to Deputy Vice-Chancellor

5.4.6.1 If the Executive Dean/Residential Services Manager, in consultation with the University Secretary, considers that the outcome of an investigation may be exclusion, suspension or expulsion, the matter shall be referred to the Deputy Vice-Chancellor.

5.4.6.2 Where the complaint involves interference with fire extinguishers, fire alarms, fire doors or any other safety equipment installed e.g. smoke/fire detectors within residential accommodation and the student has already received a final written warning and/or a summary penalty for a previous offence, the Deputy Vice-Chancellor will take action to expel the student from the residential accommodation by terminating the student's licence to occupy the residential accommodation, without further reference to a Disciplinary Panel.

5.4.6.3 In respect of all other complaints forwarded to the Deputy Vice-Chancellor, he/she will convene a Disciplinary Panel, comprising 2 members of the Senior Management Team and a representative of the Students Union, to consider the allegation on his/her behalf. The Deputy Vice-Chancellor shall appoint one of the Panel as Chair. The Deputy Vice-Chancellor may also appoint a further individual to advise the disciplinary panel (who may be a lawyer).

The University Secretary shall be appointed to conduct the investigation of the complaint for presentation to the Disciplinary Panel and may do so personally or by a representative.

- 5.4.6.4 The Disciplinary Panel shall conduct a hearing of the complaint. The Deputy Vice-Chancellor shall establish rules of procedure for the hearing. These shall include:
- i) the student shall be given in writing not less than 10 working days notice of the hearing together with the allegation and copies of any statements or other written evidence in support of the allegation
 - ii) the student shall, not less than 5 working days before the hearing, forward to the Chair of the Disciplinary Panel a written statement and other supporting evidence (if appropriate) in response to the allegation
 - iii) the student shall have the right to appear before the Disciplinary Panel to discuss the allegation and has the right to be accompanied by a friend, student representative or other representative.
 - iv) the University Secretary shall present the complaint, and any supporting evidence, to the Disciplinary Panel, may call witnesses and question the student.
 - v) the Disciplinary Panel shall give the student whose actions are under consideration the opportunity, either personally or by his/her representative, to address it orally, present documentation, call witnesses and question witnesses called by the University Secretary.
 - vi) the Disciplinary Panel shall question the witnesses for and against the student, as appropriate.
 - vii) both the University Secretary and the student (either personally or by their representatives) shall have the opportunity to summarise the evidence for and against the complaint.
 - viii) If in exceptional circumstances the Panel deems it appropriate, it may adjourn the hearing for a short period to allow further investigation of the relevant evidence.
- 5.4.6.5 The Panel, having considered the case, shall make a recommendation to the Deputy Vice-Chancellor within 5 working days following the conclusion of the hearing that one of the following actions should be taken:
- i) dismiss the allegation

- ii) support the allegation and recommend to the Deputy Vice-Chancellor that
 - a) the student be excluded for a period to be determined by the Deputy Vice-Chancellor or
 - b) the student be suspended for a period to be determined by the Deputy Vice-Chancellor or
 - c) or the student be expelled or
 - d) another penalty appropriate to the seriousness of the offence be imposed, within paragraph 6.4.7 below, taking into account any due precedent.

5.4.6.6 The student shall be advised in writing, within 10 working days following the conclusion of the hearing, of the Deputy Vice-Chancellor's decision and, if appropriate, the penalty to be awarded.

5.4.7 Penalties

5.4.7.1 If a student is found guilty of a complaint of misconduct, penalties may be imposed by the Dean/Accommodation Officer in the case of matters dealt with summarily, and by the Executive Dean/Residential Services Manager or by the Deputy Vice-Chancellor. The Dean and the Executive Dean may not impose a penalty of exclusion, suspension or expulsion from the University. The Accommodation Officer and the Residential Services Manager may not exclude a student from residential accommodation or suspend or terminate the student's licence to occupy residential accommodation.

5.4.7.2 When determining the penalty, consideration will be given to the seriousness of the misconduct, the circumstances of the misconduct, the means and general personal circumstances of the student and whether or not any criminal penalty has been imposed upon the student for the same offence.

5.4.7.3 A student found guilty of misconduct may be:

- i) absolutely discharged, which means that although the student may be technically guilty of the misconduct alleged, no blame should be attached to his or her actions;
- ii) cautioned, which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, he or she will then be dealt with for both offences;

- iii) conditionally discharged, which means that no penalty is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a penalty may be imposed following a further hearing;
- iv) fined up to a maximum of £500. This maximum figure will be subject to periodic review by the Board of Governors;
- v) required to pay a reasonable sum by way of compensation for identified and quantified loss;
- vi) required to perform unpaid services for the University community to a maximum of 40 hours;
- vii) excluded from the University for a fixed period of time, up to a maximum of twelve months. A student who is excluded from the University has restricted rights to enter University premises and to participate in University activities. The terms of the exclusion will be notified to the student in writing. An order of exclusion may include a requirement that the student shall have no contact with a named person or persons;
- viii) suspended from the University for a fixed period of time, up to a maximum of twelve months. A student who is suspended is prohibited from entering University premises, and from participating in University activities. Suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified to the student in writing. An order of suspension may include a requirement that the student shall have no contact with a named person or persons;
- ix) expelled from the University, which means that the student ceases to be a member of the University, and loses all rights and privileges of membership;

5.4.8 Vice-Chancellor's Disciplinary Appeal Panel

- 5.4.8.1 The student has a right of appeal against the Deputy Vice-Chancellor's decision to the Vice-Chancellor. He/she will convene a Disciplinary Appeal Panel comprising two members of the Senior Management Team, other than those who served on the Disciplinary Panel convened under 6.4.6.2, and the Vice-Chancellor as Chair. In the very exceptional circumstances that the Appeal Panel could not be formed with members of the Senior Management Team, the Vice-Chancellor would invite a member/members of the Board of Governors other than staff or student members, to join the Panel.

- 5.4.8.2 An appeal against the Deputy Vice-Chancellor's decision given in accordance with the above procedure can only be made on one or more of the following grounds:-
- i) that the finding should be overturned in the light of new evidence;
 - ii) that the original hearing was not conducted fairly;
 - iii) that the finding of guilt was unreasonable in the light of the findings of fact; or
 - iv) that the penalty was too severe in the circumstances.
- 5.4.8.3 There is no right of appeal against the penalty imposed by the Deputy Vice-Chancellor other than those set out above in 6.4.8.2 above.
- 5.4.8.4 An appeal against long-term exclusion, suspension or expulsion should be made in writing by the student to the Vice-Chancellor within 5 working days of the receipt of the notice of penalty, including full details of the grounds for appeal.
- 5.4.8.5 The Vice-Chancellor shall convene a meeting of the Disciplinary Appeal Panel as soon as is practically possible, and normally not more than 25 working days from receipt of the appeal, to hear any case that is the subject of the appeal against the Deputy Vice-Chancellor's decision.
- 5.4.8.6 The Deputy Vice-Chancellor is required to establish rules of procedure for the Disciplinary Appeal Panel. These are that:-
- i) the student and the Deputy Vice-Chancellor shall be given in writing not less than 10 working days notice of the hearing.
 - ii) the student and the Deputy Vice-Chancellor shall, not less than 5 working days before the hearing, forward to the Chair of the Vice-Chancellor's Disciplinary Appeal Panel a written statement and other evidence (if appropriate) supporting or contesting (as appropriate) the grounds of appeal
 - iii) the student has a right to appear before the Vice-Chancellor's Disciplinary Appeal Panel to discuss the appeal and to be accompanied by a friend, student representative or other representative.
 - iv) the student shall present the appeal (personally or by their representative) and any supporting evidence, to the Vice-Chancellor's Disciplinary Appeal Panel and may call witnesses.

- v) the Deputy Vice-Chancellor shall reply to the grounds of appeal with any supporting evidence and may call witnesses
- vi) both the Deputy Vice-Chancellor and the student (either personally or by their representatives) shall have the opportunity to summarise their case

5.4.8.7 The Vice-Chancellor's Disciplinary Appeal Panel, having considered the case, shall make a decision within 5 working days following the conclusion of the hearing that one of the following actions should be taken:

- i) refuse the appeal and uphold the original decision
- ii) refer the case back to the Deputy Vice-Chancellor where new evidence indicates that the original decision should be revised
- iii) make a new decision

5.4.8.8 The student shall be advised in writing, within 10 working days following the conclusion of the hearing, of the decision of the Vice-Chancellor's Disciplinary Appeal Panel. The Panel's decision is final and there is no further right of appeal.

6. FEES REGULATIONS

1. Annual Fees

2. Further Education Students (pre-degree courses)¹

- 2.1 Further Education Home / EU Under 19
- 2.2 Further Education Home / EU 19+
- 2.3 Further Education International (non EU)

3. Undergraduate Students (Foundation Degree, Degree courses)²

- 3.1 Undergraduate Home / EU and Channel Islands
- 3.2 Undergraduate International (non EU)

4. Postgraduate Taught Students (Masters courses)²

- 4.1 Postgraduate taught Home / EU and Channel Islands
- 4.2 Postgraduate taught International (non EU)

5. Postgraduate Research Students (MPhil / PhD courses)²

- 5.1 Postgraduate research Home / EU and Channel Islands
- 5.2 Postgraduate research International (non EU)

6. Additional Information applicable to all students

¹ For the purposes of Further Education Funding, Channel Islands / Isle of Man students are treated as Home students

² For the purposes of undergraduate and postgraduate funding Channel Islands / Isle of Man students are not fundable as Home students and hence are charged a higher fee outlined in the Tuition Fee Schedule

1. Annual Fees

- 1.1 Students are responsible for the payment of all fees and charges associated with their course of study.
- 1.2 The University for the Creative Arts (UCA) annually charges fees for its courses of study. These annual fees are reviewed each year and may be subject to increase for Home / EU / Channel Island students during their continued registration. All information relating to the University's Tuition Fees for 2009/10 can be found in the Fees and Finance section of the Pre-Degree, Undergraduate, Postgraduate and International sections of the University's website (www.ucreative.ac.uk).
- 1.3 The annual tuition fee includes:
- i. tuition fee for the course of study
 - ii. the fee for referrals
 - iii. the fee for retaking unit(s) required by the Progression & Award Board which do not require the student to retake *with attendance*
- 1.4 The fee payment requirements are explained in sections 2 – 5 below for various categories of students. Students should refer to the section that applies to them. Section 6 applies to all students.
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2. Further Education Students (pre-degree courses)

2.1 Further Education Home / EU³ Under 19

Fees Payable

- 2.1.1 All Home / EU Further Education students will be liable to pay an annual Course Levy in full at enrolment. The Course Levy will be confirmed each year prior to the start of FE online enrolment.
- 2.1.2 No tuition fee or examining body registration fee will be charged to Home / EU Further Education students who are under 19 years of age on 31 August immediately preceding the start of their course.

Students transferring into Course

- 2.1.3 If a student transfers into a Further Education course at UCA during the academic year, either from another course at UCA or externally from another Institution, they will not be charged a tuition fee or examining body registration fee if they were under 19 years of age on 31 August immediately preceding the start of their previous course.
- 2.1.4 If a student transfers into a Further Education course at UCA during the academic year, either from another course at UCA or externally from another Institution, the Course Levy due will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year. The calculated pro-rata Course Levy fee will be due in full on transfer.

Students interrupting Studies

- 2.1.5 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) no refund of the Course Levy will be given.

Students returning from interruption

- 2.1.6 Provided the student paid the Course Levy in full before interrupting their studies, no further charge will be made when they return to resume studies.
- 2.1.7 If a Home / EU Further Education student was under 19 years of age on 31 August immediately preceding the original start of their course and takes an *approved* period of interruption (i.e. the University formally approves a request to interrupt studies) then no tuition fee will be charged when they return from their

³ The 27 EU countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom). For the purposes of FE Funding Channel Islands and Isle of Man students are treated as Home / EU students.

approved interruption of studies to resume and complete their course. The student retains their fee status as under 19.

- 2.1.8 If a Home / EU Further Education student was under 19 years of age on 31 August immediately preceding the original start of their course and is deemed to have withdrawn from their course (ie the University does not formally approve a request to interrupt studies) then the student's liability for fees would be reassessed upon their return. If the student is 19 years or over on 31 August immediately preceding the start of the academic year they are returning to then they will be liable for fees as a Home / EU 19+ student (see section 2.2 for further details).

Students withdrawing from Course / studies being terminated

- 2.1.9 If a student withdraws from their course (or has studies terminated) and the student's last date of attendance is prior to 16 October the Course Levy will be refunded in full. If the student's last date of attendance is 16 October or later there will be no refund of the Course Levy. The last date of attendance used shall be as confirmed by the withdrawal / termination paperwork completed by the Faculty.

2.2 Further Education Home / EU 19+

Fees payable

- 2.2.1 All Home / EU Further Education students will be liable to pay an annual Course Levy in full at enrolment. The Course Levy fee will be confirmed each year prior to the start of FE online enrolment.
- 2.2.2 Home / EU Further Education students who are 19 years of age or over on 31 August immediately preceding the start of their course will be liable to pay tuition fees as outlined in the 'Tuition Fee Schedule 09-10' *unless* they meet one of the exemption categories outlined below in 2.2.5 and 2.2.6.
- 2.2.3 Home / EU Further Education students who are 19 years of age or over on 31 August immediately preceding the start of their course will be liable to pay the current examining body registration fee in full at enrolment *unless* they meet one of the exemption categories outlined below in 2.2.5 and 2.2.6.
- 2.2.4 Home / EU Further Education students who are 19 years of age or over on 31 August immediately preceding the start of their course will be liable to pay a late registration charge in addition to the current examining body registration fee if they fail to complete enrolment by 15 October. If a student feels they have valid grounds or extenuating circumstances which prevented them from enrolling they should write to the Head of Student Administration to request that the late registration charge be waived.

Fee exemption categories (tuition fee and examining body fee only)

2.2.5 No tuition fees or examining body registration fees will be charged to Home / EU Further Education students who are 19 years of age and over on 31 August immediately preceding the start of their course *and* who can provide evidence at the start of the academic year that at the start of the course they are:

- in receipt of Jobseekers Allowance
- in receipt of an income based benefit⁴
- the unwaged dependant of somebody in receipt of Jobseekers Allowance or an income based benefit
- asylum seekers in receipt of the equivalent of income based benefit (or dependent of such an asylum seeker)

Students must notify the Department of Student Administration immediately should their circumstances change during the academic year. If a student can provide evidence that they have become entitled to, and are in receipt of, one of the above benefits they will only be liable to pay tuition fees pro-rata from the start of the academic year until the start date of their support claim. If a student loses their entitlement to one of the above benefits they will be liable to pay tuition fees pro-rata from the date their entitlement to support ceases until the end of the academic year.

2.2.6 No tuition fees or examining body registration fees will be charged to Home / EU Further Education students who are between the ages of 19 and 24 on 31 August immediately preceding the start of their course *and* who have not successfully achieved a full level 3 qualification previously⁵. Such students must complete a Self Declaration Form⁶ on enrolment if they wish to qualify for this fees waiver.

Students transferring into course

2.2.7 If a student transfers into a Further Education course at UCA during the academic year, either from another course at UCA or externally from another Institution, the Course Levy due will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year. The calculated pro-rata Course Levy fee will be due on transfer.

2.2.8 If a student transfers into a Further Education course at UCA during the academic year, either from another course at UCA or externally from another Institution, the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that

⁴ Income based benefits e.g. Council Tax benefit; Housing Benefit; Income Support; Working Tax Credit

⁵ The following are examples of Level 3 Qualifications: 4+ x AS levels (1 - 3 AS levels does not qualify as a level 3 qualification); Any A level pass (grade A – E General or Vocational A level); Scottish Highers; International Baccalaureate; Foundation; National Diploma; Level 3 Access course; Level 3 GNVQ

⁶ Self Declaration Form is obtainable from Student Administration at, or prior to, enrolment

academic year *unless* they meet one of the exemption categories outlined above in 2.2.5 and 2.2.6.

- 2.2.9 If a student transfers into a Further Education course at UCA during the academic year, either from another course at UCA or externally from another Institution, the examining body registration fee will be due in full *unless* they meet one of the exemption categories outlined above in 2.2.5 and 2.2.6 or *unless* they have already registered with the examining body for that qualification at another Further Education provider. If they transfer in after 15 October and have not previously registered with the examining body for that qualification the late registration charge will also be due.
- 2.2.10 If a student transfers between Further Education courses at UCA they may incur increases to the examining body registration fee. Students should speak to staff in the Faculty Office for advice.
- 2.2.11 If a student transfers their mode of attendance from full-time to part-time / flexible mode (or vice versa) then the appropriate tuition fee from the new mode of study will be charged from the start of the academic year.

Students Interrupting Studies

- 2.2.12 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) no refund of the Course Levy will be given.
- 2.2.13 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to interrupting studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the Interruption paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.
- 2.2.14 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) no refund of the examining body registration fee will be given. The registration will be kept open with the examining body pending the students return from interruption.

Students returning from interruption

- 2.2.15 Provided the student paid the Course Levy in full before interrupting their studies, no further charge will be made when they return to resume studies.
- 2.2.16 When a student returns to a Further Education course at UCA following an *approved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year *unless* they meet one of the exemption categories outlined above in 2.2.5 and 2.2.6.

Students withdrawing from Course / studies being terminated

- 2.2.17 If a student withdraws from their course (or has studies terminated) and the student's last date of attendance is prior to 16 October the Course Levy will be refunded in full. If the student's last date of attendance is 16 October or later there will be no refund of the Course Levy. The last date of attendance used shall be as confirmed by the withdrawal / termination paperwork completed by the Faculty.
- 2.2.18 If a student withdraws from their course (or has studies terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to withdrawal / termination of studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the withdrawal / termination paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their courses (or has studies terminated) AFTER 1st December, no refund of fees will be due.
- 2.2.19 If a student withdraws from their course (or has studies terminated) and the student's last date of attendance is prior to 16 October the examining body registration fees will be refunded in full. If the student's last date of attendance is 16 October or later there will be no refund of the examining body registration fees. The last date of attendance used shall be as confirmed by the withdrawal / termination paperwork completed by the Faculty.

2.3 Further Education International (non EU)

- 2.3.1 International students are required to pay tuition fees to cover the full cost of courses in the UK. International students are defined in accordance with the Education (Fees and Awards) Regulations. Any doubts about status as a student, Home / EU or Overseas, shall be determined by the Head of Student Administration.
- 2.3.2 Annual tuition fees paid by an International student (who registered at UCA for the first time in 2005/06 or later) are guaranteed to remain at the same level paid in the first year of study for the entire duration of study within UCA. For example, an international student who initially registers for an FE course, then progresses to a BA (Hons) award at UCA (and possibly to a postgraduate course after completing the BA (Hons)) will pay the initial FE overseas fee for each year of their studies at UCA. The following conditions apply:
- The student cannot take more than a one year break between each level of study (a two year break will be permitted for students progressing from BA (Hons) Architecture to the Graduate Diploma in Architecture).

- If an international student interrupts studies during the course of an intended qualification aim they can only retain the initial fee level paid in their first year of study at UCA provided that the entire period of their interruption is academically approved by the Associate Dean
- Enhanced fee courses are exempt from this Regulation (for example the MBA)

2.3.3 If a student transfers between courses at UCA in their first year of study at UCA the fee they will be charged will be set as the lower fee of the courses attended during the first year of study for the remainder of the student's time at UCA (conditions in 2.3.2 still apply).

Fees Payable - Tuition Fee Deposit

2.3.4 International students are required to pay a £500 deposit upon their acceptance of a place on a course of study at UCA. This deposit is part payment towards the cost of the tuition fee.

2.3.5 If the student cancels their place at UCA prior to 1 June the deposit is refundable (less £50 administration charge).

2.3.6 If the student cancels their place on or after 1 June the deposit is non-refundable *unless* :

- The student provides evidence that their VISA has been refused (in which case a refund less £50 administration charge will be given)
- The student fails to meet entry conditions for the course and UCA decide to withdraw the offer of a place (in which case a refund less £50 administration charge will be given)
- The student believes they can provide evidence of extenuating circumstances supporting their decision to withdraw from their place at such a late stage (in which case they should write to the Head of Student Administration and their individual case will be considered)

2.3.7 If the student requests to defer their place to the following academic year the deposit is non-refundable. It will be used to reserve their place for the next academic year.

Fees Payable – Tuition Fee

2.3.8 UCA offers a discounted annual tuition fee rate to international students who pay the full year's tuition fees in one instalment either prior to, or at enrolment.

Students transferring into course

2.3.9 If a student transfers into a Further Education course at UCA during the academic year, either from another course at UCA or externally from another Institution, the tuition fee due will be calculated on a pro-rata basis according to

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the number of weeks the student will be in attendance on course for that academic year

Students Interrupting Studies

2.3.10 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to interrupting studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the Interruption paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interruption

2.3.11 When a student returns to a Further Education course at UCA following an *approved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year using the tuition fee rate that applied to the student when they first joined UCA (providing they meet the criteria as outlined in 2.3.2 above).

2.3.12 When a student returns to a Further Education course at UCA following an *unapproved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year using the tuition fee rate published in the 'Tuition Fee Schedule' appropriate to the course and academic year that they are returning into.

Students withdrawing from Course / studies being terminated

2.3.13 If a student withdraws from their course (or has studies terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to withdrawal / termination of studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the withdrawal / termination paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their courses (or has studies terminated) AFTER 1st December, no refund of fees will be due.

3. Undergraduate Students (Foundation Degree courses, Degree courses)

3.1 Undergraduate Home / EU⁷ and Channel Islands

Fees Payable

- 3.1.1 Students who first registered onto an undergraduate course in 2005/06 or earlier, may be liable for a Course Levy in addition to tuition fees. Students should contact their Faculty Office for advice.
- 3.1.2 Students who already hold an equivalent or higher qualification to the one that they have registered for at UCA may be liable to pay a higher tuition fee. This is because, following a UK Government directive, institutional funding for Home / EU students studying on a Higher Education funded course who have already completed an equivalent (or higher) qualification has been withdrawn. There are some exemptions to this – students should contact the Faculty Office for further advice.
- 3.1.3 Where a student has successfully applied for the full tuition fee loan from the Student Loan Company they will not be expected to pay tuition fees. UCA will collect the tuition fee directly from the SLC. Students must apply annually for the tuition fee loan.
- 3.1.4 Where a student is in receipt of full UK state aid in the form of a non-repayable grant of £2905 p.a. (for academic year 2009/10) they are able to defer payment of up to £320 of the £3225 p.a. tuition fee until 25 February of each academic year (if they decide not to take out the tuition fee loan to pay for tuition fees). However, students in receipt of the full UK state aid can still successfully apply for the full tuition fee loan and allow this fee loan to pay the tuition fees directly (as in 3.1.3 above).
- 3.1.5 Students from the Channel Islands are not entitled to a tuition fee loan from the Student Loan Company and funding is not provided to English Higher Education Institutions for Channel Island students. Therefore, students from the Channel Islands are liable for a higher rate tuition fee (see Tuition Fee Schedule 09-10 for further details).
- 3.1.6 Students who are self funded (or only taking out a partial tuition fee loan from the SLC / DfES) must pay the tuition fee (or their personal element of it) as detailed in the 'Tuition Fee Schedule 09-10'.
- 3.1.7 Full tuition fee waivers are not granted to any students registered for undergraduate courses at UCA.

⁷ The 27 EU countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom). For the purposes of Undergraduate funding Channel Islands and Isle of Man students are not classified as Home / EU and hence pay a higher prescribed fee as outlined in the 'Tuition Fee schedule'

Students transferring into course

- 3.1.8 Students who transfer into an undergraduate course at UCA from another institution during the academic year will be notified of their fee liability at the time of the offer of a place. The tuition fee will normally be calculated on the basis of the amount of credit for which they will be assessed during the year of entry. However, full-time Home/EU Undergraduate students, in receipt of a loan from the Students Loan Company, will not be expected to make any further fee payment where they can provide evidence that the designated fee has already been paid in full to the previous institution by the Student Loan Company. Similarly, despite any eligibility, they will not normally receive funding in the form of either a minimum standard bursary or a University Maintenance Bursary in that same year.
- 3.1.9 Students who transfer between UCA courses will be charged the appropriate fee for the new course on a pro-rata basis according to the number of weeks the student will be in attendance.
- 3.1.10 If a student transfers their mode of attendance from full-time to part-time / flexible mode (or vice versa) then the appropriate tuition fee from the new mode of study will be charged from the start of the academic year.

Students Interrupting Studies – elected interruption

- 3.1.11 If a self funded, or partially self funded, student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to interrupting studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the Interruption paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interrupting studies – elected interruption

- 3.1.12 When a student returns to an undergraduate course at UCA following an *approved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year

Students Interrupting Studies – academic interruption

- 3.1.13 Undergraduate students who are required by the Progression & Award Board to interrupt studies shall be liable to pay fees for retaking unit(s) with attendance at classes / access to facilities. The tuition fee due will be calculated on a credit basis. For example, a student who is offered the opportunity to retake 30 credits with attendance will pay one quarter of the annual fee that would normally be charged to that full-time student studying 120 credits in an academic year. Fees for retake with attendance / access to facilities shall be payable at enrolment and

the fee rate appropriate to the academic year in which the retake occurs will be charged.

Students withdrawing from Course / studies being terminated

- 3.1.14 If a self funded, or partially self funded, student withdraws from their course (or has studies terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to withdrawal / termination of studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the withdrawal / termination paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their course (or has studies terminated) AFTER 1st December, no refund of fees will due.
- 3.1.15 Any student in receipt of a Ucreative Scholarship or minimum standard bursary that interrupts studies, transfers courses, withdraws or has studies terminated will be subject to the terms and conditions of the Ucreative Scholarship or minimum standard bursary.

3.2 Undergraduate International (non EU)

- 3.2.1 International students are required to pay tuition fees to cover the full cost of courses in the UK. International students are defined in accordance with the Education (Fees and Awards) Regulations. Any doubts about status as a student, Home / EU or Overseas, shall be determined by the Head of Student Administration.
- 3.2.2 Annual tuition fees paid by an International student (who registered at UCA for the first time in 2005/06 or later) are guaranteed to remain at the same level paid in the first year of study for the entire duration of study within UCA. For example, an international student who initially registers for an FE course, then progresses to a BA (Hons) award at UCA (and possibly to a postgraduate course after completing the BA (Hons)) will pay the initial FE overseas fee for each year of their studies at UCA. The following conditions apply:
- The student cannot take more than a one year break between each level of study (a two year break will be permitted for students progressing from BA (Hons) Architecture to the Graduate Diploma in Architecture).
 - If an international student interrupts studies during the course of a qualification aim they can only retain the initial fee level paid in their first year of study at UCA provided that the entire period of their interruption is academically approved by the Associate Dean.

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- Enhanced fee courses are exempt from this Regulation (for example the MBA)

3.2.3 If a student transfers between courses at UCA in their first year of study at UCA the fee they will be charged will be set as the lower fee of the courses attended during the first year of study for the remainder of the student's time at UCA (conditions in 3.2.2 still apply).

Fees Payable - Tuition Fee Deposit

3.2.4 International students are required to pay a £500 deposit upon their acceptance of a place on a course of study at UCA. This deposit is part payment towards the cost of the tuition fee.

3.2.5 If the student cancels their place at UCA prior to 1 June the deposit is refundable (less £50 administration charge).

3.2.6 If the student cancels their place on or after 1 June the deposit is non-refundable *unless* :

- The student provides evidence that their VISA has been refused (in which case a refund less £50 administration charge will be given)
- The student fails to meet entry conditions for the course and UCA decide to withdraw the offer of a place (in which case a refund less £50 administration charge will be given)
- The student believes they can provide evidence of extenuating circumstances supporting their decision to withdraw from their place at such a late stage (in which case they should write to the Head of Student Administration and their individual case will be considered)

3.2.7 If the student requests to defer their place to the following academic year the deposit is non-refundable. It will be used to reserve their place for the next academic year.

Fees Payable – Tuition Fee

3.2.8 UCA offers a discounted annual tuition fee rate to international students who pay the full year's tuition fees in one instalment either prior to, or at enrolment.

Students transferring into course

3.2.9 Students who transfer into an undergraduate course at UCA from another institution during the academic year will be notified of their fee liability at the time of the offer of a place. The tuition fee will normally be calculated on the basis of the amount of credit for which they will be assessed during the year of entry.

Students Interrupting Studies – elected interruption

- 3.2.10 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to interrupting studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the Interruption paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interruption

- 3.2.11 When a student returns to an undergraduate course at UCA following an *approved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year using the tuition fee rate that applied to the student when they first joined UCA (providing they meet the criteria as outlined in 3.2.2 above).
- 3.2.12 When a student returns to an undergraduate course at UCA following an *unapproved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year using the tuition fee rate published in the 'Tuition Fee Schedule' appropriate to the course and academic year that they are returning into.

Students Interrupting Studies – academic interruption

- 3.2.13 Undergraduate students who are required by the Progression & Award Board to interrupt studies shall be liable to pay fees for retaking unit(s) with attendance at classes / access to facilities. The tuition fee due will be calculated on a credit basis. For example, a student who is offered the opportunity to retake 30 credits with attendance will pay one quarter of the annual fee, which would normally be charged to that full-time student studying 120 credits in an academic year. Fees for retake with attendance / access to facilities shall be payable at enrolment and the fee rate appropriate to the student (if they have met criteria in 3.2.2 above) or to the academic year in which the retake occurs (if they have not met criteria in 3.2.2 above) will be charged.

Students withdrawing from Course / studies being terminated

- 3.2.14 If a student withdraws from their course (or has studies terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to withdrawal / termination of studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the withdrawal / termination paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their courses (or has studies terminated) AFTER 1st December, no refund of fees will due.

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4. Postgraduate Taught Students (Masters courses)

4.1 Postgraduate taught Home/EU⁸ and Channel Islands

Fees Payable

- 4.1.1 Students who already hold an equivalent or higher qualification to the one that they have registered for at UCA may be liable to pay a higher tuition fee. This is because, following a UK Government directive, institutional funding for home / EU students studying on a Higher Education funded course who have already completed an equivalent (or higher) qualification has been withdrawn. There are some exemptions to this – students should contact the Faculty Office for further advice.
- 4.1.2 Students must pay the tuition fee as detailed in the 'Tuition Fee Schedule 09-10'.
- 4.1.3 Funding is not provided to English Higher Education Institutions for Channel Island students. Therefore, students from the Channel Islands are liable for a higher rate tuition fee (see Tuition Fee Schedule 09-10 for further details).
- 4.1.4 Full tuition fee waivers are not granted to any students registered for postgraduate taught courses at UCA.

Students transferring into course

- 4.1.5 Students who transfer into a postgraduate taught course at UCA from another institution during the academic year will be notified of their fee liability at the time of the offer of a place. The tuition fee will normally be calculated on the basis of the amount of credit for which they will be assessed during the year of entry.
- 4.1.6 Students who transfer into a postgraduate taught course at UCA from another course at UCA during the academic year will be liable for tuition fees calculated on a pro-rata basis according to the number of weeks the student will be in attendance on each course for that academic year.
- 4.1.7 If a student transfers their mode of attendance from full-time to part-time / flexible mode (or vice versa) then the appropriate tuition fee from the new mode of study will be charged from the start of the academic year.

Students Interrupting Studies – elected interruption

- 4.1.8 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course

⁸ The 27 EU countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom). For the purposes of Postgraduate funding Channel Islands and Isle of Man students are not classified as Home / EU and hence pay a higher prescribed fee as outlined in the 'Tuition Fee schedule'

prior to interrupting studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the Interruption paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interrupting studies – elected interruption

- 4.1.9 When a student returns to a postgraduate taught course at UCA following an *approved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year

Students Interrupting Studies – academic interruption

- 4.1.10 Postgraduate students who are required by the Progression & Award Board to interrupt studies shall be liable to pay fees for retaking unit(s) with attendance at classes / access to facilities. The tuition fee due will be calculated on a credit basis. For example, a student who is offered the opportunity to retake 60 credits with attendance will pay one quarter of the annual fee that would normally be charged to that full-time student studying 180 credits in an academic year. Fees for retake with attendance / access to facilities shall be payable at enrolment and the fee rate appropriate to the academic year in which the retake occurs will be charged.

Students withdrawing from Course / studies being terminated

- 4.1.11 If a student withdraws from their course (or has studies terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to withdrawal / termination of studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the withdrawal / termination paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their courses (or has studies terminated) AFTER 1st December, no refund of fees will be due.
- 4.1.12 Any student in receipt of a UCA Taught Postgraduate Scholarship that interrupts studies, transfers courses, withdraws or has studies terminated will be subject to the terms and conditions of the UCA Taught Postgraduate Scholarship.

4.2 Postgraduate Taught International (non EU)

- 4.2.1 International students are required to pay tuition fees to cover the full cost of courses in the UK. International students are defined in accordance with the Education (Fees and Awards) Regulations. Any doubts about status as a

student, Home / EU or Overseas, shall be determined by the Head of Student Administration.

4.2.2 Annual tuition fees paid by an International student (who registered at UCA for the first time in 2005/06 or later) are guaranteed to remain at the same level paid in the first year of study for the entire duration of study within UCA. For example, an international student who initially registers for an FE course, then progresses to a BA (Hons) award at UCA (and possibly to a postgraduate course after completing the BA (Hons)) will pay the initial FE overseas fee for each year of their studies at UCA. The following conditions apply:

- The student cannot take more than a one year break between each level of study (a two year break will be permitted for students progressing from BA (Hons) Architecture to the Graduate Diploma in Architecture).
- If an international student interrupts studies during the course of a qualification aim they can only retain the initial fee level paid in their first year of study at UCA provided that the entire period of their interruption is academically approved by the Associate Dean.
- Enhanced fee courses are exempt from this Regulation (for example the MBA)

4.2.3 If a student transfers between courses at UCA in their first year of study at UCA the fee they will be charged will be set as the lower fee of the courses attended during the first year of study for the remainder of the student's time at UCA (conditions in 4.2.2 still apply).

Fees Payable - Tuition Fee Deposit

4.2.4 International students are required to pay a £500 deposit upon their acceptance of a place on a course of study at UCA. This deposit is part payment towards the cost of the tuition fee.

4.2.5 If the student cancels their place at UCA prior to 1 June the deposit is refundable (less £50 administration charge).

4.2.6 If the student cancels their place on or after 1 June the deposit is non-refundable *unless* :

- The student provides evidence that their VISA has been refused (in which case a refund less £50 administration charge will be given)
- The student fails to meet entry conditions for the course and UCA decide to withdraw the offer of a place (in which case a refund less £50 administration charge will be given)
- The student believes they can provide evidence of extenuating circumstances supporting their decision to withdraw from their place at such a late stage (in which case they should write to the Head of Student Administration and their individual case will be considered)

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- 4.2.7 If the student requests to defer their place to the following academic year the deposit is non-refundable. It will be used to reserve their place for the next academic year.

Fees Payable – Tuition Fee

- 4.2.8 UCA offers a discounted annual tuition fee rate to international students who pay the full year's tuition fees in one instalment either prior to, or at enrolment.

Students transferring into course

- 4.2.9 Students who transfer into a postgraduate course at UCA from another institution during the academic year will be notified of their fee liability at the time of the offer of a place. The tuition fee will normally be calculated on the basis of the amount of credit for which they will be assessed during the year of entry.
- 4.2.10 If a student transfers their mode of attendance from full-time to flexible mode (or vice versa) then the appropriate tuition fee from the new mode of study will be charged from the start of the academic year.

Students Interrupting Studies – elected interruption

- 4.2.11 If a student takes an *approved* period of interruption (i.e. the University approves a request to interrupt studies) the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to interrupting studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the Interruption paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interruption

- 4.2.12 When a student returns to a postgraduate taught course at UCA following an *approved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year using the tuition fee rate that applied to the student when they first joined UCA (providing they meet the criteria as outlined in 4.2.2 above).
- 4.2.13 When a student returns to a postgraduate taught course at UCA following an *unapproved* period of interruption the tuition fee due upon their return will be calculated on a pro-rata basis according to the number of weeks the student will be in attendance on course for that academic year using the tuition fee rate published in the 'Tuition Fee Schedule' appropriate to the course and academic year that they are returning into.

Students Interrupting Studies – academic interruption

- 4.2.14 Postgraduate students who are required by the Progression & Award Board to interrupt studies shall be liable to pay fees for retaking unit(s) with attendance at classes / access to facilities. The tuition fee due will be calculated on a credit basis. For example, a student who is offered the opportunity to retake 60 credits with attendance will pay one quarter of the annual fee that would normally be charged to that full-time student studying 180 credits in an academic year. Fees for retake with attendance / access to facilities shall be payable at enrolment and the fee rate appropriate to the student (if they have met criteria in 4.2.2 above) or

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to the academic year in which the retake occurs (if they have not met criteria in 4.2.2 above) will be charged.

Students withdrawing from Course / studies being terminated

4.2.15 If a student withdraws from their course (or has studies terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was in attendance on course prior to withdrawal / termination of studies. The last date of attendance used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed on the withdrawal / termination paperwork completed by the Faculty. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their courses (or has studies terminated) AFTER 1st December, no refund of fees will due.

5. Postgraduate Research Students (MPhil / PhD Courses)

5.1 Postgraduate research Home / EU⁹ and Channel Islands

Fees Payable

- 5.1.1 Students must pay tuition fees as outlined in the 'Tuition Fee Schedule 09-10'. The annual tuition fee is for a 52 week period of registration at UCA. There are two intake dates for Research Students: 1 October and 1 April.
- 5.1.2 If a student is in receipt of a Ucreative Research Studentship they will be subject to the terms and conditions of the Ucreative Research Studentship.
- 5.1.3 Funding is not provided to English Higher Education Institutions for Channel Island students. Therefore, students from the Channel Islands are liable for a higher rate tuition fee (see Tuition Fee Schedule 09-10 for further details).
- 5.1.4 A student with Continuation Status or *writing up*¹⁰ will be liable to pay the writing up fee as outlined in the 'Tuition Fee Schedule 09-10'. Students can retain this status for a maximum of one year (i.e. 52 weeks of registration). Students who are granted the continuation fee and do not manage to complete and submit their thesis within that year will be charged again at the current part-time or full-time rate of tuition fees, and will not be eligible for any further reduction in fees.

Students interrupting studies

- 5.1.5 If a student takes an *approved* period of interruption (i.e. the Lead Supervisor approves a request to interrupt studies) the tuition fee / continuation fee due will be calculated on a pro-rata basis according to the number of weeks the student was registered for that academic year prior to interrupting studies. The last date of registration used to determine the tuition fee / continuation fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the Interruption paperwork completed by the Research Office. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interrupting studies

- 5.1.6 When a student returns to resume their registration at UCA following an *approved* period of interruption the tuition fee / continuation fee due will be calculated on a pro-rata basis according to the number of weeks the student will be registered for in the remainder of that academic year.

Students transferring mode of attendance

⁹ The 27 EU countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom). For the purposes of Postgraduate funding Channel Islands and Isle of Man students are not classified as Home / EU and hence pay a higher prescribed fee as outlined in the 'Tuition Fee schedule'

¹⁰ See paragraph 12.7 of the UCA Research Student Regulations Handbook for details of Continuation Status

- 5.1.7 If a student transfers their mode of attendance from full-time to part-time (or vice versa) then the appropriate tuition fee will be charged pro-rata for each mode of attendance in accordance with the number of weeks the student was registered on each mode.

Students withdrawing / registration being terminated

- 5.1.8 If a student withdraws from their registration (or has their registration terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was registered for that academic year prior to withdrawal / termination of studies. The last date of registration used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be the date of formal notification of withdrawal / termination as confirmed by the Lead Supervisor on the withdrawal / termination paperwork completed by the Research Office. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their registration (or has their registration terminated) AFTER 1st December, no refund of fees will due.
- 5.1.9 If a student withdraws from their registration (or has their registration terminated) before the end of the academic year whilst on continuation status, no refund will be given.

Students successfully completing

- 5.1.10 If a student successfully completes at any point during the academic year the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was registered for that academic year prior to successful completion.
- 5.1.11 If a student successfully completes at any point during the academic year whilst on continuation status no refund will be given.

Students with amendments to be made after examination

- 5.1.12 If, further to examination, a student is only required to make minor amendments then no further fees will be charged; however, if a re-examination is required they will be charged fees again at the current part-time or full-time rate of tuition fees¹¹.

5.2 Postgraduate research International (non EU)

- 5.2.1 International students are required to pay tuition fees to cover the full cost of courses in the UK. International students are defined in accordance with the

¹¹ See the UCA Research Student Regulations Handbook for further details on re-examination and what constitutes minor amendments.

Education (Fees and Awards) Regulations. Any doubts about status as a student, Home / EU or Overseas, shall be determined by the Head of Student Administration.

5.2.2 Annual tuition fees paid by an International student (who registered at UCA for the first time in 2005/06 or later) are guaranteed to remain at the same level paid in the first year of study for the entire duration of study within UCA. For example, an international student who initially registers for an FE course, then progresses to a BA (Hons) award at UCA (and possibly to a postgraduate course after completing the BA (Hons)) will pay the initial FE overseas fee for each year of their studies at UCA. The following conditions apply:

- The student cannot take more than a one year break between each level of study (a two year break will be permitted for students progressing from BA (Hons) Architecture to the Graduate Diploma in Architecture).
- If an international student interrupts studies during the course of a qualification aim they can only retain the initial fee level paid in their first year of study at UCA provided that the entire period of their interruption is academically approved by the Associate Dean (for FE, UG, PG taught levels of study) or Lead Supervisor (for PG research level).
- Enhanced fee courses are exempt from this Regulation (for example the MBA)

5.2.3 If a student transfers between courses at UCA in their first year of study at UCA the fee they will be charged will be set as the lower fee of the courses attended during the first year of study for the remainder of the student's time at UCA (conditions in 5.2.2 still apply).

Fees Payable - Tuition Fee Deposit

5.2.4 International students are required to pay a £500 deposit upon their acceptance of a place on a course of study at UCA. This deposit is part payment towards the cost of the tuition fee.

5.2.5 If the student cancels their place at UCA prior to 1 June (October start) or 10 January (April start) the deposit is refundable (less £50 administration charge).

5.2.6 If the student cancels their place on or after 1 June / 10 January the deposit is non-refundable *unless* :

- The student provides evidence that their VISA has been refused (in which case a refund less £50 administration charge will be given)
- The student fails to meet entry conditions for the course and UCA decide to withdraw the offer of a place (in which case a refund less £50 administration charge will be given)

- The student believes they can provide evidence of extenuating circumstances supporting their decision to withdraw from their place at such a late stage (in which case they should write to the Head of Student Administration and their individual case will be considered)

5.2.7 If the student requests to defer their place to the following academic year the deposit is non-refundable. It will be used to reserve their place for the next academic year.

Fees Payable – Tuition Fee

5.2.8 Students must pay tuition fees as outlined in the 'Tuition Fee Schedule 09-10'. The annual tuition fee is for a 52 week period of registration at UCA. There are two intake dates for Research Students: 1 October and 1 April.

5.2.9 UCA offers a discounted annual tuition fee rate to international students who pay the full year's tuition fees in one instalment either prior to, or at enrolment.

5.2.10 If a student is in receipt of a Ucreative Research Studentship they will be subject to the terms and conditions of the Ucreative Research Studentship.

5.2.11 A student with Continuation Status or *writing up*¹² will be liable to pay the writing up fee as outlined in the 'Tuition Fee Schedule 09-10'. Students can retain this status for a maximum of one year (i.e. 52 weeks of registration). Students who are granted the continuation fee and do not manage to complete and submit their thesis within that year will be charged again at the full-time rate of tuition fees, and will not be eligible for any further reduction in fees.

Students interrupting studies

5.2.12 If a student takes an *approved* period of interruption (i.e. the Lead Supervisor approves a request to interrupt studies) the tuition fee / continuation fee due will be calculated on a pro-rata basis according to the number of weeks the student was registered for that academic year prior to interrupting studies. The last date of registration used to determine the tuition fee / continuation fee due (and hence any refund due if the student has paid more than the calculated fee) shall be as confirmed by the Interruption paperwork completed by the Research Office. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks.

Students returning from interrupting studies

5.2.13 When a student returns to resume their registration at UCA following an *approved* period of interruption the tuition fee / continuation fee due will be calculated on a pro-rata basis according to the number of weeks the student will be registered for in the remainder of that academic year using the tuition fee rate that applied to the student when they first joined UCA (providing they meet the criteria as outlined in 5.2.2 above).

¹² See paragraph 12.7 of the UCA Research Student Regulations Handbook for details of Continuation Status

- 5.2.14 When a student returns to resume their registration following an *unapproved* period of interruption the tuition fee / continuation fee due will be calculated on a pro-rata basis according to the number of weeks the student will be registered for in the remainder of that academic year using the tuition fee rate published in the 'Tuition Fee Schedule' appropriate to the course and academic year that they are returning into.

Students withdrawing / registration being terminated

- 5.2.15 If a student withdraws from their registration (or has registration terminated) BEFORE the 1st December the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was registered for that academic year prior to withdrawal / termination of studies. The last date of registration used to determine the tuition fee due (and hence any refund due if the student has paid more than the calculated fee) shall be the date of formal notification of withdrawal / termination as confirmed by the Lead Supervisor on the withdrawal / termination paperwork completed by the Research Office. Pro-rata tuition fee charges and refunds will be calculated based on whole weeks. If the student withdraws from their registration (or has their registration terminated) AFTER 1st December, no refund of fees will due.
- 5.2.16 If a student withdraws from their registration (or has their registration terminated) before the end of the academic year whilst on continuation status, no refund will be given.

Students successfully completing

- 5.2.17 If a student successfully completes at any point during the academic year the tuition fee due will be calculated on a pro-rata basis according to the number of weeks the student was registered for that academic year prior to successful completion.
- 5.2.18 If a student successfully completes at any point during the academic year whilst on continuation status no refund will be given.

Students with amendments to be made after examination

If, further to examination a student is only required to make minor amendments then no further fees will be charged; however, if a re-examination is required they will be charged fees again at the current part-time or full-time rate of tuition fees¹³.

¹³ See the UCA Research Student Regulations Handbook for further details on re-examination and what constitutes minor amendments.

6. Additional Information applicable to all students

6.1 Payment of fees

- 6.1.1 Students must enrol during the published enrolment period.
- 6.1.2 Self-funded post-graduate students and self-funded overseas students may elect to pay their tuition fees in up to six equal monthly instalments. The first instalment will normally be due in September, with the last instalment falling due in February. For students with non-standard start dates the first instalment will be due within 7 days of completing enrolment, with the last instalment falling due during the sixth month following.
- 6.1.3 Students who wish to pay by instalments must make arrangements to do so with the finance department within 7 days of completing their enrolment.
- 6.1.4 The following categories of students are required to pay at least 50% of the applicable tuition fee within 7 days of completing their enrolment:
- Self-funded home/EU undergraduate students (including those in receipt of a partial tuition fee loan from the SLC)
 - Self-funded post-graduate students who have not made arrangements to pay by instalments
 - Self-funded overseas students who have not made arrangements to pay by instalments
 - Sponsored students (other than those in receipt of the full tuition fee loan from the SLC)
- The balance must be paid by 31 January of the following year (or within 5 months of completing enrolment for students on courses with non-standard start dates).
- 6.1.5 Students who are unable to provide satisfactory evidence that they will be in receipt of a tuition fee loan from the SLC will be classified as self-funded and will be liable for the full amount of the tuition fee.
- 6.1.6 Students who fail to make payment by the required deadline, including failing to maintain agreed instalment payment arrangements, will be classified as debtors and will be notified to the appropriate Associate Dean. In any event failure to meet the relevant payment requirements by 31 October (or equivalent date for students with non-standard start dates) will result in immediate sanctions as defined in the Student Regulations, including suspension and termination of studies. Continued failure to pay will result in referral to an external debt collection agency.
- 6.1.7 Additionally, in each instance that a student fails to make any payment by a required deadline, including failing to maintain an agreed instalment payment arrangement, an administration charge of £30 will be levied.

- 6.1.8 Students who take up a place in UCA residential accommodation are subject to UCA's Terms and Conditions of Residence. Details are sent to students at the point that they are made an offer of a place in UCA Halls of Residence.

6.2 Financial Support and advice

- 6.2.1 Students who are experiencing unforeseen financial difficulties in paying their fees should seek help at the earliest opportunity. Students should contact Student Services in the first instance.

6.3 Issue of replacement documentation

- 6.3.1 A charge is made for the issue of:

- i) a replacement student ID card
- ii) a replacement award certificate
- iii) a replacement official transcript

The charges are detailed in the 'Tuition Fee Schedule 09-10'.

6.4 Debts

- 6.4.1 No student shall be permitted to enrol or transfer onto any course whilst they are in debt to UCA.

- 6.4.2 **NO STUDENT SHALL RECEIVE CERTIFICATION OF AN AWARD, UNLESS ALL ARREARS OF FEES AND/OR ANY OTHER SUMS DUE HAVE BEEN PAID IN FULL.**

6.5 Refund of fees

- 6.5.1 The calculation of fees due when a student transfers, interrupts, withdraws or is terminated from their course of studies is detailed for each category of student in sections 2 – 5 of this Fee Regulations document. However, where a student feels their transfer / interruption / withdrawal or termination is based upon exceptional and unexpected circumstances beyond the student's control, and is supported by corroborating evidence, the Academic Registrar has power of discretion on a case by case basis to approve an appropriate refund. Students wishing to apply for consideration should write to the Academic Registrar explaining their case and providing corroborating evidence.

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Tuition Fees 2009/10

Tuition fees cited for Home/EU students are for the entire academic year. These fees are reviewed each year and may be subject to increase.

Overseas tuition fees will remain fixed for the duration of uninterrupted studies (see Fees Regulations 7.1.6).

Undergraduate Tuition Fees

	Home/EU annual fee	Overseas annual fee 1 instalment	Overseas Annual Fee 2 instalments
Full time	£	£	£
Foundation degree Year 1	3,225 (3,145)	7,124 (6,950)	7,406 (7,225)
Foundation degree Year 2	3,145 (2,100)	7,124 (6,950)	7,406 (7,225)
BA Hons degree Year 0 >	1,795 (1,750)	7,124 (6,950)	7,406 (7,225)
BA Hons degree Year 1 >	3,225 (3,145)	9,134 (8,910)	9,507 (9,275)
BA Hons degree Year 2 >	3,225 (3,145)	9,134 (8,910)	9,507 (9,275)
BA Hons degree Year 3 >	3,225 (3,145)	9,134 (8,690)	9,507 (9,275)
Graduate Diploma in Architecture Yr 1	1,225 (1,225)	9,134 (8,910)	9,507 (9,275)
Graduate Diploma in Architecture Yr 2	1,225 (1,225)	9,134 (8,990)	9,507 (9,275)
Graduate Certificate in Contemporary Practice (Photography) *	1,670 (1,630)	2,715 (2,650)	

<p><i>* Students progressing from this course to MA will be eligible for a reduction in the MA fees of £315 (Home/EU) or £635 (Overseas)</i></p>			
<p><i>> Home/EU new entrants with an Equivalent or Lower Qualification (ELQ) will be charged £7000. For further information please contact the Admissions Office.</i></p>			
<p><i>N.B. Undergraduate students from the Channel Islands and Isle of Man will be liable for a prescribed fee. For continuing students in 2009/10, the fee rate will be £6,850. For new students in 2009/10, the fee rate will be £8,240.</i></p>			
Part time	Home/EU annual fee	Overseas annual fee 1 instalment	Overseas Annual Fee 2 instalments
	£	£	£
Foundation Degree Year 1	1000 (870)	4,900 (4,900)	5,105 (5,105)
Foundation Degree Year 2	895 (870)	4,900 (4,900)	5,105 (5,105)
Foundation Degree Year 3	895 (870)	4,780 (4,780)	5,105 (5,105)
BA Hons Year 1 >	1000 (870)	5,020 (4,900)	5,230 (5,105)
BA Hons (all other years)*	895 (870)	Fee rate paid at initial registration	Fee rate paid at initial registration
Graduate Diploma in Architecture Year 1	1000 (870)	5,020 (4,900)	5,230 (5,105)
Graduate Diploma in Architecture (all other years)	895 (870)	Fee rate paid at initial registration	Fee rate paid at initial registration
<p><i>*Students studying BA Hons part time at Canterbury, Maidstone and Rochester who registered prior to April 2005 will be charged the same fee rate as when they first registered.</i></p>			
<p><i>> Home/EU new entrants with an Equivalent or Lower Qualification (ELQ) will be charged £4200 (if studying a five year course). For further information please contact the Admissions Office.</i></p>			

Other charges

Fees to retake units with attendance/access to facilities (where applicable): – a pro-rata annual fee based on the number of credits to be retaken will be levied (see Fees Regulations 7.2).

Students who enrolled for BA (Hons) prior to 2006/07 will be liable for a materials and services charge which is set annually and will be notified to students prior to the start of the academic year. Part-time students will be liable for 50% of this charge.

Postgraduate Tuition Fees

N.B. Overseas students who registered prior to 2007/08 will be liable for the fee rate paid at initial registration

	Home/EU annual fee	Overseas annual fee 1 instalment	Overseas Annual Fee 2 instalments
Full time	£	£	£
Postgraduate Certificate (15 weeks)	1,385 (1,350)	3,570 (3,485)	-
Postgraduate Diploma	2,780 (2,710)	7,505 (7,320)	7,805 (7,615)
Postgraduate Taught – MA* >	3,440 (3,360)	9,350 (9,125)	9,730 (9,490)
Postgraduate Research - MPhil/PhD	3,440 (3,360)	9,350 (9,125)	9,730 (9,490)
Postgraduate Taught – MA (IFAP) **>	5,540 (5,410)	10,820 (10,555)	-
Postgraduate Taught – MA (IFAP)*** >	2,845 (2,775)	-	5,945 (5,800)
MBA	12,000 (12,000)	12,000 (12,000)	12,500 (12,500)

* Students progressing from the Graduate Certificate in Contemporary Practice (Photography) course to MA will be eligible for a reduction in the MA fees of £315 (Home/EU) and £635(Overseas).			
** Fee for the full duration of the course (normally 2 years) if paid in full on registration.			
*** Fee for each year of the course if paid in two instalments. Payment must be made at enrolment each year.			
> Home/EU new entrants with an Equivalent or Lower Qualification (ELQ) will be charged £5000. For further information please contact the Admissions Office.			
N.B. Postgraduate students from the Channel Islands and Isle of Man will be charged the same fees as Overseas students.			
Part time			
	£	£	£
Postgraduate Diploma	1,625 (1,625)	3,750 (3,650)	3,925 (3,925)
Postgraduate Taught - MA >	1,720 (1,680)	4,715 (4,715)	4,990 (4,990)
Postgraduate Research – MPhil/PhD	1,720 (1,680)	4,715 (4,715)	4,990 (4,990)
> Home/EU new entrants with an Equivalent or Lower Qualification (ELQ) will be charged £2500 (if studying a two year course). For further information please contact the Admissions Office.			

Other Charges All Students

Professional Engagement Development Record **£380** (£370)

MPhil/PhD Writing Up Fee **£230** (£225)

Replacement Student Registration Card **£5**

Replacement degree certificate **£32**

Fees to retake units with attendance/access to facilities (where applicable): – a pro rata annual fee based on the number of credits retaken (see Fees Regulations 7.2).

Further Education Tuition Fees

NB No tuition fees will be charged to Home/EU Further Education students who are under 19 years of age on 31 August immediately preceding the start of their course.

Students aged between 19 and 24 years of age on 31 August immediately preceding the start of their course and who are studying for their FIRST full level 3 qualification will not be charged tuition fees.

	Home/EU annual fee	Overseas annual fee 1 instalment	Overseas Annual Fee 2 instalments
Full time	£	£	£
National Certificate	550 (525)	6,950 (6,950)	7,225 (7,225)
National Diploma	550 (525)	6,950 (6,950)	7,225 (7,225)
Diploma in Foundation Studies	1,100 (1,025)	6,950 (6,950)	7,225 (7,225)
Diploma in Foundation Studies with English *	1,375 (under 19) 2,475 (19+)	8,325 (8,325)	8,745 (8,745)
Part time			
	£	£	£
Access to HE: Art and Design	600 (410)	2,915 (2,915)	3,035 (3,035)
National Award / Professional Development Award	280 (265)	2,915 (2,915)	3,035 (3,035)
<i>N.B. Further Education students from the Channel Islands / Isle of Man students will be charged in the same way as Home students.</i>			

N.B. The fees cited are for the entire academic year. Fees are reviewed each year and may be subject to increase.

Registration Fees

	£
National Diploma	(£162.50)
Diploma in Foundation Studies in Art & Design	(£104.50)
National Award	(£113.50)
National Certificate	(144.50)
Access	(£99.00)
<i>Notification of these fees will be August 2009</i>	

Other Charges - All students

	£
Evening Courses (workshop based)	£95 (£92) per term
Evening Courses (art appreciation)	£75 (£72) per term
Replacement Student Registration Card	£5
Replacement certificate	£32

Materials & Services charges for FE students are set annually and will be notified to students prior to the start of the academic year.

7. Debtor Regulations

7.1. Introduction

- 7.1.1 Students are expected and required to pay all fees due to the University, whether for tuition, course consumables or library fines, by the appropriate due date. Details of payment requirements, due dates and fee levels can be found in, inter alia, the Fee Regulations and Tuition Fee Schedule.
- 7.1.2 Students who fail to make payment by the due date and who have not made arrangements with the finance department for an alternative payment plan will be classified as debtors, and will be liable to a range of sanctions, including suspension and termination of studies.
- 7.1.3 Students who are experiencing unforeseen financial difficulties in paying their fees should seek help at the earliest opportunity. Such students should contact Student Services in the first instance.
- 7.1.4 Debt incurred through non-payment of residential accommodation fees (rent) does not fall within the scope of these regulations as statutory legislation governs the management of rent arrears. Sanctions for such debts are detailed in the '*Terms and conditions of residence*', and include termination of the residency agreement and exclusion from university accommodation.

7.2. Tuition Fees

7.2.1 Students without instalment arrangements

- 7.2.1.1 In accordance with the Fee Regulations, students who have not made arrangements or are not eligible to pay tuition fees in instalments are required to pay at least 50% of their tuition fee within 7 days of completing enrolment.
- 7.2.1.2 Students who fail to make this payment by 31 October (or equivalent date for students with non-standard start dates), or fail to pay the balance by the relevant due date, will be advised in writing that failure to pay within 14 days will result in IT and library facilities being withdrawn.
- 7.2.1.3 Students who fail to pay by this 14 day deadline will have their IT and library facilities withdrawn. They will be advised of this in writing, and further advised that if they fail to pay within a further 14 days they will be suspended from the University.
- 7.2.1.4 Students who fail to pay by this further 14 day deadline will be suspended from the University. Students so suspended will be advised of this in writing, and further advised that failure to settle all arrears by the end of the academic year (31 July) will result in termination of registration.

7.2.2 Students with instalment arrangements

7.2.2.1 In accordance with the Fee Regulations, certain categories of students are eligible to make arrangements with finance to pay by monthly instalments.

7.2.2.2 Students who miss a monthly instalment payment will be advised in writing that failure to pay within 14 days will result in IT and library facilities being withdrawn.

7.2.2.3 Students who fail to pay by this 14 day deadline will have their IT and library facilities withdrawn. They will be advised of this in writing, and further advised that if they fail to pay within a further 14 days they will be suspended from the University.

7.2.2.4 Students who fail to pay by this further 14 day deadline will be suspended from the University. Students so suspended will be advised of this in writing, and further advised that failure to settle all arrears by the end of the academic year (31 July) will result in termination of registration.

7.3 Library Fines & Other Debts

7.3.1 It is expected that Libraries and other service areas will notify the Finance Department as soon as possible after a debt has been incurred.

7.3.2 Debts of £100 or more

7.3.2.1 Students with arrears to the University of £100 or more in respect of library fines and other debts will be advised in writing, upon notification to Finance of the debt, that failure to pay within 14 days will result in IT and library facilities being withdrawn.

7.3.2.2 Students who fail to pay by this 14 day deadline will have their IT and library facilities withdrawn. They will be advised of this in writing, and further advised that if they fail to pay within a further 14 days they will be suspended from the University.

7.3.2.3 Students who fail to pay by this further 14 day deadline will be suspended from the University. Students so suspended will be advised of this in writing, and further advised that failure to settle all arrears by the end of the academic year (31 July) will result in termination of registration.

7.3.3 Debts of less than £100

7.3.3.1 Students with arrears to the University of less than £100 in respect of library fines and other debts will be advised in writing, upon notification to Finance of the debt, that failure to pay within 14 days will result in IT and library facilities being withdrawn.

- 7.3.3.2 Students who fail to pay by this 14 day deadline will have their IT and library facilities withdrawn. They will be advised of this in writing, but will not be subject to further sanctions.

7.4. **Suspension**

- 7.4.1 Suspension means that the student is denied access to all University facilities, services and benefits including teaching, assessment, libraries, social facilities and IT.
- 7.4.2 Only upon payment of all outstanding debts, or upon making alternative arrangements for payment to the satisfaction of the finance department, will a student's debtor status be removed and suspension lifted.
- 7.4.3 Students under suspension will not be entitled to submit work for assessment or attend examinations, nor may their work or any results already achieved be considered by any Assessment Board.
- 7.4.4 Any student who remains suspended at the end of the academic year (31 July) will normally have their registration with the University terminated. Students whose registration is so terminated will be advised of this in writing, and will only exceptionally be permitted to re-register with the University, and only at the discretion of the Academic Registrar.

7.5. **Other Sanctions**

- 7.5.1 No student with a debt of £100 or more shall be eligible to attend a graduation ceremony; receive a certificate, diploma or official transcript; or re-enrol with the University.
- 7.5.2 The University may at any time refer an unpaid debt to an external debt collection agency.

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Introduction

I Rationale

The rationale for the Common Undergraduate Credit Scheme can be summarised as enabling the University to achieve:

- comparability and consistency of quality and standards across courses, in for example, matters of progression, assessment, learning outcomes and levels of achievement
- demonstrable adherence of its awards to the National Framework for Higher Education qualifications
- curriculum development and change: guaranteeing students a balance of studies appropriate to undergraduate education
- wider access; facilitating multiple entry and exit points
- quicker and more positive response to external changes both in funding and policy
- new academic initiatives between existing courses and curricula
- a wider range of course and learning styles

II Philosophy

The Common Undergraduate Credit Scheme:

- recognises the specialist context of the University and supports a unitised approach to course design rather than a fully modular model which might be found in a multi-faculty university
- promotes the design of pathways or a range of options within a course which retain the coherence of the named award
- permits the broader study of art, design and related subjects whilst maintaining the capacity for specialism
- encourages learner autonomy and as a result promotes independent and motivated students
- allows an innovative approach to curriculum design
- allows participation in European developments for example in international credit transfer arrangements

III Resource Outcomes

The University's Undergraduate Credit Scheme:

- simplifies complex and divergent administrative practices by providing a range of standard definitions, central procedures and working practices
- provides a system which makes visible academic planning and delivery and facilitates the management of an increased student population
- provides a single comprehensive academic system with the potential to encompass all undergraduate study including short course block study, part-time and full-time
- simplifies redesign of courses and reduces workload in replanning, validation and review
- makes timetabling of resources explicit and offers the potential for more efficient resource usage
- makes available a range of units, uniformly sized in a way that facilitates planning at all levels

IV Scope

These regulations apply to all undergraduate awards delivered by the University. Exceptions to the regulations set out in this document will only be considered at the point of validation in order to meet the requirements of external professional bodies where a level of variation is deemed necessary.

1. Scheme Structure & Components

1.1 Learning Outcomes

1.1.1 **DEFINITION:** *That which has been learned or which a student is able to do as a result of study or training.*

1.1.2 The result of each unit is expressed as a series of *Learning Outcomes*. Attainment of these is the objective of the unit; measuring their attainment is the purpose of assessment. The expression of unit objectives as Learning Outcomes and their relationship with assessment is standardised throughout the scheme¹⁴.

1.2 Credit

1.2.1 **DEFINITION:** *A numerical value ascribed to a unit of study, related to the learning outcomes and the notional time judged necessary to achieve them.*

1.2.2 All units are credit-rated. This fulfils two primary purposes:

- i) To allow recognition and recording of students' achievement.
A student successfully completing any unit is awarded credit according to the Scheme; this is detailed in an individual transcript.
- ii) To facilitate student transfer within the University or to or from another institution¹⁵.

1.2.3 The amount of credit accruing to units is directly related to the amount of study required to achieve specified learning outcomes. The smallest unit of study for which credit may be allocated is one unit representing 150 hours of study (teaching and independent study). A single credit represents the notional learning accruing from 10 hours of study¹⁶.

1.2.4 The University Scheme for the accumulation of credit is based on a standard 120 credit Stage¹⁷. The maximum number of credits taken in a particular year will reflect the full-time or part-time status of the student. The maximum number of credits taken in an academic year by a part-time student shall be 90 credits.

¹⁴ The use of explicit Learning Outcomes for units also provides a useful reference for students to help them choose a suitable course of study allowing them to identify opportunities for learning and achieve particular learning requirements.

¹⁵ The credit gained on one course is used as the basis of assessing the point and conditions of entry to another for a transferring student.

¹⁶ This presumes that broadly the outcomes of similar lengths of study at a given level are equivalent.

¹⁷ The University Scheme is premised upon the learning required in each year of a full-time 3yr course to achieve Honours Degree standard. The University Scheme is widely compatible with much of credit practice nationally and with certain European models. Such compatibility helps to provide a standardised framework within which relative achievement can be considered.

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- 1.2.5. Subject to regulations governing course design, units may have the following credit values (see 1.4.4 -1.4.8 and 1.7.5):

Study Time (hrs)	150	300	450	600
Unit Weighting	x1	x2	x3	x4
Credit Rating (credits)	15	30	45	60

- 1.2.6 Credit within the University Scheme indicates threshold achievement or above for the purposes of progression and qualification. Credit is not used for grading. Percentage marking and a classification system quantify levels of achievement. There are no circumstances in which partial credit can be awarded for partial completion or success in particular elements of a unit.
- 1.2.7 The Unit Assessment Board will determine the award of credit. Credit is wholly allocated on a pass/fail basis, but the Unit Assessment Board has discretionary powers to take mitigating circumstances into account when making its decisions to award credit for particular units(see Mitigating Circumstances Policy, published in the Assessment Policy Handbook). The Progression & Award Board also has the powers of discretion to compensate for the failed unit through the award of Stage credit, subject to other conditions being met (see 4.7).
- 1.2.8 Once awarded, credit cannot be taken away or withdrawn as it represents competences gained in relation to one of the University's courses. Even if students fail overall the course for which they are registered or do not complete it, they retain the credit gained and may use it as the basis for negotiating future study.
- 1.2.9 The scheme distinguishes between two types of credit, specific credit and general credit. General credit is the value generally ascribed to a unit or sequence of units according to its length and level of study¹⁸. Specific credit is the value ascribed to learning achieved in relation to a particular course of study. Specific credit is awarded as a result of applying the APEL procedure (See also 4.5)

1.3 Levels and Stages

- 1.3.1 The majority of BA Honours courses at the University are organised into 3 Stages. The exceptions are courses with a Pre-degree year which have 4 Stages beginning with a Year Zero.
- 1.3.2 Foundation Degrees are organised into 2 Stages.

¹⁸ All assessed learning can be awarded credit. The credit gained is a general recognition of assessed learning at specified levels. It is general credit. When the credit is recognised through the admissions procedure as directly contributing to a course it becomes specific. The change in designation from general to specific relates directly to the relevance of the learning to the proposed programme. (SEEC definition).

- 1.3.3 The Graduate Certificate and Graduate Diploma are single Stage programmes, which, for the purposes of regulating the Common Undergraduate Credit Scheme, are designated as Stage 3.
- 1.3.4 The units included at any Stage of study are attributed to a level (Zero, C, I, or H) which indicates the academic standards of work normally appropriate to that Stage. The use of Levels indicates the relative complexity and demands of units as studies progress. The Scheme recognises both characterising differences and academic relationships between Level I and Level H work and provides for the inclusion of certain Level I units within Stage 3 of a course subject to prescribed limits. Similarly a proportion of Level C units may be taken in Stage 2 (See 1.7.7).
- 1.3.5 The credit attaching to a unit of a given Level is described as Level Zero Credit, Level C Credit, Level I Credit or Level H Credit
- 1.3.6 The standard of an award, or of any Stage of study within it, is safeguarded through:
- i) the alignment of the Stage outcomes and unit learning outcomes with the Generic Level Descriptors, which are in turn aligned with the qualification descriptors set out in the National Framework for Higher Education Qualifications
 - ii) regulations which define the minimum amounts of credit necessary at a given level to satisfy the requirement for that award
- 1.3.7 The descriptors below (see 1.3.8) are generic statements of the outcomes of study at each Stage and demonstrate the nature of change between levels. Learning outcomes of units within a Stage of study must contribute to the overall outcomes of the Stage and be set at the appropriate level.
- 1.3.8 Generic Level Descriptors

Level Zero (Pre-Degree)

Work at this level will enable students to gain a largely given, if sometimes uneven, factual and conceptual knowledge base, an appreciation of the breadth of their field of study and a familiarity with relevant terminology. Students will be beginning to analyse, synthesise and evaluate knowledge to make informed judgements and will be developing an ability to reflect on their own learning. They will be able to apply these skills independently in relatively simple and familiar contexts or with guidance or structure when working with greater complexity. Students will be able to operate in predictable defined contexts that require the use of a specified range of standard techniques and will be able to act with relative autonomy within those contexts, under supervision, or within defined guidelines. Typically studies will prepare students for progression to further study at HE level C.

Level C (Certificate Level)

Work at this level will enable students to have a sound knowledge of the underlying concepts and principles associated with their area of study and an ability to

evaluate and interpret these within the context of that area of study. Students will be able to present, evaluate and interpret qualitative and quantitative data, to develop lines of argument and make sound judgments in accordance with basic theories and relevant concepts. Typically students will gain the qualities needed for employment requiring the exercise of some personal responsibility.

Level I (Intermediate Level)

Work at this level will enable students to gain knowledge and a critical understanding of the well-established principles in their field of study and an ability to apply these principles outside of the context in which they were first learnt, including, where appropriate, in the workplace. . Students will learn to evaluate the appropriateness of different approaches to solving problems. They will have an understanding of the limits of their knowledge and how this influences analyses and interpretations based on that knowledge in their field of study and in a work context where relevant. Typically studies will develop the qualities and transferable skills necessary for employment and progression to other qualifications requiring the exercise of personal responsibility and decision-making.

Level H (Honours Level)

Work at this level will develop in students a systematic understanding of key aspects of their field of study, including acquisition of coherent and detailed knowledge, at least some of which is at or informed by, the forefront of defined aspects of the discipline. Studies will enable students to deploy established techniques of analysis and enquiry. Students will gain the conceptual understanding necessary to devise and sustain arguments, and/or to solve problems, using ideas or techniques, some of which are at the forefront of the discipline. Students will also be able to describe and comment upon particular aspects of current research or equivalent advanced scholarship. Work will foster an appreciation of the uncertainty, ambiguity and limits of knowledge, as well as an ability to manage own learning and make use of scholarly reviews and primary sources. Typically Honours degree graduates will have the qualities and transferable skills necessary for employment requiring the exercise of initiative and personal responsibility, decision-making in complex and unpredictable contexts and the learning ability to undertake further education or training of a professional or equivalent nature.

1.4 Units and Permitted Credit Values

- 1.4.1 *DEFINITION: A self contained unit of study, with a single, coherent set of aims and learning outcomes.*
- 1.4.2 Each course unit comprises 150 hours learning time.
- 1.4.3 A standard course Stage comprises 120 credits. In the case of full-time study this is taken within a standard academic year.
- 1.4.4 Units of 15 or 30 Credits may be used at any Stage of a Foundation Degree, BA Honours Degree, Graduate Certificate or Graduate Diploma.

- 1.4.5 The maximum credit value of any unit in Stage 1 and the Graduate Certificate is 30 credits
- 1.4.6 Units of 45 or 60 credits may normally only be used in Stage 3 of a BA Honours Degree or in the Graduate Diploma. Placements and Exchanges provide the only exceptions to this regulation.
- 1.4.7 Work Placements may be offered at 15 or 30 credits in Stage 1 and at 15, 30, 45 or 60 credits in Stages 2 or 3. (See also 1.8)
- 1.4.8 Exchanges which are independent of a specific unit may be offered at 15 or 30 credits in Stage 1 and at 15, 30, 45 or 60 credits in Stage 2. (See also 1.8)
Exchanges (other than those organised as part of the study to fulfil the outcomes of another unit and assessed by the University) are not permitted in Stage 3.

1.5 Unit Characteristics

- 1.5.1 Implicit in the definition at 1.4.1 is the understanding that each unit is self-contained and therefore results in an assessment of defined learning outcomes within the period of the unit. Whilst units may be related by sequence or content, each is essentially a free-standing and complete educational unit.
- 1.5.2 All units are described in a common and consistent manner detailing their Level, Credit Rating, aims, learning outcomes, assessment requirement, assessment criteria, and delivery method.
- 1.5.3 All times relating to the description of units are expressed as learning times. Learning Time embraces all study activities including teaching, access to specific resources and independent study on or off campus.
- 1.5.4 Course units, whatever their size, have no prescribed delivery method except that this should be appropriate to the stated learning outcomes. Information issued at the start of each unit defines the timing of taught sessions, resource access, and the level of independent study¹⁹.
- 1.5.5 Where the same unit is delivered more than once its delivery method, organisation, and assessment requirement may be varied, providing its aims, learning outcomes and study time remain unchanged. In this case the unit retains its original unit reference. Thus it may be possible for the same unit to be offered both as an intensive block of study or over a longer period of time.
- 1.5.6 Units may be shared by courses where all academic requirements for study and progression are met (Level, Credit, etc.) subject to formal approval.
- 1.5.7 New units may be designed for addition to one or more courses. These may be offered subject to formal approval by the Board of Studies, subject to the provisions

¹⁹ The amount of tuition each student receives will vary with the character of each unit and its delivery method. The actual workload at any point may be varied by the student in their scheduling of independent study. Students' own timetabling of independent study provides an important means of accommodating short placements or other variations to their course of study.

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set out in the *Quality Assurance Handbook: Amendments to Validated Courses*. This will include the assignment of appropriate Level, Credit Rating and Unit Reference.

- 1.5.8 The withdrawal of units from any course also requires formal approval by the Board of Studies, subject to the provisions set out in the *Quality Assurance Handbook, Amendments to Validated Courses*. Consideration will be given to the impact any such withdrawal may have on the options for existing students. No registered courses of study shall be permitted to become invalidated by such a withdrawal.

1.6 Named Courses & Named Awards

The Scheme allows for:

- 1.6.1 One principal type of course: *Single Honours courses*.
- 1.6.2 BA Honours courses have, subject to qualifying conditions (see sections 4.14 *Awards and Classifications* and 4.15 *Withdrawal*) provision for named award outcomes at appropriate points.

These are:

Certificate of Higher Education	(Certificate Level)
Diploma of Higher Education	(Intermediate Level)
BA Degree (non-Honours)	(Intermediate Level, but including at least 60 credits at Honours Level)
BA Honours Degree	(Honours Level)

- 1.6.3 Foundation Degree courses have provision for named award outcomes at the following points.

These are:

Certificate of Higher Education	(Certificate Level)
Foundation Degree	(Intermediate Level)

- 1.6.4 Awards with the stem 'Graduate' may be used for awards that typically require graduate entry or its equivalent and have learning outcomes predominantly at level H.

These are:

Graduate Certificate	(Honours Level)
Graduate Diploma	(Honours Level)

- 1.6.5 Award titles should be kept as simple as possible. They should accurately reflect the academic content of the course and be readily understood by prospective students, their parents, their advisors and employers.

1.6.6 The Honours Degree, Foundation Degree and Graduate awards will be respectively:

BA (Hons) (Subject)
FdA (Subject)
Graduate Certificate (Subject)
Graduate Diploma (Subject)

1.6.7 At all times students must be registered on a validated named course and undertaking a course of study which will allow conditions for one of the above awards to be satisfied²⁰.

1.6.8 Courses will be designed in accordance with the general requirements for credit, and will stipulate any requirements specific to that course, which students will have to meet in order to qualify for the award.

1.7 Curriculum Design

1.7.1 In support of the University's mission, curriculum design will ensure that students:

- are equipped with a critical, historical and theoretical framework appropriate to their subject area and to other relevant fields of practice.
- will gain experience and understanding of the professional context of their disciplines and of the creative industries in general
- will engage with ethical, social and cultural issues, with sustainable development and the role of the responsible practitioner
- will develop a breadth of knowledge and range of skills that will help them prepare for employment opportunities in this country, and where appropriate abroad, within and beyond their specialist subject.

and that:

- discrete elements of teaching, learning and assessment of these subjects will be evident within units

1.7.2 All undergraduate courses should develop in students a sound body of transferable/key skills. These are reflected in the learning outcomes of appropriate units.

1.7.3 No single profile of transferable/key skills applies to all undergraduate courses. All courses will be expected to demonstrate the availability of transferable skills through the aims and outcomes of units and this will be tested at course validation. Academic staff will also be mindful of the need to maintain and develop appropriate transferable skills in counselling students on their potential choice of units.

1.7.4 BA Honours courses must include a dissertation in Stage 3 or an alternative unit with an assessment task(s) which demonstrates equivalent level H learning outcomes.

²⁰ It follows that students who exercise permitted options to change the direction of their studies may also, in the process, change the nature of their final award.

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Should course teams opt to include the alternative unit, this will be subject to approval at validation. The University's Assessment policy details provisions for ensuring that reasonable and consistent adjustments can be made to the dissertation module to cater for students with disabilities.

- 1.7.5 Course designers may stipulate that a dissertation unit should be 15, 30, 45, or 60 credits. Alternatively courses may make a dissertation of more than one credit value available, from which students may choose, using one or more of the standard unit descriptors for each size of dissertation unit. Should a course permit such flexibility, the course team must ensure that Stage 3 of the course is designed appropriately and that a student opting for a dissertation of a particular size is not disadvantaged on the remainder of their course.
- 1.7.6 Students should not be allowed to take a combination of three 60 credit units in Stages 2 and 3 and this needs to be taken into account in the design of courses. Students who have opted for a 60 credit work placement or exchange unit in Stage 2 and who are *required* to take a 60 credit unit in Stage 3, may not be permitted to take a 60 credit dissertation unit.
- 1.7.7 Equally students who elect for a 60 credit dissertation unit, where this option is available, may only take:
- one of a 60 credit exchange OR work placement unit in Stage 2,
 - OR
 - one further 60 credit unit in Stage 3.
- 1.7.8 Units to the value of 15 Level C Credits may be included in the course design of Stage 2.
Units to the value of 15 Level I Credits may be included in the course design of Stage 3.
- 1.7.9 Any optional units listed for any course are subject to availability of staff and resources and in certain cases to the enrolment of a sufficient number of students. The University aims to offer undergraduate students the maximum flexibility of study within the regulations. However, low student numbers may result in some options not being available for study for example within a part time mode.
- 1.7.10 Optional units should not be offered where they overlap significantly with the content of other units to be taken and a unit cannot be repeated at a higher Level under this provision.

1.8 Placements, Exchanges & Field Studies

- 1.8.1 Course elements such as Field Study, Placement, and Student Exchange are available within the Scheme, subject to regulations 1.8.2 - 1.8.13. The planning of such studies is the responsibility of the relevant Course team, who will ensure their availability within the overall timetable of the course. Course documentation prepared for validation must demonstrate how Placements and Exchanges are managed within the Course and how students are enabled to study any required parallel units.

- 1.8.2 **Field Studies** may be included as a method of delivery within units at any Stage of a Course. Where attendance at Field Study affects students' commitments to other units these may be resolved with Unit Leaders who may make minor variations in the delivery of other units to accommodate the Field Study.
- 1.8.3 **Placement** may be planned or made available at any Stage of a course, although it is not normally anticipated that self initiated placements will be allowed in Stage 1. The *maximum* credit value for any Placement is 30 credits at Stage 1 and 60 credits in Stages 2 and 3. (See 1.4.7) It is not normally anticipated that self initiated placements would be allowed in Stage 1. Validation documentation should detail the extent of any permitted placement and the Stage(s) of the programme when it would be permissible. This will be tested at validation.
- 1.8.4 Where Placement forms a designated component of a course, a specific unit descriptor will be written and included in the Course Handbook.
- 1.8.5 Where Placement arises as a result of a student or employer initiative and takes the form of an extended block of study (i.e. time to the value of 15, 30, 45 or 60 credits), it will be governed by the appropriate generic unit descriptor for Placements. This has a requirement for a learning agreement to be completed which details learning outcomes and assessment criteria specific to the placement. Placement carries an assessable work requirement reflecting the appropriate Level of study. Marks awarded for a Placement Unit taken in Stage 2 or 3 will count towards a student's final award classification.
- 1.8.6 The balance of units required to fulfil a semester programme will be confirmed with the student prior to the start of the semester in which the placement occurs.
- 1.8.7 Short Placement is defined as an external placement, where the actual time a student spends on placement occupies not more than 20% of the unit study time in which it occurs. This is carried out in-unit with learning outcomes and assessment requirements which are congruous with the unit as a whole. Any programming consequences are dealt with as at 1.8.2.
- 1.8.8 Student Exchanges are governed by the University's Exchange Policy and may only be undertaken in institutions with whom the University has a formally approved Exchange Agreement. Exchanges which are formal arrangements undertaken independently of a specific unit are governed by an appropriate generic unit descriptor which has a requirement for a learning agreement to be completed that details learning outcomes and assessment criteria specific to the Exchange. Students must follow a programme of study in the exchange institution deemed equivalent to part of the course for which they are registered at the University.
- 1.8.9 Where the host institution is using the European Credit Transfer Scheme (ECTS), the total credit is converted to the University tariff by multiplying the former by a factor of 2. Where the host institution employs the USA credit hour system, the credit hours awarded will be converted to the University tariff by multiplying by a factor of 4.
- 1.8.10 Exchanges may only be undertaken in Stages 1 and 2 and may be taken to a maximum of 30 credits in Stage 1 and to a maximum of 60 credits in Stage 2 (See 1.4.8).

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- 1.8.11 Exchange carries an assessable work requirement reflecting the appropriate Level of study. Providing the student passes the assessment, credit will be awarded, however, as assessment takes place at the exchange institution, the marks awarded by the exchange institution will not count towards a student's final classification (See 4.4.5).
- 1.8.12 Credits gained by an overseas exchange will be denoted in transcripts by an [EX] suffix.
- 1.8.13 Where any of the above elements take place outside the Semester timetable as part of a validated course, this will be instead of, not in addition to, equivalent course time in a Semester. Such proposals must meet normal academic planning criteria and conform to the relevant unit descriptor.

2. Managing Delivery

2.1 Exercising Student Choice

- 2.1.1 Students are enrolled onto named courses. Each course provides students with a balanced course of units which makes clear the progressive choices available to them.
- 2.1.2 Choice of units needs to be formally agreed, for which there are formal procedures to be followed by staff and students (see 4.3). Such procedures are not applicable to internal options within units; these need no formal agreement as all intra-unit options must satisfy the learning outcomes for that unit.
- 2.1.3 Each campus will determine the date by which students must make their choice of units for the next semester(s). The available choice of units and course options may be notified to new entrants prior to enrolment where necessary to expedite planning.
- 2.1.4 Late changes to student unit choice may be constrained by the availability of units (where they are either full, or under-subscribed and hence not due to run) or timetabling constraints. Wherever possible adjustments are arranged to operate in the student's best academic interest.
- 2.1.5 Where taking an option has consequences for future directions within the course, students may discuss their choices with an academic member of staff prior to confirming them²¹. This can assist students in planning their courses by understanding the options available to them and the consequences of taking them.

2.2 Scheduling

²¹ Members of teaching staff are nominated to provide such advice. The role is to supply impartial advice on the options available to students. Meetings with academic staff for this purpose should not be confused with academic tutorials, with personal tutors, unit leaders or other academic staff, which deal qualitatively with achievement and progress. The staff member is not authorised to confirm unit or course changes nor to make judgements concerning students' future directions based on a personal assessment of work submitted, although he/she may refer to the outcome of previous unit assessments. It is the student's responsibility to request specific options within the course and to choose an appropriate course of action.

- 2.2.1 Whilst units have a volume defined by the time required to achieve their stated learning outcomes, they have no intrinsic 'shape'. The pattern of study is specified only by points at which teaching is delivered, learning is evaluated or assessed, and periods when access to facilities occurs within the overall duration of the unit²².
- 2.2.2 The Scheme provides a central structure for scheduling all academic activities and facilitates the planning of optional units. It allows courses to be constructed as a series of intensive study blocks, a group of longer concurrent syllabi or a combination of both.
- 2.2.3 The academic year consists of 32 weeks. There is an additional week prior to the start of the academic year known as 'Week 0'. This is used for the enrolment and induction of Year Zero and first year students. There follows 2 semesters of 16 weeks (weeks 1-16, 17-32), of which 15 will be used for teaching and learning activities. The 16th week may be used for other activities such as assessment. Feedback to students on their assessment may take place outside the Semester. Students in Stages 2 and 3 of their courses will attend for weeks 1-32. Courses organise teaching and assessment within the semester so that all internal and external verification is concluded by the end of the second semester of the year, i.e. week 32.
- 2.2.4 Four 'sizes' of unit allow academic planners to construct courses in relation to learning requirements. These are planning units of x1.0, x2.0, x3.0, x4.0 the standard unit of 150 study hours, subject to the constraints of aggregation and Level (see 1.4 and 1.7.5).
- 2.2.5 In full-time courses units must be delivered and assessed within a single Semester. Feedback to students on the outcomes of assessment may take place beyond the end of a Semester.
- 2.2.6 *For part-time courses units may be delivered across Semesters provided that:*
- Stage one units must be complete by the end of year 2, semester 1;
Stage two units must be complete by the end of year 3;
Stage three units must be complete by the end of year 5
- 2.2.7 A unit may be heavily taught at the outset, followed by an independent study project with a handing-in date in advance of the conclusion of the unit to allow marking or another form of assessment to be conducted (e.g. small group seminars for the purpose of a peer assessment element).
- 2.2.8 This effectively means that the completion date of student work towards the specified assessment requirement may be earlier than the final day of the unit. This is allowed and indeed may be the normal timetable of events. In determining the completion time for a unit, the following guidelines must be observed:
- i) The total study time specified by the unit length must be available to students for completion of their assessment requirement.

²² The ability for students to take a particular pattern of units depends on the extent to which teaching associated with each unit clashes. Beyond this there may be a need to assure students that where access to facilities is required for completion of a learning task, this can also be timetabled and delivered. Finally there is the increasingly important element of students' independent study time which, when not strictly related to the provision of technical resources, is extremely flexible.

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- ii) Actual assessment of the unit may take place following the end of the unit in the 16th week of a semester
- iii) The overall study load placed on students should not give rise to unreasonable peaks and troughs.

2.3 Academic and Management Structures

- 2.3.1 The Academic Board through its sub-committees will establish and amend from time to time the academic structures required to underpin the Common Undergraduate Credit Scheme. The Assessment Boards required for the operation of the Assessment regulations are outlined in Section 4.
- 2.3.2 The Senior Executive of the University will establish, and amend from time to time the management structures required for the operation of the scheme.

3. Registration

3.1 Modes of Study and Registration Periods for Undergraduate Awards

3.1.1 The modes of study available under the Scheme are as follows:

- i) Full-time
- ii) Part-time

3.1.2 The minimum period of registration for all courses and awards shall be one term.

3.1.3 The maximum periods of registration for BA Honours Degrees shall be:

- i) Full-time. Students pursuing a course of study comprising 3 Stages in full-time mode will be registered for up to eight years for the relevant final award. Normally full-time students are expected to complete their course of study in three academic years.
- ii) Full-time. Students pursuing a course of study with a pre-degree Stage at Year 0 will be registered for up to ten years for the relevant final award. Normally full-time students are expected to complete their course of study in four academic years.
- iii) Part-time. Students pursuing a course of study in part-time mode will normally be registered for up to eight years for the relevant final award. Normally part-time students are expected to complete their course of study in five academic years. Exceptionally, the BA (Hons) award may be achieved over four years of part-time study.

3.1.4 The maximum periods of registration for Foundation Degrees shall be:

- i) Full-time. Students pursuing a course of study in full-time mode will be registered for up to five years for the relevant final award. Normally full-

time students are expected to complete their course of study in two academic years.

- ii) Part-time. Students pursuing a course of study in part-time mode will normally be registered for up to six years for the relevant final award. Normally part-time students are expected to complete their course of study in three academic years.

3.1.5 The maximum period of registration for 'top-up' or 'progression' courses leading to an Honours Degrees for holders of a Foundation Degree shall be:

- i) Full-time. Students pursuing a course of study in full-time mode will be registered for up to three years for the relevant final award. Normally full-time students are expected to complete their course of study in one academic year.
- ii) Part-time. Students pursuing a course of study in part-time mode will normally be registered for up to four years for the relevant final award. Normally part-time students are expected to complete their course of study in two academic years

3.1.6 The maximum period of registration for a Graduate Certificate shall be two years

3.1.7 The maximum period of registration for a Graduate Diploma shall normally be three years, except in the case of the Graduate Diploma in Architecture which will be six years.

3.2 Interruption

3.2.1 The Common Undergraduate Credit Scheme recognises 2 different forms of interruption:

3.2.2 Non-academic interruption: where a student obtains formal permission to take a break from continuous study, for personal reasons not associated with academic performance.

3.2.3 Academic interruption: where a student is formally required by the Progression & Award Board to take a break from continuous study, in order to retrieve outstanding failures.

Section 4.16 *Interruption* refers in further detail.

3.3 Registration for an Award

3.3.1 All students shall be registered for the named final award to which their course leads. All courses, and therefore students, shall be the responsibility of a named campus.

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- 3.3.2 Students may normally only change between modes of study at the start of a Stage.
- 3.3.3 A student wishing to transfer to another course must consult the relevant Course Leaders to ensure that the change is available within the Common Undergraduate Credit Scheme and that the consequences of any such transfer are understood.
- 3.3.4 The receiving Course Leader will determine, through the APEL process, whether all course requirements are met.
- 3.3.5 Students may opt for an intermediate award, subject to qualifying conditions (see 4.14 *Awards and Classifications* and 4.15 *Withdrawal*).
- 3.3.6 A student may only receive an intermediate award if he/she intends to leave the course of study and the University, and has achieved the requisite qualifying credits.

4. Assessment Regulations

4.1 Introduction

- 4.1.1 The Common Undergraduate Credit Scheme assessment model renders the assessment process explicit and transparent, credits achievement where it occurs and gives due recognition to transferable skills and related competencies. It also provides progressive sanctions for poor performance within and across units and provides the basis for standard practice throughout the University for the calculation of progression and recommendation of Awards.
- 4.1.2 The assessment scheme recognises that, in considering the overall performance of students, marginal failure in certain units may be compensated by high achievement in a range of others and that failure of small elements of a course of study, in certain circumstances, should not inhibit progression. The Scheme therefore allows a limited amount of compensation for failed units. The terms for Compensation are given in section 4.7 of these Regulations.

4.2 Assessment Procedure

- 4.2.1 Within the Scheme, assessment is a two-tier process operating through: (i) Unit Assessment and (ii) End of Stage assessment
- 4.2.2 A Unit is the unit of study and assessment in all courses of study. A Stage is the period of time leading up to a formal point of Progression or Award. A Level is the measure of complexity ascribed to the learning outcomes of a unit. Stages and Levels are normally related to the year of study within the course. Hence Level C indicates that this unit of study is normally available during Stage 1. The Scheme allows, in some cases, for courses to include units at different levels within a Stage. However, course designers should assure themselves that the credit and level requirements for the Honours Degree are met.

Unit Assessment

- 4.2.3 Each Unit will have a clear statement of the learning outcomes against which students will be assessed, the assessment requirements and methodology appropriate to the unit level and length of study.
- 4.2.4 The assessment requirement is the evidence of learning to be produced as the result of study, e.g. an artefact, written report, and/or performance. The unit may involve a series of submissions at intervals in its duration, or may internally weight requirements of the unit to emphasise particular aspects of study. The manner in which elements are to be assessed within a unit and the way in which such requirements are subsequently brought together must be made clear at the outset of the unit.
- 4.2.5 Where there is more than one assessment requirement for a unit, these may be assessed holistically as a portfolio, resulting in a single mark, or they may be

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marked separately. If they are marked separately the final mark for the unit is calculated based on an average mark of the contributing requirements, unless specific weightings are given to the individual requirements. If weightings are given, these weightings must be stated in the unit descriptor in the Course Handbook. If marked separately all assessment requirements must be passed for a pass to be achieved in the unit. (See also 4.6.4)

- 4.2.6 Each unit is given a percentage mark. The outcome is notified to the student; marks given before the meeting of the Unit Assessment Board (usually at the end of the academic year) are provisional until confirmed by the Board. Each unit passed allows the award of credit proportional to its size. The percentage mark is weighted according to the Unit's credit rating to allow each unit to contribute appropriately to an end of Stage mark.
- 4.2.7 All Unit assessment will normally occur within the duration of the Unit and must be complete by the end of the relevant Stage. This provides continuous feedback to students to inform future choice of direction and of units. Exceptionally extensions in the assessment process may occur when the assessment requirement produces, for example, a large number of substantial written pieces. Students will be notified in cases where an extension to the marking period may occur, but in all cases the marks will be with the College Office by the deadline set.
- 4.2.8 Unit Leaders recommend the award of credit to the Unit Assessment Board, and where appropriate, advise the Chair of the Board on the terms of any Referral.
- 4.2.9 The Unit Assessment Board is responsible for confirming the marks in all units for which it is responsible, and awarding credit. Where appropriate, this may include the marks proposed to the Board being moderated up or down; this prevents over-reliance upon numerical systems to translate students' overall performance.

End of Stage Assessment

- 4.2.10 End of Stage assessment is the major summative assessment point which allows progression between Stages of a course and, where appropriate, forms the basis for the recommendation of an Award. Its purpose is to consider the overall performance of candidates, and to set any conditions for progression and retrieval of failure.
- 4.2.11 End of Stage assessment collates the weighted marks from units to produce a single aggregated End of Stage mark which quantifies achievement. End of Stage assessment takes place on completion of the assigned units in a Stage and is conducted by the Progression & Award Board on behalf of the Academic Board.

4.3 Unit Choice

- 4.3.1 Courses vary in the amount of choice offered, but all courses are encouraged to offer a balanced course of units which makes clear the progressive choices available to students.

- 4.3.2 Available units for specified awards are listed in the appropriate Course Handbook. For new students, the choice of units to be undertaken within the first semester of study is confirmed after arrival. For continuing students, all unit choices are made during the previous semester (including where these choices relate to the next academic year). Unit Choice Forms are issued by the College Office, and must be signed by the student and a designated member of staff before they can be submitted to the student record and authorised.
- 4.3.3 Unit Choice Forms are binding documents. In cases where a student does not complete or submit an appropriate form by the specified deadline, units appropriate to the Stage of the specified award will be allocated by the Course Leader.
- 4.3.4 The University recognises that in rare instances, a student may wish to change one or more units that were pre-selected during the previous term. In order to do so, the student must request a Unit Change Form from the College Office. Unit changes not recorded on an official form will not be recorded by the College Office. As a consequence, the student will be held accountable for completing all assessment components of the original unit(s).
- 4.3.5 Students should normally seek the advice of an academic member of staff before making any changes in unit selection.
- 4.3.6 After receiving this advice, students with a Unit Change Form must:
- i) decide to change units by no later than the end of the first taught week of the unit; and
 - ii) get the approval and signature of the Unit Leader for the unit they wish to attend; and
 - iii) get the approval and signature of the Unit Leader for the unit they wish to leave; and
 - iv) return the form to the Registrar by the end of the first taught week of the unit where the change will be officially recorded.
- 4.3.7 Incomplete or late Unit Change Forms will not be accepted by the Registrar.

4.4 Marks and Credit

- 4.4.1 The Credit/Mark Scheme is as follows:
- i) the minimum pass mark for all units is 40%;
 - ii) an overall unit mark of 40% or more gains full credit;
 - iii) an overall unit mark of 0-39.99% is a fail and gains no credit;
 - iv) where the overall unit mark is in the range 30-39.99%, the Progression & Award Board will consider the student's Stage profile and has the powers of

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discretion to compensate for the failed unit through the award of Stage credit, subject to other conditions being met; (see 4.7)

- v) the award of partial credit to a unit is not available;
 - vi) passed units may not be retaken in order to improve a pass mark or gain additional credit.
- 4.4.2 The credit accrued at the end of Stage 0 allows progression to Stage 1 of an Honours Degree
- 4.4.3 The credit accrued at the end of Stage 1 may qualify for the award of Cert HE or, depending on the award for which a student is registered, allow progression to Stage 2 of an Honours Degree or Foundation Degree. The credit achieved at the end of Stage 1 contributes to the credit required for the award of a DipHE, Foundation Degree, BA Degree (non-Honours) and an Honours Degree. The percentage marks achieved for units in Stage 1 do not contribute towards the calculation of a Foundation Degree, a BA Degree (Non-Honours) or an Honours Degree
- 4.4.4 The credit achieved at the end of Stage 1 and the credit accrued at the end of Stage 2 may qualify for the award of a Foundation Degree, a DipHE, or allow progression to Stage 3 of an Honours Degree. The credit achieved at the end of Stage 2 contributes to the credit required for the award of a BA Degree (non-Honours) and an Honours Degree. Stage 2 marks achieved for units at Level I count for 25% of the marks used for the calculation of a BA Honours Degree.
- 4.4.5 The credit achieved at the end of Stage 1 and Stage 2 and the credit accruing from Stage 3 may qualify for the award of Degree (non-Honours or Honours Degree). Marks achieved at Stage 3 count for 75% of an Honours Degree. This may include a limited number of Level I marks and credits (see 4.14). Marks gained as a result of an exchange will only contribute towards the final award where assessment is carried out by the University. Candidates with direct entry into Stage 3 will have 100% of Level H units considered in the calculation of the level of the Award.
- 4.4.6 Graduate Awards are normally free-standing awards without guaranteed progression. To obtain a Graduate Award a minimum of 40% must normally be obtained for each unit and an aggregate of 40% achieved.
- 4.4.7 Where more credits have been taken than are required by course regulations, the credits can only count towards the current Stage of study and cannot be transferred to other Stages.
- 4.4.8 In calculating the end of Stage mark, where 120 credits have been exceeded, the lowest mark may be dropped to reflect marks from the best 120 credits. Any such adjustment must be consistent with the requirements of the course.
- 4.4.9 Where, within regulations, a student has taken units at a lower level within any Stage of Study but has also exceeded the amount of credit required, and where the marks gained in the lower level units exceed those of higher units, the marks for the lower level units may be retained as part of the calculation for progression or award providing all other requirements are met.

4.5 AP(E)L and Credit

- 4.5.1 Accreditation of Prior (Experiential) Learning is the procedure whereby a student's previously acquired learning, whether certificated or not, is recognised for the purposes of admission and progression. A student seeking recognition under this procedure should contact their course leader for further information and advice.
- 4.5.2 The maximum credit awarded towards the fulfilment of a Certificate of HE, a Diploma of HE or an Honours Degree will not normally be more than two thirds of the total credit required for the Award.
- 4.5.3 A student cannot be awarded partial credit for a unit. A student may however be exempted from part of the assessment requirement(s) for a unit through AP(E)L. On achieving the remaining assessment requirement(s) the credit for the unit may be awarded.

4.6 Submission of Work

- 4.6.1 All submission deadlines, including any Staged submissions due during a unit, will be clearly stated to students in writing at the start of each unit.
- 4.6.2 Work submitted after the submission deadline will not be accepted unless accompanied by mitigating circumstances as set out in Appendix 4 (of the Student Regulations Handbook) Mitigating Circumstances.
- 4.6.3 For work to be considered as a submission, the student must have made an attempt at demonstrating at least one of the stated learning outcomes of the unit. The Unit Leader will determine whether or not the work submitted meets this requirement²³. Any submission which is accepted by the Unit Leader will be recorded with a lowest possible mark of 1% (to indicate that it is not non-submission, whatever the academic merits of the work).
- 4.6.4 Where there are multiple assessment requirements which are separately marked (See 4.2.5) and a full submission is made but some requirements are failed, the student shall be referred only in the failed requirements. The maximum attainable *for the referred requirement* shall be 40% and the marks in the other requirements will stand. The overall mark for the unit will therefore be calculated using the original marks in those requirements which were passed at the first attempt.
- 4.6.5 Where there are multiple assessment requirements (whether these are marked holistically or separately) and a partial submission is made (i.e. one or more of the assessment requirements is not submitted), a mark of 0 will be recorded for the unit. The student will be given the opportunity to complete the submission through referral. The maximum mark attainable for the unit is 40%.

²³ Note: this is not a judgement on the value of the work, but on the seriousness of the attempt. A poor submission may achieve a very low mark, but may attempt to demonstrate the learning outcomes. Two pages printed from the internet, however, will not be deemed a serious attempt at demonstrating research into a topic.

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- 4.6.6 If the unit is not successfully retrieved through referral (under the terms of paras 4.6.4 and 4.6.5), the next opportunity to redeem the unit will be at retake.
- 4.6.7 Where no serious attempt has been made at any of the learning outcomes of a unit (without accepted mitigating circumstances), a mark of 0 will be recorded for the unit. Such failure will be redeemable only through Retake (see section 4.10 Retake), which will be issued automatically by the Chair of the Unit Assessment Board on the recommendation of the Course Leader. There will be no further opportunity offered to retrieve the failure.
- 4.6.8 Failure of the retake set following non-submission will usually result in the termination of studies.
- 4.6.9 A student may not submit the same piece of work in full or part fulfilment of the assessment requirements of more than one unit. Students may however re-submit the piece of work as part of an attempt to retrieve failure through Referral of the unit for which the original submission was made.
- 4.6.10 Exceptionally *within* a unit a piece of work may be submitted more than once if the assessment requirements allow for this. For example material used in a seminar presentation may also be used in an essay or other form of assignment. The student is required to alert the Unit Leader where they intend to submit the same piece of work in order to meet separate assessment requirements within a unit. Failure to do so may result in the non-acceptance of the work.

4.7 Compensation

- 4.7.1 Compensation is applied at the end of Stage assessment and is the responsibility of the Progression & Award Board. It is applied only where a student has failed one unit, but is deemed to have met the learning outcomes for the Stage and is subject to the conditions set out below.
- 4.7.2 Compensation is awarded in the form of Stage credit, which is not awarded a mark. A maximum of 15 credits may be awarded as Stage credit in any Stage. If more than 15 credits are outstanding, the student will be required to undertake a referral or retake in the unit(s) failed.
- 4.7.3 Compensation is not awarded against a specific unit. Nevertheless, Stage credit may not be applied where:
- i) a mark below 30% has been achieved in the failed unit;
 - ii) where a specific course regulation deems that a unit must be passed;
 - iii) the unit has been failed as a result of non-submission;
 - iv) the unit has been failed as a result of a confirmed charge of academic misconduct.

- 4.7.4 Where compensation is applied, the failed mark will stand and will be included in any calculation of classification. Stage credits will be denoted by a [CP] suffix on transcripts.

4.8 Failure

- 4.8.1 An overall unit mark of 0-39.99% is a Fail.
- 4.8.2 Credit can be retrieved from a failed unit by 'Referral' or 'Retake' subject to the conditions set out in these Regulations (see sections 4.9 and 4.10 below).
- 4.8.3 Referral relates to unit assessment and is the responsibility of the Unit Assessment Board with which the unit is associated.
- 4.8.4 Retake relates to end of Stage assessment and usually is offered as a result of a failed Referral or due to non-submission. The opportunity to offer a student the chance to redeem failure through Retake is the responsibility of the Progression & Award Board. In cases of non-submission without accepted mitigating circumstances, the Chair of the Unit Assessment Board, on the recommendation of the Course Leader, may offer a student one Retake opportunity but no further opportunity to redeem the failure will be offered.

4.9 Referral

- 4.9.1 Referral gives a student an additional opportunity to undertake work equivalent to the failed assessment requirements. This involves the completion of additional work or the repeat of the failed assessment requirements in order to secure the learning outcomes of the failed unit. The opportunity to redeem failure through Referral is only given once for each failed unit.
- 4.9.2 Where there are multiple assessment requirements which are marked separately (See 4.2.5) and some requirements are failed, the student shall be referred only in those failed requirements. The maximum attainable *for the referred assessment requirement* shall be 40% and the marks in the other requirements will stand. The overall mark for the unit will therefore be calculated using the original marks in those requirements which were passed at the first attempt. If the unit is passed following referral, credit awarded as a result is denoted in the student transcript by the suffix [RF].
- 4.9.3 Where the Referral mark does not improve upon the previous mark, the previous mark will stand and the student will be eligible for a Retake (see 4.10.5)
- 4.9.4 Referral is available for all units. The opportunity to undertake referral is removed where a unit has been failed as a result of non-submission without accepted mitigating circumstances, or through academic misconduct found by a disciplinary panel.
- 4.9.5 Students accruing less than 60 credits due to failure at the end of a Stage of study, once all automatic opportunities have been exhausted, will not normally be given the opportunity to redeem the failure and the course will be terminated.

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- 4.9.6 Referral will take place at the point of failure (i.e. the notification of results) and normally be completed within a time agreed by the Course Leader subject to the minima set out in 4.9.7. The terms of Referral are determined by the Course Leader taking into consideration the recommendation of the relevant Unit Leader. The Referral must relate substantively to the content of the failed unit. Referral tasks cannot be given for units not taken by a student.
- 4.9.7 A full-time student must be given a minimum of four calendar weeks to redeem the failure. A part-time student must be given a minimum of six calendar weeks to redeem the failure. The final date in the academic year to be given as a deadline for submission shall be one week before the end of the summer term. If this does not allow a period of four or six calendar weeks to redeem the failure, the period of time to complete the referral will be extended to accommodate the referral period.
- 4.9.8 The Unit Leader as part of the assessment process, will prepare a Referral task for students who have failed a unit. This will include tasks to be undertaken, the requirement to be produced, and the criteria for the Referral assessment. It is the responsibility of the student to notify the Registrar if a Referral task has not been received within 5 working days from the point of notification of failure.
- 4.9.9 The Unit Assessment Board must confirm to the Progression & Award Board that submitted Referral work is satisfactory before credit can be awarded. This confirmation should normally occur prior to the start of the next academic Stage and students should receive notification once the Progression & Award Board has met.
- 4.9.10 Referral work may be subject to the terms of Compensation.

4.10 Retake

- 4.10.1 A student may be eligible for a Retake:
- i) to meet the requirements for progression following the failure of a Referral;
 - ii) to meet the requirements for a Final Award following the failure of a Referral;
 - iii) to redeem a failure as a result of non-submission of work without accepted mitigating circumstances.
- 4.10.2 The offer of a Retake is only automatic when a student has failed to submit in the unit. In all other cases the Progression & Award Board has discretion in deciding whether the opportunity to Retake will be offered to a student.
- 4.10.3 A student who has achieved less than 60 credit points in a Stage will not normally be given the opportunity to Retake and his/her course of study will be terminated.
- 4.10.4 Retake of a unit or units gives a student a final opportunity to secure the intended learning outcomes of a failed unit. This normally requires a student to undertake the assessment requirements of the failed unit(s) or its equivalent with attendance.

- 4.10.5 Where a unit which is the subject of a Retake has multiple assessment requirements which are separately marked, all requirements must be retaken and passed for credit to be achieved. Where a requirement is failed but the aggregate mark for the unit is 40% or above, credit will not be awarded. Compensation may be applied, subject to the conditions set out in 4.7
- 4.10.6 The terms of the Retake(s) are determined by the Progression & Award Board. These terms will take into consideration the recommendation of the relevant Unit Assessment Board.
- 4.10.7 The offer of a Retake of a unit or units or their equivalent to meet the requirements for an award following the failure of a Final Award will normally be available once only. A failed Retake will usually result in the termination of study at the University (see section 4.12 Termination).
- 4.10.8 The Unit Assessment Board must confirm to the Progression & Award Board that the Retake has been successfully completed before credit or an award can be offered. Students should receive notification of the decision of the Progression & Award Board following this meeting.
- 4.10.9 Successful completion of a Retake will gain a maximum mark of 40% for the unit. Credit awarded as a result of a Retake is denoted in the student transcript by the suffix [RT] or [RN] where the Retake was issued following non-submission without mitigating circumstances. Where the Retake mark does not improve upon a previous mark, the previous mark will stand. Where a Retake has been issued as a result of non-submission without accepted mitigating circumstances (see section 4.6, Submission of Work), or as a result of proven Academic Misconduct (see section 4.20, Academic Misconduct), Compensation may not be applied.

4.11 Recording Student Achievement

- 4.11.1 On completion of each unit a student will receive notification of unit assessment marks. Students are responsible for ensuring that they are able to view assessment marks.
- 4.11.2 Students should note that at this Stage these marks will not normally have been agreed by the Unit Assessment Board or confirmed by the Progression & Award Board. They may subsequently be subject to moderation. All marks published immediately following the completion of a unit should therefore be viewed as indicative.
- 4.11.3 Upon successful completion of the requirements for an award a student will receive a Student Transcript and an Award Parchment. Students withdrawing prior to meeting the requirements of a degree award will receive a transcript of credits taken, and an Award Certificate for the Certificate of Higher Education or Diploma of Higher Education if appropriate (see 4.14).
- 4.11.4 The Student Transcript will be issued to students who have concluded their studies at the University, usually having completed their award. Its purpose is to:

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- i) serve as a formal record of learning and achievement;
- ii) supplement the Award Parchment, giving details of the credits obtained.

4.11.5 As a minimum, the Student Transcript will include the following information:

- i) student name;
- ii) date the award was completed;
- iii) title of award that has been conferred;
- iv) mode of study – full-time or part time
- v) number of credits obtained and their level;
- vi) units for which credit has been obtained, including:
 - unit titles
 - credit values
 - levels
 - unit marks
 - unit suffixes (to indicate if gained, for example, by AP(E)L etc.)

4.11.6 The following codes are used in the Student Transcript:

- [EX] Credits gained by successfully completing an overseas Exchange unit(s) in another educational institution
- [CP] Compensation credits confirmed by the Progression & Award Board. This suffix means that an outright Pass was not gained in this unit but credit was awarded in recognition of compensating high achievement elsewhere.
- [RF] The mark is awarded as a result of a Referral
- [RN] The mark is awarded as a result of Retake following non-submission of work without accepted mitigating circumstances.
- [RT] The mark is awarded as a result of Retake
- [PL] The mark is awarded as a result of Plagiarism or other proven academic misconduct
- [WP] Credits achieved as a result of work placement

4.12 Termination

4.12.1 A course of study may be terminated by the Progression & Award Board on academic grounds when a candidate fails to meet the requirement for progression or award.

4.12.2 At termination, credit for all passed units is retained. Where termination is due to failure of a Final Award, a lower Award may be offered where the requirements for the lower award have been met.

4.12.3 A course of study may also be terminated for reasons of breaching specific University, course or general regulations covering student conduct. The non-

payment of fees or other University debt may also result in the termination of studies.

4.13 Progression

- 4.13.1 The general requirements for progression between Stages of a Foundation or an Honours Degree are as follows:

Progression to Stage 1 (for students entering at Stage 0 (pre-degree) only)

A student must have achieved 120 Credits at Level Zero

Progression to Stage 2:

A student must have achieved 120 Credits at Level C.

Progression to Stage 3 (Honours Degrees only):

A student must have achieved 120 Credits at Level C.

A student must have achieved 120 Credits at Stage 2 of which a minimum 105 Level I Credits have been achieved.

A maximum of 15 credits per Stage can be compensated credit unless course regulations prohibit this.

- 4.13.2 A student will not normally be allowed to enrol for the next Stage of study unless at least 105 credits have been achieved in the most recent Stage attempted. Students who have more credit outstanding, for example as a result of interruption or accepted mitigating circumstances, will be required to interrupt until the requirements for progression are met.
- 4.13.3 Students who have 15 credits of failure at Referral can be given a Retake at the discretion of the Progression & Award Board with a minimum of four weeks to retrieve the failure. The Progression & Award Board may also give students with 30 credits of failure at Referral where the failure is marginal (30-39%), the opportunity to retrieve the failure at Retake within a minimum of four weeks.
- 4.13.4 A student may have 'achieved' credit in a unit by either:
- i) passing the unit at first attempt; or
 - ii) passing the unit under the provisions of Referral or Retake, following initial failure; or
 - iii) as a result of AP(E)L.

In addition, a maximum of 15 credits may be awarded by compensation at each Stage unless course regulations prohibit this.

- 4.13.5 Students who satisfactorily complete a Foundation Degree validated by the University will be guaranteed automatic progression to the final year of the Honours Degree course named at the point of validation. Articulation of a Foundation Degree with a named Honours Degree at the point of validation ensures adherence to the requirement of the QAA Foundation Degree Benchmark for articulation with at least one named Honours degree. Progression may be subject to completion of any validated bridging units which will not exceed 60 level I credits, specified as a requirement at the point of validation. Progression will normally be to a validated

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'top-up' or 'progression' Honours Degree programme, designed to articulate with the Foundation Degree. Progression to other Honours Degree courses within the University may be facilitated through the University's AP(E)L regulations.

4.14 Awards and Classification

The requirements for the University's Undergraduate Awards are listed below.

4.14.1 *Certificate of Higher Education*

A student must have achieved:

- i) a minimum 120 Credits at Level C;
- ii) any specific requirements of the particular Course as outlined in the Course Handbook;
- iii) an aggregate percentage for the Award of at least 40%.

4.14.2 *Diploma of Higher Education*

A student must have achieved:

- i) a minimum 240 Credits of which a minimum of 105 must be at Level I;
- ii) any specific requirements of the particular Course as outlined in the Course Handbook;
- iii) an aggregate percentage for the Award of at least 40%

4.14.3 *Foundation Degree.*

A student must have achieved:

- i) a minimum 240 Credits of which a minimum of 105 must be at Level I;
- ii) any specific requirements of the particular Course as outlined in the Course Handbook;
- iii) an aggregate percentage for the Award of at least 40%

4.14.4 *BA Degree (non-Honours)*

A student must have achieved:

- i) a minimum 300 Credits of which a minimum of 60 Credits must be at Level H;
- ii) any specific requirements for the Named Course as outlined in the Course Handbook;
- iii) an aggregate percentage for the Award of at least 40%.

4.14.5 *BA Honours Degree*

A student must have achieved:

- i) a minimum 360 Credits of which a minimum 225 must be at Level I or above and a minimum of 105 Credits must be at Level H;
- ii) any specific requirements of the Course as outlined in the Course Handbook;
- iii) an aggregate percentage for the Award of at least 40%.

4.14.6 Classifications

Honours classifications will be awarded on the following basis:

70-100%	1st Class Honours
60-69.99%	2nd Class Honours (Upper)
50-59.99%	2nd Class Honours (Lower)
40-49.99%	3rd Class Honours
0-39.99%	Fail

4.14.7 Classification of Honours is normally calculated as follows:

25% of the End of Stage 2 mark plus 75% of the End of Stage 3 mark

The result is placed against the scale of marks and classification above.

4.14.8 The final classification will be calculated by aggregating the contributing marks (as 4.14.7). There will be no rounding. In addition to the above calculation, the Progression & Award Board has the right to determine whether discretion should be considered and applied. The terms for discretion are agreed annually by Academic Board on a yearly basis and are applied equally to all students eligible for consideration. In most cases only students on the borderline of a classification will be considered under the agreed terms.

4.14.9 Lower level awards will not be considered or conferred by the University as a student accumulates credit towards the Honours Degree unless he/she formally ends his/her study at the University.

4.14.10 *Graduate Certificate*

A student must have achieved:

- i) A minimum of 60 credits
- ii) At least 30 credits at Level H
- iii) An aggregate percentage for the award of at least 40%

4.14.11 The award of Graduate Certificate will be awarded on a Pass or Fail basis.

4.14.12 Certificate titles with the stem 'Graduate' may be used for qualifications from courses that typically require graduate entry or its equivalent and have learning outcomes predominantly at level H. The title Graduate Certificate should normally signify study equivalent to at least one third of the academic year.

4.14.13 *Graduate Diploma*

A student must have achieved:

- i) A minimum of 120 credits, except in the case of the Graduate Diploma in Architecture where the minimum is 240 credits in line with ARB requirements for Part II validation.
- ii) At least 60 credits at level H.
- iii) An aggregate percentage for the award of at least 40%.
- iv) In the case of the Graduate Diploma in Architecture, a minimum of 40% for each unit.

4.14.14 The award of the Graduate Diploma will normally be awarded on a Pass or Fail basis

- 4.14.15 Diploma titles with the stem 'Graduate' may be used for qualifications from courses that typically require graduate entry or its equivalent and have learning outcomes predominantly at level H. The title Graduate Diploma should normally signify study equivalent to at least two thirds of the academic year. An exception to this is the Graduate Diploma in Architecture which carries Part II ARB validation and is a minimum of two years.
- 4.14.15 A course leading to a Graduate Diploma or Certificate may have some M level outcomes. Use of the stem Postgraduate for an award is only justified if most or all of the outcomes are assessed at M level.

4.15 Withdrawal

- 4.15.1 If a candidate registered for an Honours Degree withdraws from their studies at the University during Stages 2 or 3, a Cert HE, Dip HE or BA Degree (non-Honours) may be recommended provided that the assessment and credit requirements associated with the award have been met. The Progression & Award Board will automatically consider whether a student has earned an intermediate award during its meetings once a student's withdrawal has been confirmed by the Registry. If approved, the award in the form of a letter will then be conferred. A Student Transcript will also be produced for each candidate indicating all credit achieved while on the course. This provision does not apply to students admitted directly into Stages 2 or 3 respectively.
- 4.15.2 If the student accepts the award of a BA Degree (non-Honours) or the Diploma of Higher Education they may submit for the Honours Award within five years. Where a re-submission is requested by the student, the Progression & Award Board will stipulate the terms and conditions (including any attendance requirement) of the re-submission. Requests to make a re-submission must be made in writing to the Academic Registrar. (See also 4.17). Students who are successfully awarded an Honours Degree under this provision must surrender any intermediate award made by the University
- 4.15.3 Students should note that the University cannot guarantee that a unit or units available at the point of accepting the BA Degree (non-Honours) will be available at the point of wishing to make a re-submission.
- 4.15.4 A student who withdraws before the commencement of semester 2 of Stage 0 or Stage 1 of their course may re-enrol in the following academic year and commence the course as if for the first time. In such cases, any credit will be set aside upon re-enrolment.

4.16 Interruption

- 4.16.1 Academic interruption offers students the opportunity to take a break from continuous study in order to redeem outstanding failures. The Progression & Award Board will ask students to interrupt their studies when it is believed that a student will be asked to carry too much failure whilst trying to progress their

studies. Students required to interrupt as a result of the Progression & Award Board will be notified by the University.

- 4.16.2 Non-academic interruption occurs when a student interrupts for personal reasons not associated with academic performance. Such interruption will normally come into effect at the end of a semester or Stage.
- 4.16.3 Students seeking the opportunity to interrupt their studies for non-academic reasons must discuss their position with the Course Leader and seek the University's approval by completing the specified request form available from the College Office or Academic Registry website. A student who fails to seek approval and has not provided medical evidence in support of non-attendance will be deemed to have withdrawn from the University.
- 4.16.4 Students may be encouraged to interrupt their studies if it is clear that health problems are affecting their ability to take full advantage of their course. When the University has evidence that a student's health is profoundly affecting the safety and well-being of the surrounding community, the student may be required to interrupt.
- 4.16.5 Students who seek or are required to interrupt their studies for medical reasons will be required to provide evidence that they are fit to resume their studies before they rejoin the course.
- 4.16.6 Interruption will initially be approved for a period of no longer than one year. Students are entitled to apply for further successive years of interruption, but approval is given on a year-by-year basis. Each application will be considered separately, and will take into account the overall coherence of the student learning experience; the point a student has reached in his/her studies; and any proposed changes to the course.
- 4.16.7 No specific maximum length of interruption is proposed, as this would depend on the above factors, provided that students remain within the appropriate registration period (See 3.2). However, conditions might be imposed regarding any return to study (for example, that a student receives additional support in particular areas).
- 4.16.8 If a student in exceptional circumstances has to interrupt during a unit or unit(s), before the completion of the assessment requirement(s), no credit will be awarded. In these cases, the student, upon their return to the Course, would normally be expected to repeat the whole of the uncompleted unit(s). Students should be aware that the University cannot guarantee that a unit or units available at the point of interruption will be available at the point of rejoining.

4.17 Failure of an Honours or Foundation Degree

- 4.17.1 A student registered for a BA Degree with Honours who has not met the requirements for that Award may be offered a BA Degree (non-Honours) a Diploma of Higher Education or a Certificate of Higher Education, provided the appropriate assessment and credit requirements have been met for the lower award (as set out in 4.14).

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- 4.17.2 A student registered for a Foundation Degree who has not met the requirements for that Award may be offered a Certificate of Higher Education, provided the appropriate assessment and credit requirements have been met for the lower award (as set out in 4.14).
- 4.17.3 If the student accepts the award as offered under the provision of 4.17.1 or 4.17.2 above as a result of failure to retrieve credit following referral and/or retake, they may not resubmit for a Foundation or an Honours Degree. (See also 4.15.2)
- 4.17.4 Students who accept a BA Degree (non-Honours) or other award as a result of plagiarism or other form of cheating will not have the opportunity to re-submit for the higher award at a later date.

4.18 Aegrotat

- 4.18.1 A student who has not met the requirements for the BA Degree with Honours because of serious illness may be offered an Aegrotat Award by the Progression & Award Board on receipt of such a recommendation from the Unit Assessment Board. This will only be offered where the illness is deemed to have prevented the student from making any submissions for the purpose of assessment.
- 4.18.2 If the student accepts the Aegrotat Award, they may re-submit for the Honours Award within 5 years of receipt of the original Award. Where a re-submission is requested by the student, the Progression & Award Board will stipulate the terms and conditions (including any attendance requirement) of the re-submission. Requests to make a re-submission must be made in writing to the Academic Registrar.
- 4.18.3 Students should note that the University cannot guarantee that a unit or units available at the point of accepting the Aegrotat will be available at the point of wishing to make a re-submission.
- 4.18.4 Where a re-submission for the Award has been recommended by the Progression & Award Board, the student must surrender the Aegrotat Award prior to the new Award being conferred.

4.19 Academic Misconduct

- 4.19.1 An act of plagiarism or other form of academic misconduct constitutes a breach of the University's Assessment Regulations, and as such will be treated very seriously. Students found to have breached the regulations by behaving dishonestly will be dealt with in accordance with the University's Policy and Procedures governing Academic Misconduct (Appendix 2 – of the Student Regulations Handbook). The precise sanction to be imposed on the student will be determined by the Academic Misconduct Panel subject to the features of the individual case.
- 4.19.2 Where a student is found culpable of plagiarism or other form of academic misconduct, she/he will be prohibited from being able to redeem her/his failure through the Referral provisions. The student may be given the opportunity to redeem failure under the provisions governing Retake although any such decision

to grant the Retake is at the discretion of the appropriate Academic Misconduct Panel, and is not automatic or as of right.

4.20 Assessment Boards

- 4.20.1 The University operates a two- tier Assessment Board structure for undergraduate awards: Unit Assessment Boards and the Progression & Award Board. Unit Assessment Boards are responsible for all assessments that occur within Units. The Progression & Award Board is responsible for confirming student progression status and awards on behalf of the Academic Board.

Unit Assessment Boards (UAB)

- 4.20.2 Responsibility for the conduct of Unit Assessment Boards is devolved by the University Academic Board to the Executive Deans. Unit Assessment Boards are formal standing-committees of the Progression & Award Boards. They confirm all unit marks for courses operating within the CUCS, in accordance with University regulations.
- 4.20.3 Boards of Study propose to Academic Policy Quality & Standards Committee (APQS) the number and scope of Unit Assessment Boards and seek approval for any changes subsequently. The subject scope of the Board normally mirrors the subject scope of a School of courses under the leadership of an Associate Dean.
- 4.20.4 All units are attached to a Unit Assessment Board at the point of approval by APQS, upon a recommendation from the appropriate Board of Study. Therefore all assessed student work is considered by the appropriate Unit Assessment Board.
- 4.20.5 Each Unit Assessment Board has at least one External Examiner and may have up to eight. The number is determined by the breadth of the subject content of the units and the number of students undertaking those units. The External Examiners are appointed by APQS, on behalf of the Academic Board. Separate regulations governing the formal remit and operation of the University's External Examiner system are available in the Quality Assurance Handbook.
- 4.20.6 A Unit Assessment Board exercises responsibility for the conduct of all assessments leading to an award of credit for a unit. It also monitors claims for mitigating circumstances and terms of Referral. The full Unit Assessment Board meets at the end of each Stage but may devolve responsibility for aspects of the assessment process to its internal members, subject to report to the full Unit Assessment Board.
- 4.20.7 The membership of a Unit Assessment Board comprises:
- Associate Dean appointed by the Executive Dean (Chair) ex officio
 - Course leaders responsible for the relevant courses
 - Unit leaders responsible for units coming to the Board
 - External examiners appointed to the relevant courses

Registrar appointed by the Executive Dean

Secretary

A representative from Academic Registry (Quality, Standards and Assessment) is in attendance.

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4.20.8 The Dean will assign generic units to one or more Unit Assessment Boards.

4.20.9 The Unit Assessment Boards are responsible for:

- i) ensuring that the standard of student achievement is commensurate with the agreed learning outcomes for each unit assigned to the course
- ii) considering the performance of all students who have undertaken each unit
- iii) ensuring that the assessment scheme is consonant with the aims and content of the unit(s) being assessed
- iv) reporting to the Progression & Award Board on the conduct and outcome of examinations and assessments
- v) confirming decisions relating to unit referrals
- vi) monitoring the outcomes of claims for mitigation of poor performance.

4.20.10 All unit results are subject to moderation by the full Unit Assessment Board, including External Examiners. This moderation extends to Level I assessment as it contributes marks towards the final Honours classification. Moderation is not conducted by partial reconsideration of marks for products which have already been assessed by due process. Moderation is exercised by reviewing the mark profile of individual students within their cohort. The marks of single students will not be changed as a result of this moderation.

Progression & Award Board (PAB)

4.20.11 The Progression & Award Board is a sub-committee of the University Academic Board. It considers the outcomes of the devolved local unit assessment, providing a means of institutional confirmation of achieved degree award standards. The operation of the Progression & Award Board is the responsibility of the University and is not devolved.

4.20.12 The full Progression & Award Boards meet three times in each academic year.

4.20.13 The Progression & Award Boards have a Chief External Examiner appointed to them by APQS on behalf of Academic Board from amongst the External Examiners appointed to the courses within its purview.

4.20.14 The membership of the Progression & Award Boards comprises:

- Executive Dean appointed by the Deputy Vice-Chancellor (Chair) ex officio
- Dean appointed by the Executive Dean ex officio
- Associate Deans as appropriate to the scope of the PAB ex officio
- Registrar appointed by the Executive Dean ex officio
- Academic Registrar or nominee ex officio
- A representative from another Progression & Award Board
- Chief External Examiner

Head of Quality, Standards and Assessment or nominee

Secretary

4.20.15 The Progression & Award Boards are responsible for:

- i) ensuring that correct procedures are followed and that proper standards are maintained for the approval of the University's awards
- ii) considering the recommendations of Unit Assessment Boards for the award of credit
- iii) considering and applying Compensation, as set out in the University regulations
- iv) considering student profiles and recommending progression or award
- v) determining the honours classification for each student (where appropriate)
- vi) agreeing a pass list
- vii) determining the terms for the retrieval of failure through Retake
- viii) reporting to the University Academic Board on the conduct and outcome of examinations and assessments.

4.20.16 In arriving at an Honours classification, the Progression & Award Boards will be guided by the calculations described in 4.14 above.

4.21 External Examiners

4.21.1 The External Examiners are key agents in monitoring the maintenance of standards and the conduct of assessments. They moderate the assessments/examinations undertaken by the internal examiners. This does not mean that they will re-assess every student. Moderation involves consultation with the internal examiners and they will look at a sample of students' work taken from the range of grades and most particularly from students at the borderlines, and those proposed for the highest category of award and for failure. All students will need to be available during the examination period.

4.22 Publication of Results

4.22.1 After the Chair of Academic Board has received the Progression & Award Boards' recommendations and approved the conferment of awards, results will be released at 12 noon four working days following the meeting of the Final Progression & Award Boards.

4.22.2 For BA (Hons) courses only the overall classification of degree will be published. There will be no public revelation of marks of any constituent part of honours degree awards or of Foundation degree awards. Students will receive Student Transcripts detailing individual unit marks (see 4.11).

4.23 Payments of Debts to the University

4.23.1 Students must ensure that all debts (including course consumables, rent, course fees/tuition fees, library fines, etc.) owed to the University are paid, and that all University books and equipment are returned before final assessments and examinations begin. Continuing students with unpaid debt may be barred from enrolling and continuing their studies at the University. The Award Parchment and Student Transcript of graduates will be withheld until any outstanding debt is paid to the University.

4.24 Appeals Against Assessment Outcomes

4.24.1 Appeals will be dealt with in accordance with the University's procedures on academic appeals. A student may appeal against an assessment outcome in relation to:

- i) individual unit(s); and/or
- ii) progression from one Stage of the course to the next; and/or
- iii) a recommendation for a final award.

4.24.2 A student may appeal against an assessment outcome on one or more of the following grounds:

- i) that his/her performance in assessment may have been adversely affected by mitigating circumstances which he/she was previously unable or unwilling to divulge for valid reason(s);
- ii) that there has been a significant and exceptional administrative error in the conduct of assessment;
- iii) that the assessment was not conducted in accordance with the relevant and current course of study regulations.

Glossary of Terms and Abbreviations

<i>Academic Misconduct</i>	An attempt by a student to gain advantage during assessment by unfair or improper means or any other contravention of assessment regulations. This encompasses all forms of cheating.
<i>AP(E)L</i>	The formal procedure whereby prior learning which has taken place outside the University, certificated or experiential, is accredited by the University for the purpose of admission to or progression on a course of study.
<i>Appeal</i>	The formal procedure whereby a student challenges a decision made regarding his/her performance in assessment. Disagreement with academic judgement does not constitute grounds for appeal.
<i>Assessment</i>	The processes and mechanisms through which the quality and standard of a student's work is measured and evaluated.
<i>Assessment Board</i>	The generic term for a board of examiners at the University. The University has a 2-tier assessment system, comprising Unit Assessment Boards and Progression & Award Boards.
<i>Assessment Requirement</i>	What needs to be done as a means of demonstrating attainment of a unit's learning outcomes.
<i>Award</i>	The academic qualification conferred upon a student who has successfully met and completed the requirements of a specific course of study.
<i>Classification</i>	The banding into which candidates who have successfully met and completed the requirements for the award of a BA honours degree are placed, i.e. First Class Honours, Upper Second Class Honours, Second Class Honours, Third Class Honours
<i>Compensation</i>	Where a candidate fails marginally in meeting the necessary pass mark for a unit but where the candidate's failure is offset by his/her performance in other units. Specific qualifying criteria apply (see Assessment Regulations, section 4.7).
<i>Course</i>	A validated combination of units which leads to a designated award.
<i>Course Leader</i>	The member of staff responsible for the management and organisation of a Course of Study.
<i>Credit</i>	A numerical value ascribed to a unit of study, related to the learning outcomes and the notional time judged necessary to achieve them. Each unit carries a credit rating: a full unit is rated at 15 credit points; a double unit rated at 30 credit points.
<i>Discretion</i>	The prerogative of a Progression & Award Board to uphold or negate a specified course of action or outcome.

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Extension	An approved change to a published deadline for the submission of a piece of coursework or other assessment component where a student has valid reason for being unable to meet that deadline.
External Examiners	Relevant subject experts, either academic or professional, from outside the University who moderate the assessment of students and contribute to the maintenance of academic standards in all Courses at the University.
Failure	Where a student has not successfully met the assessment requirements of a unit of study. It is usually retrievable through the provisions governing Referral or Retake (see Assessment Regulations, sections 4.9 and 4.10).
Field Studies	Periods of study arranged external to the University as part of the curriculum and undertaken in groups supervised by a member of staff. Field studies normally require a period of absence from the University of more than 24 hours otherwise they are classed as Educational visits. The planning and conduct of Field studies must conform to the procedures, regulations and codes of conduct of the University. Field studies may have specific outcomes or be an integral part of a unit of study.
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.
Interruption	A point at which it is determined that a student has temporarily suspended study. This may be requested either by the student for personal reasons or by an Assessment Board in order that the student may retrieve failure. It may also be required by the University where the student's health is profoundly affecting the safety and well-being of the community.
Learning Outcomes	That which has been learned or a student is able to do as a result of study or training.
Level	Each unit carries a level rating, which denotes the classification of the relative academic complexity of learning outcomes associated with units. The level rating does not necessarily coincide with the year/ Stage of full-time study.
Mark	The result of assessment based on a numerical scale
Mitigating Circumstances	Serious illness or other form of exceptional and unforeseen interference which has adversely affected a student's performance in assessment.
Optional units	Students may choose from a number of optional units, where these have been designed as part of a validated course. Students may not choose units from other courses, unless such units are a validated option on the award for which they are registered.

Pass	Where a student has successfully completed assessment requirements to the satisfaction of the Assessment Board.
Pathway	A specified combination of units which a student must complete as a major component in a course
Personal Tutor	<p>All students in Stages 1 and 2 are assigned a Personal Tutor. The role of the personal tutor is distinct from the day-to-day tuition and tutorial guidance students receive within the individual unit teaching course.</p> <p>The role of the personal tutor is to maintain an overview of individual students' profile and provide advice on students overall progress. Personal tutors meet with their tutor groups following the publication of Stage assessment profiles. Personal tutors also meet individually with any student who is perceived to have potential problems. The personal tutor may refer students to other sources of advice and support as appropriate.</p>
Placement	The temporary deployment of a student within a public or private enterprise, as part of a validated course of learning and assessment
Plagiarism	A form of cheating, involving the presentation of work for assessment containing the unacknowledged work or ideas of some other person(s). It is not plagiarism if the other person's material is acknowledged by a candidate as the work of another through the use of quotation or attributed paraphrasing, although an Assessment Board will not expect a candidate to rely too heavily on the direct use of quotations or attributed paraphrasing.
Progression	Movement from one Stage to the next Stage of a course. Progression is subject to successfully obtaining the required number of credits and is confirmed by the Progression & Award Board.
Progression & Award Board	Sub-committees of the Academic Board, these Assessment Boards have responsibility for determining the progression of students and, when students have met the requirements for the award, the level and where appropriate the title of the award to be received. The Boards also determine Retake requirements.
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 Assessment Regulations, section 4.9).
Regulations	The body of policies, rules, schemes and procedures which are deemed to govern the student's relationship with the University.
Retake	The means whereby a student is able to retrieve failure following Referral. This opportunity is subject to qualifying conditions, and may not therefore be available to all students (see Assessment Regulations, section 4.10).
Semester	The academic year is divided into two Semesters, Semester 1 and Semester 2, each with 16 weeks of which 15 are taught weeks.
Stage	The period of time leading up to a formal point of progression or award. It is normally associated with a year of study.

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Termination

Where it is determined that a student has failed to meet the requirements for progression or award and must withdraw from the course of study. This decision can be reached on academic grounds, following Retake and, where appropriate, Referral. A course of study can also be terminated where a student has breached specific course and/or general University Regulations (see University Rules, section 6.3)

Transcript

A formal record of a student's achievement in individual units of study, including unit titles, unit levels, unit credit ratings, unit marks and date units completed.

Withdrawal

Where a student confirms that he/she no longer wishes to continue studying at the University.

Unit

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

Unit Assessment Board

The Assessment Board is responsible for confirming overall unit marks for all units assigned to it. It agrees upon the outcome of a student's performance in assessment in relevant units and determines the appropriate method of retrieval to be undertaken by candidates who do not successfully meet initial pass requirements of units.

Unit Leader

The member of staff responsible for the management and organisation of a designated unit.

APPENDIX 1: Policy and procedures on appeals against assessment outcomes

1. Introduction
 - 1.1 Purpose
The purpose of the appeals procedure is to enable a student to query an assessment outcome when he/she believes that an injustice has occurred under the regulations.
 - 1.2 Coverage
An appeal may relate to an assessment outcome on:
 - individual unit(s); and/or
 - progression from one stage of the course to the next; and/or
 - the recommendation for a final award.
 - 1.3 Scope
The regulations and procedures which follow apply to all taught courses at the University.
2. Grounds For Appeal
 - 2.1 A student may appeal against an assessment outcome on one or more of the following grounds:
 - 2.1.1 that his/her performance in assessment may have been adversely affected by mitigating circumstances which he/she was previously unable or unwilling to divulge for valid reason(s) before a decision on the outcome of his/her performance in assessment was reached. An appeal of this type **must** be supported by appropriate documentary evidence²⁴;

and/or
 - 2.1.2 that there has been a significant administrative error in the conduct of the assessment;

and/or
 - 2.1.3 that the assessment was not conducted in accordance with the relevant and current course of study regulations.
 - 2.2 Disagreement with academic judgement does not constitute grounds for appeal. Travel or financial difficulties cannot be used as grounds for an appeal.

²⁴ It is a student's responsibility to bring any mitigating circumstances affecting his/her performance in assessment to the attention of relevant staff at the appropriate time, using the formal, separate procedures (see Appendix 4, *Mitigating Circumstances Policy*). Mitigating circumstances will only be accepted as grounds of appeal in *very exceptional cases*, where the student is able to satisfy the Academic Registrar or his/her nominee that he/she was previously unable or unwilling *for valid reason* to disclose matters at the appropriate time. Medical or other evidence submitted in support of the application must be contemporaneous and independent.

- 2.3 A student may not appeal against a decision relating to progression from one stage to another or at the award stage if the grounds for appeal have already been considered as part of an earlier appeal, for example against a unit outcome.
- 2.4 This procedure is not to be used for complaining about teaching-related or University services-related problems. Matters of a complaints nature must be raised at the appropriate time, in accordance with the separate Student Complaints Procedure.
3. Limitation Period
- 3.1 There is a time limit of 15 working days from the date of an assessment outcome being notified to the student in which he/she may submit an appeal.
- 3.2 The period of time a student has to lodge an appeal starts from when the results are made available. A student cannot benefit from additional time to submit an appeal if he/she is absent, without approval, from the University.
- 3.3 Where a student is notified of an assessment outcome by letter posted to his/her home address, the time period for lodging an appeal will commence two working days after the letter is posted.
- 3.4 Letters of appeal may be:
- hand-delivered to the Registrar
 - sent by mail (addressed to the Academic Registrar) or
 - sent by e-mail (academic_appeals@ucreative.ac.uk) or
 - sent by fax (01252 892624)
- and must be received no later than 5.00pm on the 15th working day from the date of the assessment outcome being notified to the student.
4. Before Making A Formal Appeal
- 4.1 In the first instance, the student must discuss the matter with his/her Unit Leader or Course Leader (or in their absence, the appropriate Associate Dean). The purpose of this discussion is to talk through the grounds for appeal with the student concerned, as set out in 2.1 above, and to offer practical advice over the feasibility of the proposed appeal. The discussion, which must be documented by the Unit Leader / Course Leader / Associate Dean (as applicable), may result in the matter being resolved informally and quickly.
- 4.2 The meeting is entirely confidential and, if the student decides not to pursue his/her appeal, the matter will go no further. An appeal cannot be processed unless this stage is concluded²⁵.
- 4.3 Student may also wish to seek the assistance of the Registrar and/or the Students' Union regarding the operation of the procedure.

²⁵ unless, exceptionally, there is no appropriate member of staff available for consultation purposes. In this situation, the student would need to furnish particulars of his/her attempts to make contact with academic staff, for subsequent verification by the Academic Registrar.

- 4.4 Students will not be disadvantaged if they lodge an appeal in good faith.
5. Lodging a Formal Appeal
- 5.1 If, subsequent to the procedures specified in (4) above, a student wishes to continue with his/her appeal, he/she should submit this in writing, and address it for the attention of the Academic Registrar.
- 5.2 The correspondence must stipulate clearly and unambiguously the nature and grounds upon which the appeal is based, in accordance with those stipulated in 2.1 above. The correspondence should detail in full all matters relevant to the appeal, including reference to alleged incidents or events, persons involved, and relevant dates where appropriate. The correspondence must be supported by as much written documentary evidence as necessary (for example medical certificate, letter from the Student Counselling service, Police Officer, and/or Solicitor).
- 5.3 The student should send his/her appeal with all accompanying documentation to the Academic Registrar within 15 working days of the date of notification of his/her results, in accordance with Section 3 above.
- 5.4 Appeals received beyond the 15 working day period will not normally be considered by the Academic Registrar. Special consideration will only be given very exceptionally, where the student provides what the Academic Registrar considers to be a substantiated, valid reason for any delay.
- 5.5 If a student is unable, for exceptional reason, to submit an appeal (because of severe illness or other valid reason), a third party, for example a fellow student, may complete and submit the appeal on the student's behalf, provided that the student's written consent is also furnished with the appeal.
- 5.6 The appeal, once submitted, is considered to be the definitive statement of the student's case and may not be added to other than to submit fresh evidence which was not previously available.
- 5.7 The student will be notified of the receipt of the appeal within two working days of its receipt by Academic Registrar.
6. Consideration by the Academic Registrar
- 6.1 The Academic Registrar, or a nominee authorized by the Academic Registrar to act on his/her behalf, shall consider the student's case in light of the permissible grounds for appeal as specified in 2.1 above.
- 6.2 If the Academic Registrar considers that there may be grounds for appeal, he/she shall provide the following with a copy of the appeal:
- 6.2.1 Relevant Unit Leader(s);
- 6.2.2 Course Leader;
- 6.2.3 Registrar;

- 6.2.4 Associate Dean.
- 6.3 The Course Leader and/or other appropriate persons will be requested to submit written statement(s) to the Academic Registrar, providing information requested. These statements should be in a form suitable for use as evidence at an Appeal Panel. Written statements should normally be received by the Academic Registrar within seven working days from the date of request. Where the appeal is deemed by the Academic Registrar to be a priority case, a response will be needed as a matter of urgency and by no later than three working days from the date of request.
- 6.4 The Academic Registrar shall determine whether there are grounds for the appeal to proceed, by considering the following:
- 6.4.1 the appeal submitted by the student, and all supporting evidence provided;
 - 6.4.2 the record of the Unit Assessment Board²⁶ or Progression & Award Board, including the student's detailed confirmed assessment marks;
 - 6.4.3 confirmation of whether mitigating circumstances were previously submitted by the student in respect of the period concerned, and if so, the formal outcome, i.e. whether or not accepted;
 - 6.4.4 provisional assessment marks where appropriate;
 - 6.4.5 written statements made by staff to the Academic Registrar in relation to the case.
- 6.5 If the Academic Registrar considers from the available evidence in 6.4 above that the student has no grounds for appeal, he/she will inform the student in writing of his/her consideration and provide the student with copies of the supporting evidence. The student will be invited to contact the Academic Registrar within 7 working days of the letter being sent if he/she wishes to contest the outcome or provide further evidence. If the student contests the outcome, the Academic Registrar will convene a panel to hear the appeal. If no further communication is received from the student within 7 working days, the appeal will be finally dismissed.
- 6.6 If the Academic Registrar determines from the available evidence in 6.4 above that the grounds for appeal are substantiated, he/she may in consultation with the appropriate Dean, Associate Dean and Chair of the relevant Assessment Board, uphold the appeal. The Chair of the Progression & Award Board will be requested to approve any consequent review of the student's assessment outcome(s).
- 6.7 If the Academic Registrar determines from the available evidence in 6.4 above that the student does have grounds for appeal and that the appeal should go to

²⁶ In the case of Further Education (Access to Higher Education Art & Design) or Postgraduate taught courses, this would be the Further Education Assessment Board or the Postgraduate Assessment Board respectively.

a hearing, he/she will arrange for an Appeal Panel to be convened to hear the evidence.

7. Operation of the Appeal Panel
 - 7.1 The precise membership of the Panel shall be determined by the Academic Registrar, and will comprise:
 - 7.1.1 One Dean and one Associate Dean not formally associated with the student's studies; and
 - 7.1.2 the Head of Quality, Standards & Assessment or his/ her nominee; and
 - 7.1.3 a student representative nominated by Academic Board.
 - 7.2 The Academic Registrar will nominate the Dean or Associate Dean specified in 7.1.1 above to act as Chair.
 - 7.3 The student representative shall have had no previous contact with the student in relation to the assessment outcome being appealed.
 - 7.4 A Registrar will act as Secretary to the Panel.
 - 7.5 The quorum for an Appeals Panel is three Panel members. No hearing shall take place without the attendance of the Assistant Academic Registrar or his/her nominee.

- 7.6 The student is entitled to attend the meeting in order to:
- 7.6.1 present his/her case;
 - 7.6.2 be cross-examined by Panel members;
 - 7.6.3 cross-examine any witnesses presented;
 - 7.6.4 make a concluding statement.
- 7.7 The student should be invited to bring a friend or representative to the Panel meeting if he/she wishes to do so. If the student wishes to be accompanied by a representative then he/she should notify the Academic Registrar not less than 5 working days in advance of the meeting of their name and status.
- 7.8 The Associate Dean with oversight of the course or his/her nominee shall attend the hearing to:
- 7.8.1 present the case (this may include calling witnesses);
 - 7.8.2 be cross-examined by Panel members;
 - 7.8.3 cross-examine the student;
 - 7.8.4 make a concluding statement.
- 7.9 The Academic Registrar will make the arrangements for the convening of the Panel and will ensure that the student is notified of the date and time of the Panel's meeting and not less than 7 working days in advance of the meeting send copies of any documents to be used and the names of any witnesses to be presented by the Associate Dean at the meeting. The student must likewise send to the Academic Registrar no less than 5 working days in advance of the meeting copies of documents and names of witnesses upon which he/she will rely at the meeting.
- 7.10 Due notice of the convening of the Appeals Panel will be considered to have been given on sending the notice and supporting information if appropriate by recorded delivery to the student's most recent recorded address. The case may then be heard whether or not the student decides to attend the meeting. In exceptional cases, which will be determined by the University, the date may be postponed or rescheduled to enable a student to attend.
- 7.11 The Panel will consider its decision in private after the evidence has been heard, and determine in light of the evidence presented the validity of the student's case. The Panel will reach its decision by simple majority vote. In cases where no overall majority arises, the Chair shall have a second or casting vote.
- 7.12 An Appeals Panel may hear more than one appeal in any one meeting.

8. Appeals Panel Recommendations

8.1 The Appeals Panel may make one of the following decisions following consideration of an appeal:

8.1.1 That the appeal is rejected.

This decision will be made where the Panel finds that the student has not suffered an injustice and has no substantiated grounds for appeal.

8.1.2 That the appeal is upheld.

This decision will be made where the Panel finds that the student has suffered an injustice and has substantiated grounds for appeal. In this instance the Unit Assessment Board²⁷, or the Progression & Award Board will be required to reconsider its previous decision. The Board must take into account any specific recommendation(s) made by the Panel. The review may result in an amended assessment outcome. If it does not, and in the opinion of the Panel it has not taken adequate account of the reasons why a review was recommended, the Panel may, exceptionally, still annul the decision and determine a revised assessment outcome.

8.2 The outcomes of all appeals considered by Appeals Panels will be reported to the Academic Board.

9. Outcome

9.1 After the determination of the Panel's decision, the student and any friend or representative will normally be recalled in person to be informed of the decision reached by the Panel.

9.2 In any event, the student(s) concerned will be notified in writing of the outcome of the Panel's deliberations within five working days of the meeting.

10. Review by an Assessment Board or Progression & Award Board

10.1 Assessment Boards should make standing arrangements for considering the implications of a successful appeal following a ruling made by an Appeals Panel to ensure that the decision can be communicated to the student as soon as possible. Matters may be progressed by the taking of Chair's action if the convening of a formal Board is not practicable.

²⁷In the case of Further Education or Postgraduate taught courses, this would be the Further Education Assessment Board or the Postgraduate Assessment Board respectively.

11. Grounds for Appeal

11.1 A student may appeal against the findings of an Appeals Panel on one or both of the following grounds:

11.1.1. that new, substantive evidence has become available which may have had some material impact on the case such that the outcome may have been affected

11.1.2 that there has been some procedural irregularity in the conduct of the investigation and/or hearing which may have had some material impact on the case

12. Limitation Period for Appeal

12.1 There is a time limit of seven working days from the date of the outcome being notified to the student in which he/she may submit an appeal which must include the full grounds on which the appeal is based.

12.2 Where a student is notified of the outcome by letter posted to his/her home and term-time addresses and pigeonhole, the time period for lodging an appeal will commence two working days after the letter is posted.

13. Consideration of the Appeal

13.1 The Academic Registrar, or a nominee authorised by the Academic Registrar to act on his/her behalf, shall consider the student's case in light of the permissible grounds for appeal as specified in 11.1 above. In determining whether the appeal is to be allowed the Academic Registrar will consider both the details of the case, as contained in the final report, and any examples of precedent from similar cases.

13.2 On receipt of a written appeal, the Academic Registrar will respond to the appellant within ten working days, stating whether or not the appeal is to be permitted and what action will follow. The decision of the Academic Registrar to permit or disallow an appeal shall be final.

13.3 If the Academic Registrar agrees that appeal may proceed he/she will convene a new panel comprising staff not previously involved at any stage of the case as appropriate. The outcome of the first hearing will, in such cases, be set aside and the case will be heard again in full (see Section 6 above). The panel may:

13.3.1 reach the same decision as the original panel;

13.3.2 make a new decision on the facts;

13.3.3 impose the same or a different penalty (which could be greater or lesser than the original)

13.4 The decision of this appeal panel is final.

14. Monitoring

- 14.1 The outcome of appeals against assessment outcomes and the operation of the policy and procedures are formally monitored and an annual report presented to Academic Board at the first meeting of the academic year.

APPENDIX 2: Policy and procedures on academic misconduct

1 Background and Introduction

1.1 *Definition*

Academic misconduct is an attempt by a student to gain advantage during assessment by unfair or improper means or any other contravention of assessment regulations.

1.2 *Purpose*

The University has a public duty to ensure that highest standards are maintained in the conduct of assessment. The proper discharge of this duty is essential to safeguard the legitimate interests of its students and the University's reputation. Academic misconduct is taken very seriously. The University will take action against any student who contravenes the policy through negligence, foolishness or by deliberate intent.

1.3 *Scope*

The policy and procedures which follow apply to all FE, undergraduate and postgraduate students of the University.

2 Different Types of Academic Misconduct

Academic misconduct can take a variety of forms, and includes the following:

2.1 *Collusion*

2.1.1 This is where a student either:

- i) submits work done in collaboration with another as entirely his/her own; or
- ii) collaborates with another student to complete work which is submitted as that other student's work.

2.1.2 Where students in a class are instructed or encouraged to work together in the pursuit of an assignment or other assessed task, such activity is regarded as approved collaboration and not collusion, although there may be a requirement for each student to identify his/her own contribution.

2.2 *Plagiarism*

This is where a student presents work for assessment, which contains the unacknowledged published or unpublished work or ideas of some other person or persons, including material downloaded from electronic sources. Plagiarism is deemed to have occurred where:

2.2.1 A student copies another person's work without acknowledgement of the source; simple changes to words or the order of presentation of sections or paragraphs does not avoid this categorisation;

2.2.2 A student copies some or all of another person's art and design
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ork, including work of other students, without acknowledgement;

2.2.3 A student substitutes another's work as though it was his/her own;

2.2.4 A student appropriates another's research work or ideas without acknowledgement;

2.2.5 A student sources work from the Internet or contracts with another party for work to be done.

2.3 *Irregular Behaviour in Examinations*

Examples of irregular behaviour in examinations include:

2.3.1 taking unauthorised material into the examination room;

2.3.2 communicating or attempting to communicate in any way with another student during the examination;

2.3.3 failure to comply with an invigilator's instructions;

2.3.4 causing a disturbance;

2.3.5 any other breach of examination regulations (*see Examination Regulations, Section 5*).

A student found in breach of the University's examination regulations may *additionally* become subject to the University's Disciplinary Procedures (*see University Rules for Student Conduct*).

2.4 *Other Dishonest Practice*

A student who seeks in any way to gain an unfair advantage in assessment *by any type* of dishonest practice is guilty of academic misconduct, whether or not such misconduct matches exactly any of the categories specified in 2.1 – 2.3 above.

Examples of other dishonest practice include:

2.4.1 offering a bribe or inducement to any staff (academic or administrative) involved in the assessment process;

2.4.2 seeking to obtain access to confidential information e.g. examination questions, prior to the examination;

2.4.3 making false declarations in order to receive special consideration by Assessment Boards.

3. Intent

3.1 If a student's work is found to contain verbatim or near verbatim quotation from the work of other authors (including other students past or present) without clear acknowledgement, then plagiarism has been committed, irrespective of whether

or not the student intended to deceive the examiners. If, however, it is established that the student deliberately intended to deceive the examiners, the offence becomes more serious and such premeditation will be taken into account when determining the sanction to be imposed.

- 3.2 It is not an offence for a student to draw upon the work or ideas of another person where this is appropriately acknowledged. Unintended plagiarism can be avoided by the accurate use of quotation marks, the provision of detailed references and a full bibliography. Guidelines on how to reference work and construct a bibliography are included in the Course Handbook, and are also available from the Library and Learning Resources Centre. Students who have any doubts about what constitutes correct referencing should contact their Course Leader or Unit tutor for guidance.

4. How Academic Misconduct Is Dealt With: Initial Procedures

Formal Written Examinations

- 4.1 Where an invigilator suspects a candidate of infringing examination rules, he/she shall, if possible in the presence of another invigilator to act as witness to the action taken:

- 4.1.1 confiscate any unauthorised material in the possession of the candidate;
- 4.1.2 endorse the candidate's script on the front cover with a note of the time when the alleged infringement is discovered. In the case of suspected collusion they should endorse the script of each candidate involved. Wherever possible they should require another invigilator to act as witness by countersigning the endorsement;
- 4.1.3 issue a new examination script booklet to the candidate(s) in question, clearly instructing them to continue (not to restart) the examination;
- 4.1.4 in the event of disruption being caused to the examination, the invigilator has authority to expel the student from the room;
- 4.1.5 inform the candidate(s) in question, at the end of the examination, that a report of the incident will be submitted to the Associate Dean;
- 4.1.6 enter brief details of the incident on the invigilator's report;
- 4.1.7 report the incident to the Associate Dean.

4.2 *Other Forms of Assessment (coursework, project work, folios, exhibitions etc)*

Where a member of staff suspects a student is culpable of academic misconduct in relation to assessed coursework, he/she shall:

- 4.2.1 Register that academic misconduct is suspected on the feedback sheet;

- 4.2.2 write a brief report detailing the location of any suspected plagiarism, collusion, or other form of academic misconduct;
 - 4.2.3 in the case of plagiarism, provide a copy of the submission and plagiarised sources; and
 - 4.2.4 report the suspicions to the Course Leader and the Associate Dean.
- 4.3 It is important that the Course Leaders exercise their judgement as to whether, in the first stage of Undergraduate Courses (Year 0 in four year Honours degrees or Stage 1 in three year Honours degrees) or the Exploratory Stage of FE courses, an example of plagiarism should be dealt with as a tutorial matter, using the example as a means of assisting students to develop competence in higher level study skills and academic conventions. Care should be taken to establish a climate in which condemnation of plagiarism and the importance of acknowledging sources of information and inspiration are both explicitly addressed.
5. How Academic Misconduct is Subsequently Dealt With: Formal Investigative Procedure
- 5.1 Upon receipt of any allegation of academic misconduct, the Associate Dean shall decide if there is sufficient prima facie evidence to suggest that the student has contravened the assessment regulations. In establishing whether there is sufficient evidence, the Associate Dean may require the student to attend a meeting with the Course and Unit Leaders.
 - 5.2 If the Associate Dean decides that there is not sufficient prima facie evidence, he/she shall request that the appropriate Assessment Board considers the work on its academic merits.
 - 5.3 If the Associate Dean decides that there is reason to believe that the student may have contravened the assessment regulations, he/she shall write to the student concerned:
 - 5.3.1 to present the allegation(s);
 - 5.3.2 to request a written statement in response to the allegation(s) and any factors which the student would like taken into account;
 - 5.3.3 to request a reply within 7 working days of the date on which the letter is sent, and to explain the consequences of failure to reply;
 - 5.3.4 to enclose these regulations;
 - 5.3.5 to also enclose copies of any evidence or report, if so desired; this would be at the discretion of the Associate Dean; and
 - 5.3.6 to advise the student of the service that the Students' Union provides in supporting students who have been presented with an allegation of misconduct

- 5.4 If a written reply from the student is received within 7 working days of the date of despatch of the letter, admitting that academic misconduct has taken place, the Associate Dean shall set an appropriate penalty if the academic misconduct relates to assessment at the first attempt or Referral. The sanction will normally be consistent with those shown in Section 8 below.
- 5.5 If the student replies within the time limit denying the charge and the academic misconduct relates to assessment at the first attempt or Referral, the Associate Dean shall consider the allegation, in light of the student's response, in consultation with the Unit Leader, Course Leader and/or other staff as appropriate.
- 5.6 Where the alleged misconduct relates to assessment at Retake the Associate Dean will refer the matter to the Academic Registrar who will convene an Academic Misconduct Panel to formally investigate the allegation(s).
- 5.7 Where the admitted misconduct is of a very serious nature that may merit the sanction of suspension or expulsion the Academic Registrar will consult with the Deputy Vice Chancellor on the convening of an Academic Misconduct Panel to hear the case, in order to ensure natural justice.
- 5.8 If following the student's response it is considered that there is no case to answer, the charge shall be dropped.
- 5.9 If following the student's response it is considered that there is still a case to answer, the Academic Registrar, at the request of the Associate Dean, will convene an Academic Misconduct Panel to formally investigate the allegation(s).
- 5.10 Where it is considered that there is still a case to answer and that the allegation might, if proven, merit the penalty of suspension or expulsion, the Academic Registrar will consult with the Deputy Vice Chancellor on the convening of an Academic Misconduct Panel to hear the case.
- 5.11 Students not replying to the Associate Dean letter, without good cause, will be considered guilty of all allegations charged and an appropriate sanction will be imposed (see Section 8 below) or the matter will be referred to the Academic Registrar in accordance with 5.5 and 5.6.
6. Operation of the Academic Misconduct Panel
- 6.1 The precise membership of the Panel shall be determined by the Deputy Vice Chancellor, and will comprise:
- 6.1.1 Two Associate Deans or Deans, who do not have any responsibilities for the course or subject area in which the student is formally registered as a student; and
- 6.1.2 The Head of Quality, Standards & Assessment or his/her nominee.
- 6.2 The Deputy Vice Chancellor will nominate one of the Deans or Associate Deans specified in 6.1.1 above to act as Chair.
- 6.3 A Registrar from an academic area in which the student is not formally registered

- as a student will act as Secretary to the Panel.
- 6.4 The Deputy Vice Chancellor shall establish rules of procedure for the hearing. These shall include:
- 6.4.1 the student shall be given in writing not less than 10 working days notice of the hearing together with the allegation and copies of any statements or other written evidence in support of the allegation
 - 6.4.2 the student shall, not less than 5 working days before the hearing, forward to the Academic Registrar a written statement and other supporting evidence (if appropriate) in response to the allegation
 - 6.4.3 the student shall have the right to appear before the Panel to discuss the allegation and has the right to be accompanied by a friend, student representative or other representative
 - 6.4.4 the Associate Dean in which the student is registered will present the allegation and any supporting evidence, may call witnesses and question the student.
 - 6.4.5 the Panel shall give the student whose actions are under consideration the opportunity, either personally or by his/her representative, to address it orally, present documentation, call witnesses and question witnesses called by the Associate Dean
 - 6.4.6 the Panel shall question the witnesses as appropriate
 - 6.4.7 both the Associate Dean and the student (either personally or by their representatives) shall have the opportunity to summarise the evidence for and against the allegation
 - 6.4.8 if in exceptional circumstances the Panel deems it appropriate, it may adjourn the hearing for a short period to allow further investigation of the relevant evidence.
- 6.5 The Panel will consider its decision in private after the evidence has been heard, and determine in light of the evidence presented whether an offence has been committed and, if it has, what sanction should be imposed in accordance with Sections 7 and 8 below. The panel will reach its decision by simple majority vote.
- 6.6 If the Panel considers that the seriousness of the offence warrants a sanction of suspension or expulsion, it will submit a formal recommendation to the Deputy Vice Chancellor.
7. Determination of Sanction to be Imposed
- 7.1 In determining the sanction to be imposed, the Panel will assess the seriousness of the academic misconduct using the following criteria:
- 7.1.1 *Premeditation*
An act which is planned in advance will normally be considered more serious than one which is committed on the spur of the moment.

Similarly, an act which is deliberate or intended will normally be considered a more grave offence than one which has arisen by mistake or through ignorance.

7.1.2 *Previous history*

An act which has been carried out by a student with a previous history of academic misconduct will normally be considered more serious than an act committed by a student who does not have a history of academic offences.

7.1.3 *Scale*

An act of academic misconduct which is substantial will normally be considered more serious than one which involves a lesser degree of academic dishonesty.

7.1.4 *Theft or falsification*

An act involving the theft or falsification of another person's work or results will normally be considered more serious than one which involves the authorised but unattributed use of that other person's work.

7.1.5 *Effect on other students*

An act which has an adverse effect on the standing or well being of another student(s) will normally be considered more serious than an act which only affects the person who is culpable of academic misconduct.

7.2 Any other factors pertinent to the individual case which are considered relevant in determining an appropriate sanction will also be taken into account.

7.3 Any instance of academic misconduct which is a criminal offence will invoke the University Disciplinary Procedure.

8. Sanctions

8.1 Where formal investigations result in a student being found guilty of academic misconduct, the range of possible sanctions is as follows:

8.1.1 Absolutely discharged, which means that although the student may be technically guilty of the academic misconduct alleged, no blame should be attached to his or her actions;

8.1.2 Cautioned, which means that no penalty is imposed, but if the student is found guilty of academic misconduct on a subsequent occasion in the following twelve months, or some other specified period, he or she will then be dealt with for both offences;

8.1.3 failure in the unit in question, to be retrieved under the University's Retake provisions without attendance;

8.1.4 failure in the unit in question, to be retrieved under the University's Retake provisions with attendance;

- 8.1.5 in the case of 8.1.3 and 8.1.4, a further penalty of a mark of '0' may be entered into the Student Transcript. Credit will be awarded only where the retrieval has been successful;
 - 8.1.6 requirement that the student interrupts from the University;
 - 8.1.7 any other sanction deemed appropriate by the Academic Misconduct Panel, subject to the approval of the Academic Registrar or his/her nominee;
- 8.2 In cases of very serious allegations the Panel may recommend to the Deputy Vice Chancellor that sanctions of suspension or expulsion be imposed.
- 8.3 In all cases in which a student is found culpable of academic misconduct, the student will automatically forfeit his/her right to be reassessed under the University's Referral provisions following an initial failure.
- 8.4 In all cases in which a student is found culpable of academic misconduct in respect of a submission under the University's Retake provisions, the Panel will use the criteria stipulated in 7 to determine whether the student's studies should be terminated.
- 8.5 Where a student is awarded a Retake by the Academic Misconduct Panel, but decides not to undertake the Retake and instead exit the Course with a lower award, he/she will not be allowed to re-submit for an honours degree at a later stage (see Assessment Regulations).
- 8.6 In addition to the above penalties, at the Panel's discretion, the student transcript may be annotated in relation to the Unit in question by the insertion of a suffix of [PI]. The Panel will determine whether or not the suffix should be applied taking into account the criteria listed in section 7, i.e. the degree of premeditation, previous history, scale, theft or falsification, effect on other students and any other factors pertinent to the individual case which are considered relevant.
9. Outcome
- 9.1 At the discretion of the Chair of the Academic Misconduct Panel, the student and his/her friend may be recalled in person at the conclusion of the investigatory meeting to be informed of the decision(s) reached by the Panel.
- 9.2 In any event, the student(s) concerned will be notified in writing of the outcome of the Panel's deliberations and reasons for the decision within five working days of the meeting by the Academic Registrar.
10. Grounds for Appeal
- 10.1 A student may appeal against the findings of an Academic Misconduct Panel to the University Secretary or, where a sanction of suspension or expulsion was imposed, the Vice Chancellor. The appeal may be made on one or more of the following grounds:

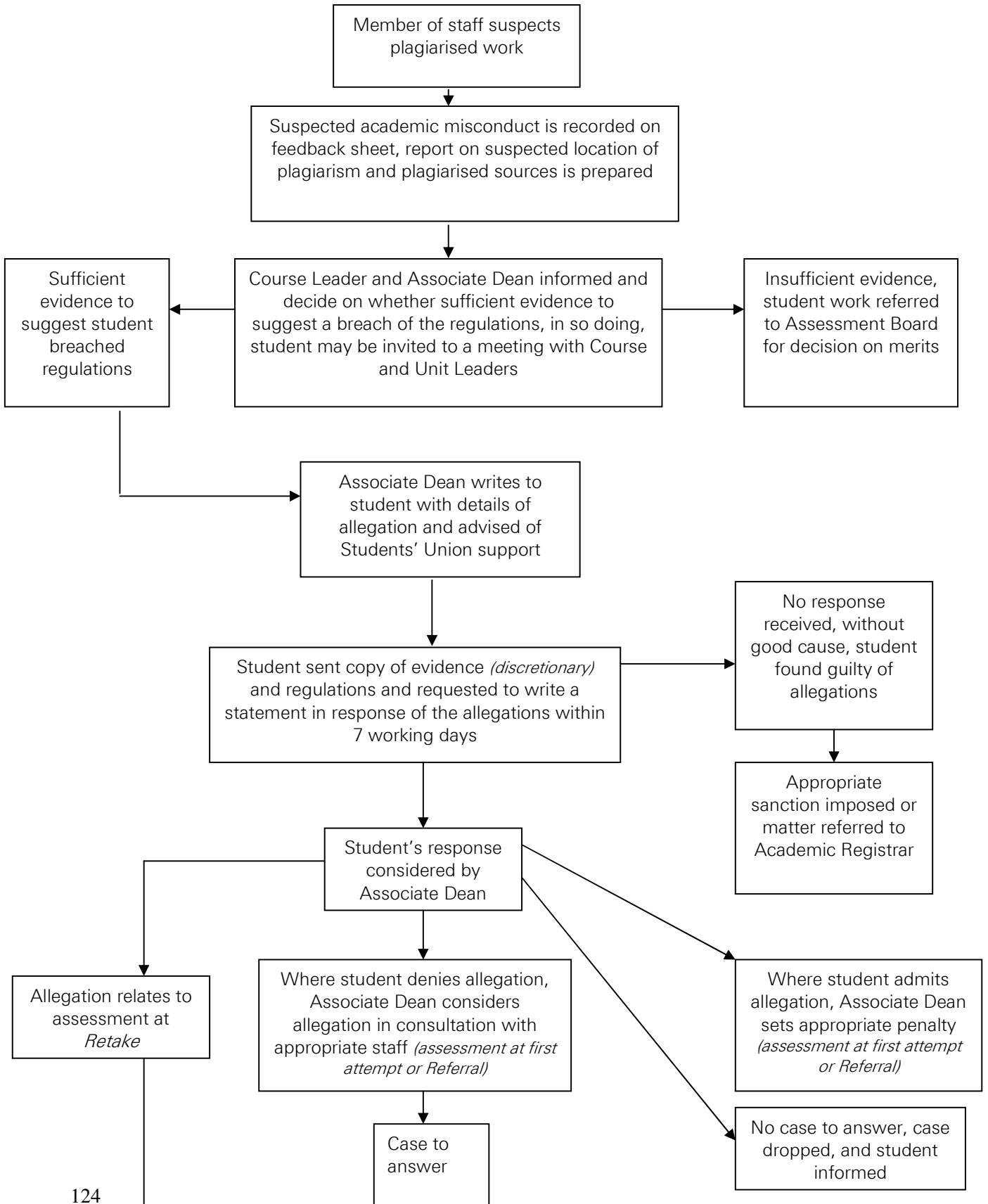
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- 10.1.1. that new, substantive evidence has become available which may have had some material impact on the case such that the outcome may have been affected;
 - 10.1.2 that there has been some procedural irregularity in the conduct of the investigation and/or hearing which may have had some material impact on the case;
 - 10.1.3 that the findings of fact do not support a finding of guilt;
 - 10.1.4 that the penalty imposed is inappropriate in all the circumstances of the case.
11. Limitation Period for Appeal
- 11.1 There is a time limit of seven working days from the date of the outcome being notified to the student in which he/she may submit an appeal which must include the full grounds on which the appeal is based.
 - 11.2 Where a student is notified of the outcome by letter posted to his/her home and term-time addresses and pigeonhole, the time period for lodging an appeal will commence two working days after the letter is posted.
12. Consideration of the Appeal
- 12.1 The University Secretary or the Vice Chancellor, as appropriate, shall consider the student's case in light of the permissible grounds for appeal as specified in 10.1 above. In determining whether the appeal is to be allowed the University Secretary or Vice Chancellor will consider both the details of the case, as contained in the final report, and any examples of precedent from similar cases.
 - 12.2 On receipt of a written appeal, the University Secretary or Vice Chancellor will respond to the appellant within ten working days, stating whether or not the appeal is to be permitted and what action will follow. The decision of the University Secretary or Vice Chancellor to permit or disallow an appeal shall be final.
 - 12.3 If the University Secretary or Vice Chancellor agrees that appeal may proceed he/she will convene a new Panel comprising staff not previously involved at any stage of the case. The outcome of the first hearing will, in such cases, be set aside and the case will be heard again in full (see Section 6 above). The Panel may:
 - 12.3.1 reach the same decision as the original Panel;
 - 12.3.2 make a new decision based on the facts;
 - 12.3.3 impose the same or a different penalty (which could be greater or lesser than the original)
 - 12.4 The decision of the Panel is final.

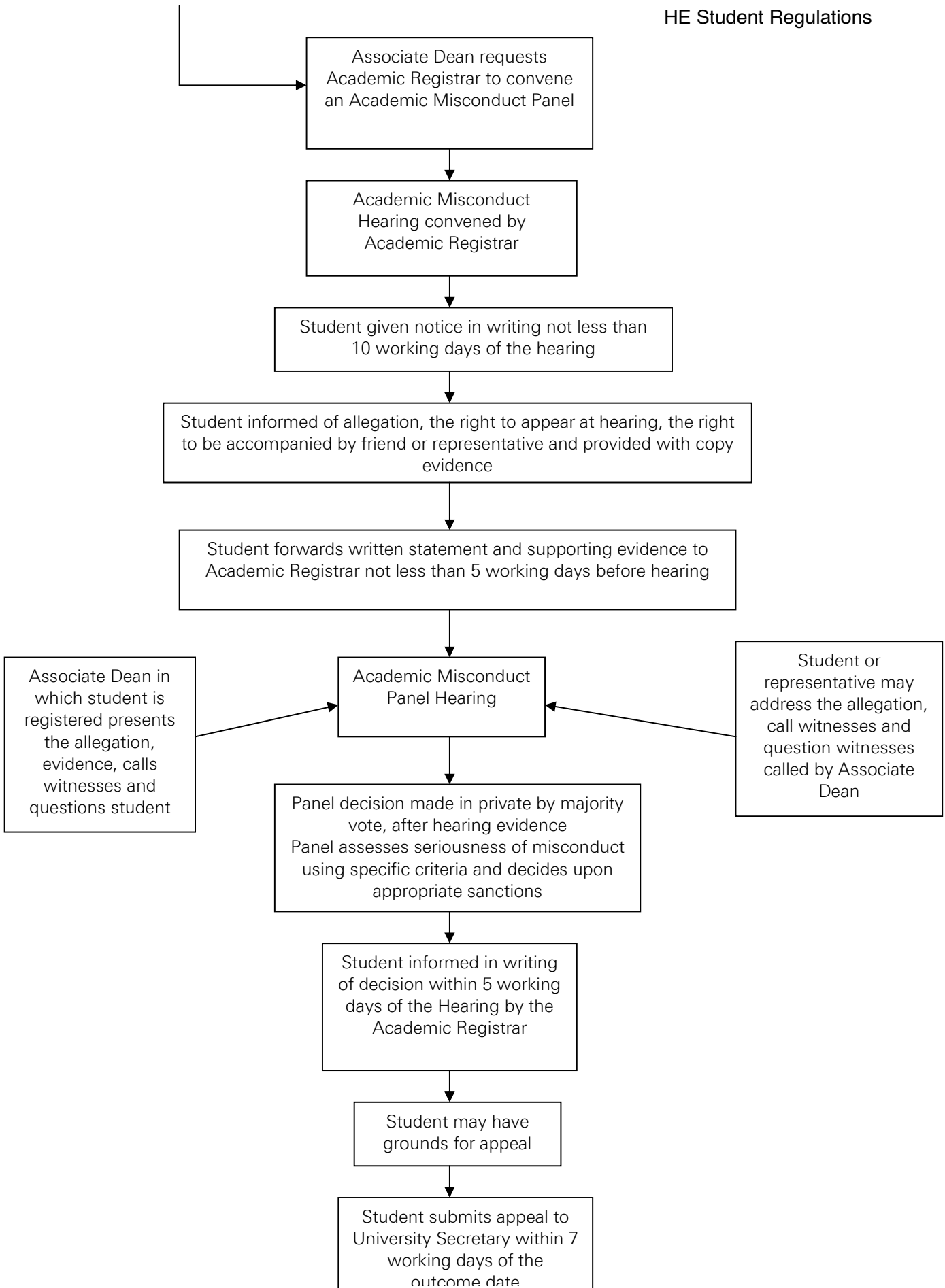
13. Monitoring

- 13.1 The outcome of academic misconduct cases and the operation of the policy and procedure are formally monitored and an annual report presented to Academic Board at the first meeting of the academic year.

Flowchart of academic misconduct procedures and sanctions relating to plagiarism



HE Student Regulations



APPENDIX 3: Student Complaints Policy

1. Introduction

- 1.1 The University takes genuine complaints from students seriously. We aim to ensure that student complaints are dealt with promptly and fairly, in a consistent and efficient manner across the University, and in accordance with the principles of natural justice. We also aim to learn from the outcomes of complaints' investigations in order to help us to improve our services and enhance the student experience.
- 1.2 Wherever possible, we will aim to address your concerns about your course, University services or any other aspects of your experience at UCA informally through discussion. It is important that you raise any issues of concern locally, at an early stage, with the appropriate contact (see Annex A for contacts) in order to find an early resolution.
- 1.3 The University, its students and staff have rights and responsibilities under this procedure. Consequently, students who have complaints must make them in good faith and without malice. Students who make complaints that are frivolous, vexatious, malicious, obscene or abusive may be subject to disciplinary action under the *University's Rules for Student Conduct* (see section 6 of the *Student Regulations Handbook*).
- 1.4 All complaints will be confidential within the complaints procedure. However, a copy of the written complaint, with any enclosures, will be forwarded to any member(s) of staff concerned in the matter as part of the investigation.
- 1.5 Anonymous complaints will not be considered. However, in certain cases, and where permitted by the rules of natural justice, complainants may be given 'anonymity' within the process. If you would like to explore this option, contact the Student Appeals & Complaints Manager.
- 1.6 The Student Appeals & Complaints Manager will monitor and review the number, level and type of complaints that are made over the course of each academic year. These data will form part of the measures used to assess and enhance the University's services. A report will be made annually to the Academic Board and Board of Governors.

2. Who can advise me if I am unhappy about my experience of UCA and its services?

- 2.1 If you have any concerns about your experience of UCA and its services you should speak, informally, to any of the following people:
- Your Course Representative
 - A Student Union representative
 - Your Registrar
 - Unit Leader, Course Leader or Associate Dean
 - Dean of Faculty
 - Campus Welfare & Advice Manager or any member of the Student

Development Services Team

They can help you to identify the best course of action or put you in contact with a person who can assist you.

3. What type of complaints may be considered under this Procedure?

3.1 We define a complaint as an expression of dissatisfaction caused by a University service either failing to match the standards of service promised or failing to match the standards that it would be reasonable to expect.

3.2 Examples of grounds for complaint include:

- A failing in a University academic or support service
- Misinformation about academic programmes
- Inadequate provision of a programme of study
- Inadequate facilities
- The behaviour of a member of staff.

3.3 In order to lodge a formal complaint, you must be a registered student on an accredited course/programme of the University. If you have completed your studies and are, therefore, no longer registered, you are normally allowed a further month from your last date of attendance in which to lodge a complaint.

4. What will not be considered under the Complaints Procedure?

4.1 The following will not be considered under the Complaints Procedure:

- 4.1.1 Complaints or appeals against decisions of examiners, or otherwise relating to assessment or academic progress, which are dealt with by the *Policy and procedures on appeals against assessment outcomes* (see Appendix 1 of the *Student Regulations Handbook*, or for further advice go to: <http://www.ucreative.ac.uk/index.cfm?articleid=11325>). However, where such an appeal is based, in the view of the Student Appeals & Complaints Manager, on a complaint not wholly related to the conduct of the assessment and which requires an investigation which falls outside the remit of the *Policy and procedures on appeals against assessment outcomes* then, at the discretion of the Student Appeals & Complaints Manager, those aspects of the appeal may be dealt with under the provisions of this Complaints Procedure. In this case, the findings will inform the consideration of the appeal, and the appeal will be held in abeyance until the completion of the Complaints Procedure.
- 4.1.2 Matters of academic judgement, which cannot be the subject of either a complaint or an appeal.
- 4.1.3 Complaints or appeals arising from action or decisions taken under the *University Rules for Student Conduct* or the *Policy and procedures on academic misconduct* (see Appendix 2 of the *Student Regulations Handbook*) each of which has its own appeals procedure.
- 4.1.4 Where your complaint is against another student and it is alleged that the

Rules for Student Conduct have been breached, in which case the investigation will be conducted in accordance with the principles set out in the *University Rules for Student Conduct*.

- 4.2 If the complaint relates to an allegation of bullying, harassment or intimidation, in which case it will be processed in accordance with the Procedure set out in the *Bullying & Harassment Policy* (see Appendix 6 of the *Student Regulations Handbook*).
- 4.3 This Complaints Procedure will only apply to complaints initiated and conducted by an individual student or group of students and not by third parties. A complainant does, however, have the right to be accompanied and assisted by a friend, who shall *normally* be a member of the University.

5. How does the Complaints Procedure work?

5.1 The Procedure falls into three parts:

- i) Informal stage
- ii) Formal stage
- iii) Appeal stage

5.2 Informal stage: Local resolution of your complaint

5.2.1 Complaints are generally best dealt with locally by the people most closely involved with the issues. If you have a complaint, you should first discuss the matter either directly with the source of the complaint or alternatively with the person responsible for the department or area that is the source of your complaint.

5.2.2 Annex A provides a list of people you might contact. However, if you are unsure who to contact, you can speak to any of the following for advice:

- Your Course Representative
- A Student Union representative
- Your Registrar
- Unit Leader, Course Leader or Associate Dean
- Dean of Faculty
- Campus Welfare & Advice Manager or any member of the Student Development Services Team

5.2 Formal Stage: making your complaint

5.2.1 If you are dissatisfied with informal attempts to resolve your complaint and wish to take the complaint further, you should make your complaint in writing using the complaints form. The form can be downloaded from www.ucreative/complaints. Send the completed form to the Student Appeals & Complaints Manager. This can be done via the Registrar's office on each campus. A complaint should normally be raised within a month of the actions or events that prompted the complaint.

- 5.2.2 The complaints form asks you to describe your complaint outlining key dates and facts. It also asks you to suggest how you would like the matter resolved. This will clearly depend on the nature of your complaint, but it may include anything from a simple apology to a fee waiver in more serious cases.
- 5.2.3 In addition, the complaints form asks you to provide evidence to support your complaint. This might include a summary of what you have done to resolve your complaint informally, evidence from witnesses to the cause of the complaint, emails or written correspondence that support the complaint, etc. We understand, however, that in some cases it may be difficult to provide such concrete evidence.
- 5.2.4 On receipt of your complaint, the Student Appeals & Complaints Manager will nominate a senior member of staff (the investigating officer) from a part of the University unconnected with your complaint to investigate the circumstances of your complaint.
- 5.2.5 Where a complaint is made against a member of staff, a copy of your complaint will normally be sent to them for their response, unless you have been granted permission to remain anonymous (see paragraph 1.5 above). In this case the substance of the complaint will be passed on to the relevant member of staff concerned.
- 5.2.6 Where your complaint is against a member of staff, the investigating officer will deal with the matter on the basis of the principles set out in the appropriate employment policies.
- 5.2.7 When the investigating officer has completed the investigation, they will determine one of the following, in consultation with the Student Appeals and Complaints Manager:
- i) that there is substance in the complaint and what action(s) should be taken in response;
 - ii) that there is no substance to the complaint and that no further action need be taken;
 - iii) that there is no substance to the complaint and that the complaint has been shown to be vexatious or malicious. In this case, disciplinary action may be taken against the complainant.
- 5.2.8 In all cases you, and all other parties involved, will be informed in writing of the outcome of the complaint.
- 5.2.9 The Student Appeals & Complaints Manager will aim to provide a response within 20 working days²⁸ of receiving a complaint. Complex cases may, however, take longer to investigate with the appropriate levels of care and thoroughness. Should this be the case you will be informed of any likely delay (and the reasons for the delay) at the earliest possible opportunity.

²⁸ Throughout this document, 'days' refers to full working days where the University is open as normal. Bank holidays, weekends and periods of closure do not qualify as 'days' within this definition.

5.2.10 The Student Appeals & Complaints Manager will reply to the complainant, setting out the University's decision and the evidence upon which it has been based.

5.3 Appeal stage

5.3.1 You may appeal against the University's decision on the following grounds:

- i) any procedural irregularity which has materially disadvantaged you in making your complaint;
- ii) the emergence of new and relevant material that was not available at the time the complaint was first submitted;
- iii) evidence that the decision was unreasonable.

5.3.2 You must appeal in writing to the Vice-Chancellor within 20 working days of receiving the letter informing you of the University's decision.

5.3.3 The Vice-Chancellor will appoint a nominee, who will not have been previously involved in the case, to review the case and decide either to:

- i) confirm that the complaint has been resolved satisfactorily;
- ii) resolve the complaint;
- iii) establish a Complaints Panel to hear the complaint.

5.3.4 You will receive a letter stating the reasons for the decision that is made. If the decision is to reject the appeal, a Completion of Procedures letter will be issued.

5.3.5 If the Vice-Chancellor's nominee establishes a Complaints Panel, they will appoint a Chair who is independent of the matter under consideration. The Chair will normally co-opt two independent members of staff and an elected student representative, (normally an officer of the Students Union). Where it is deemed inappropriate for a student to be co-opted, an additional member of staff will be asked to serve on the Panel.

5.3.6 The Complaints Panel will review the complaint and the actions taken or proposed to resolve the issue. You will be given a formal opportunity to be heard through the Panel. You and any staff or students who are the subject of the complaint may be accompanied at the Panel by a friend, who shall normally be a member of the University.

5.3.7 You will be notified in writing of the Panel's decision within 10 working days of the Panel hearing. This will be the final decision of the University upon the matter and will, therefore, be accompanied by a Completion of Procedures letter.

6. **What if I am *still* dissatisfied with the outcomes of the Complaints Process?**

6.1 If you remain dissatisfied with the outcome of the University's attempts to resolve your complaint, you may refer your complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA provides an independent

scheme for the review of unresolved student complaints.

- 6.2 You have 3 months from the date of issue of the Completion of Procedures letter to refer your complaint to the OIA.
- 6.3 Further details about the OIA can be obtained from the Student Appeals & Complaints Manager, from the following website: <http://www.oiahe.org.uk/> or by contacting the OIA at the following address:

The Office of the Independent Adjudicator for Higher Education
Fifth Floor
Thames Tower
Station Road
Reading
RG1 1LX
Telephone: 0118 959 9813
Email: enquiries@oiahe.org.uk

Who to contact to resolve your complaint locally or to receive advice

In all cases, the following are able to provide guidance in helping you to get your complaint resolved:

- Registrar
- Welfare & Advice Services
- Students' Union

What your complaint is about (This list is not intended to be exhaustive)	Who to contact first	Who to contact next if you are not satisfied with the response	Who to contact next if you are not satisfied with the response
Your course and its delivery, e.g. <ul style="list-style-type: none"> • The course content delivered does not match the course guide or handbook. • Course timetables are not kept to and no reasonable explanation is given. • There are problems over access to course facilities or equipment. • Teaching or tutorial sessions are not to an acceptable standard. • Learning and teaching materials are not to an acceptable standard. 	Course Leader or your Student Rep or Registrar	Associate Dean	Registrar who will inform the Dean of Faculty
Inaccurate or misleading information in the University's prospectus, course leaflets or other publications including the UCA web site	Press & Public Relations Manager	Assistant Director of Marketing & Communications	Registrar who will inform the Director of Marketing & Communications
The Library & Learning Centre services and facilities	Campus LLC Manager	LLC Customer Services Manager	Registrar who will inform the Head of Library & Learning Services

What your complaint is about (This list is not intended to be exhaustive)	Who to contact first	Who to contact next if you are not satisfied with the response	Who to contact next if you are not satisfied with the response
The Careers Service	Campus Careers Adviser	Careers Service Manager	Registrar who will inform the Head of Student Development Services
Student Development Services e.g. Disability Support, Counselling, International Student Advice, English for Academic Purposes, Welfare and Advice Services.	Campus Welfare & Advice Manager	Head of Student Development Services	Registrar who will inform the Director of Academic Services
University owned or leased accommodation	Accommodation Services Officer	Accommodation Services Manager	Registrar who will inform the Director of Estates
Catering or Refectory Services	Campus Refectory Manager	Bar & Catering Services Manager	Registrar who will inform the Director of Estates
Students' Union NB The Students Union has its own complaint procedure. This is set out in the Constitution which can be obtained at: http://www.ucasu.com/pages/your_union/constitution_2008.html	Activities & Development Officer	Clerk to the Board of Governors	The Board of Governors will appoint an independent person to consider and resolve the complaint

APPENDIX 4: Mitigating Circumstances Policy

Mitigating Circumstances Policy

1. Students are responsible for managing their learning, revision and assessment activities throughout the whole duration of their studies. The University recognises that illness and difficult or distressing life events do occur, but considers it a normal part of everyday life to have to manage these, and continue with work or study. The University does however operate a policy to ensure that students suffering from serious illness and other forms of exceptional and unforeseen interference with their academic performance are treated fairly during the assessment process.
2. In no case will mitigating circumstances be considered without proper and appropriate documentation to substantiate the claim.

Mitigating Circumstances Procedures

3. Any student who believes that his/her performance in assessment has been adversely affected by exceptional and unforeseen circumstances, including illness warranting a medical certificate, should bring such matters to the attention of the Registrar on the appropriate Mitigating Circumstances Form, **normally in advance of** the submission deadline, unless the nature of the circumstances prevents a student from doing so (e.g. if they are suddenly hospitalised). A student whose claim is not accepted will still have to meet the submission deadline or this will be treated as non-submission, the student will be awarded a mark of O and will only have once further chance to retrieve that failure.
4. In exceptional and severe circumstances, where students wish to draw attention to confidential matters, they may request that the form is sent to the Chair of the appropriate Unit Assessment Board.
5. Copies of the Mitigating Circumstances Form are available from the College Office. **Separate forms must be completed for each affected Unit.**
6. All claims must be supported by appropriate written evidence. The Mitigating Circumstances Form, along with all supporting evidence, should be provided by the student to the Registrar. It is the student's responsibility to ensure that the Registrar receives the form and all corresponding documentation in support of any claim.
7. The Registrar will pass the form to the appropriate Course Leader. If Course Leader considers that the claim should be accepted, he or she may offer a student an extended deadline of up to 3 weeks for completion. Any recommendations to offer extensions of longer than 3 weeks must be referred to the Associate Dean for authorisation. No penalty will be applied in the case of these extensions. The extension must start at the date of the submission deadline and must be commensurate with the number of days lost or expected to

be lost due to illness or other accepted reason as substantiated through the submitted evidence. A record of each decision to offer a student an extension, including the appropriate evidence and units covered, must be lodged with the Registrar by the Course Leader or Associate Dean. It is expected that most mitigating circumstances will be resolved in this manner.

- 8 In considering the claim forms submitted by students for mitigating circumstances to be taken into account at assessment, Associate Deans and nominees should follow the guidance below in order that parity of treatment can be ensured across all Colleges:
 - i) ensure that the student has provided all the information requested on the form and any necessary supporting evidence
 - ii) check that the form has been signed by the student and dated when it was submitted
 - iii) ensure that any extension to the deadline, as a result of the claim, relates to the accepted days lost
 - iv) consult with the relevant unit leaders and course leaders regarding the units affected.

- 9 Decisions relating to mitigating circumstances are matters of judgement. Each case will be considered on its merits, but the following guidance on specific issues is offered:
 - i) Bereavement: Mitigation will be accepted normally for close relations only. (A judgement call might be made in the case of others). Normally a maximum extension of 10 working days.
 - ii) Postal submission: Postal submissions may be permitted after the deadline, provided that they have been posted by the deadline date. Postal submissions should normally only be made out of term-time and only with prior agreement. The postmark should indicate that the submission has been posted on the deadline date.
 - iii) E-mail submissions: Submission by e-mail will not normally be accepted.
 - iv) Employment reasons: Employment commitments will not be accepted.
 - v) Depression/distress: This must be corroborated by a doctor, counsellor or other suitably qualified practitioner.
 - vi) Illness during non term-time: Illness during non term-time will only be accepted as mitigation for Retrieval and Retake submissions.
 - vii) Family illness/circumstances: Family illness and extenuating circumstances only apply to close family members and will only be accepted if notified as soon as the illness occurs and with verification.
 - viii) International students who have to return home due to family illness/circumstances: This will only be accepted if a claim is made

immediately (i.e. as soon as a student becomes aware that they must return home) and supporting documentary evidence is provided. [If the student is unable to submit a claim form, then there must be immediate notification].

- ix) Deadline date misunderstood: This is only accepted where there is clearly evidence of oral or published miscommunication by the Unit/Course Leader.
 - x) Equipment failure: If there is a major failure of University equipment (egg of the network preventing access to necessary software or printers) close to an submission deadline, all students affected will be granted an appropriate extension at the discretion of the appropriate Course Leader, upon confirmation of the breakdown by the Head of Computing Services (or their nominee) or the member of campus-based staff with responsibility for Resources, designated by the Executive Dean. Breakdown of personal equipment will not be accepted.
- 10 If the Associate Dean or nominee believes that the mitigating circumstances are deemed valid and have been substantiated but that an extension is inappropriate, a recommendation to offer one of the following actions will be made to the Unit Assessment Board:
- i) if sufficient work is submitted which satisfactorily demonstrates the learning outcomes of the unit, then the student will be given the option to receive the awarded mark. Such a choice would not disadvantage a student in Stage one of their studies. If the student chooses not to accept the mark, they will be permitted to re-submit as if for the first time. The mark awarded following re-submission will stand.
 - ii) if no work is submitted, or if any submitted work does not satisfactorily meet the learning outcomes, the student will be permitted to re-submit by an agreed deadline as if for the first time.
- 11 The recommendation to offer a student one of these options can only be made with the written consent of the Chair of the Unit Assessment Board. As above, a record of the decision must be lodged with the Registrar.
- 12 It is the responsibility of Unit Assessment Boards to monitor the incidence and period of extensions awarded and to confirm the recommendations relating to claims for mitigating circumstances where actions other than extensions to deadlines are recommended. Registrars will ensure all mitigating circumstances claim forms are available for the Unit Assessment Board meetings.

- 13 In addition the full profile of students facing termination of studies should be considered by the Registrar prior to the Progression & Award Board. Consideration should be given to those students who have claimed mitigating circumstances for a unit, which has been accepted, but who have not done so for a failed unit within the same assessment period. If the Registrar believes the circumstances justify it, then a recommendation should be brought to the Progression & Award Board regarding the failed unit.

APPENDIX 5: Equality & Diversity Policy

1 Policy Statement

- 1.1 The University is committed to providing equality of treatment, both as a provider of higher and further education to students and as an employer, and equal opportunities will continue to play a key role in the development of policy and day-to-day activity within the institution.
- 1.2 The University acknowledges and accepts its legal responsibility under the Race Relations (Amendment) Act 2000²⁹, the Disability Discrimination Act 1995, the Disability Discrimination Act 2005, the Employment Equality (Age) Regulations 2006 and the Sex Discrimination Act 1975 to protect and enhance the rights of staff and students and to promote equality of opportunity.
- 1.3 The University is committed to providing a learning, working and social environment in which the rights and dignity of all its members are respected and which is free from discrimination, prejudice, intimidation and all forms of harassment including bullying.
- 1.4 All forms of discrimination will be dealt with according to the institution's disciplinary procedures covering staff and students to ensure that no one is discriminated against unfairly on the following grounds:
- Gender (including transgender and transsexual identity)
 - Disability
 - Sexual identity or orientation (lesbian, gay, bisexual and heterosexual)
 - Race or ethnicity
 - Nationality (including citizenship)
 - Ethnic or natural origins
 - Age
 - HIV status
 - Relationship or marital status
 - Faith or religious belief
 - Membership or non-membership of a Trade Union
 - Physical appearance
 - Political views

2 Responsibilities

- 2.1 The Board of Governors of the University holds ultimate responsibility for the implementation of this policy and for meeting the obligations under the Race Relations (amendment) Act 2000 and the Disability Discrimination Act 2005.
- 2.2 The Board of Governors will consider annually:

²⁹ Further information is contained in the Race Equality Policy and Action Plan

- the information published under this policy;
- the steps which have been taken to act upon any such information or otherwise to promote equality of opportunity or tackle all forms of discrimination; and
- any proposals made by the Equality & Diversity Committee through the Executive for the review of this policy.

2.3 Following such consideration the Board of Governors may:

- make additional recommendations in relation to any further steps which are considered desirable in view of the University's duties to promote equality of opportunity or tackle all forms of discrimination; and
- review and amend this policy.

2.4 The Vice-Chancellor will be responsible for:-

- ensuring that the policy is implemented and that sufficient resources are allocated for that purpose;
- designating a member of the Senior Management Team to be responsible for facilitating, co-ordinating and monitoring the implementation of this policy on an institution-wide basis;
- advising, as Chair of the Equality & Diversity Committee, the Executive Group and Senior Management Team in relation to specific tasks to be carried out to fulfil the University's duties under the legislation and its commitments under this policy.

2.5 The Equality & Diversity Committee is responsible to the Executive for the oversight of the operation of the Equality and Diversity Policy throughout the University's activities in relation to staff, students and visitors. It is responsible for:

Promotion of equality and diversity

- acting as a forum in which significant equality and diversity opportunities (age, disability, ethnicity, gender, religion, sexual orientation, or any other relevant distinction), implications and issues are discussed
- promoting awareness of equality and diversity opportunities and practices across the whole University and disseminating information regarding the Equality and Diversity Policy and related issues
- promoting opportunities and mechanisms which will enable all constituencies within the University to voice their views and concerns, regarding issues relating to equality and diversity opportunities
- ensuring that all members of the University receive appropriate training or instruction in equality and diversity issues and that new staff receive induction training in the promotion of good relations and elimination of all forms of discrimination

- v monitoring changes in relevant legislation to ensure compliance and the promotion of best practice within the University

Monitoring, evaluation and review

- vi reviewing and making recommendations to the Executive, using appropriate benchmarking, on all current and draft University policies and procedures to ensure equality of opportunity across the whole range of University activities
- vii monitoring progress towards reaching equality and diversity targets within the University and against the Race Equality Action Plan
- viii reviewing termly reports on the number, type and outcomes of complaints of discrimination and/or harassment made by members of staff and students
- ix considering annual monitoring reports from Academic Board and the Senior Management Team in respect of students and staff respectively and providing the Executive with an annual overview report on equality and diversity for submission to the Board of Governors

Advice and consultation

- x providing advice on equality and diversity opportunity issues as and when required, and investigating all equality and diversity opportunities issues that are brought to the Committee's attention.
 - xi consulting with trade unions, managers, staff and students within the University and with the wider community on equality and diversity issues
- 2.6 Executive Deans, heads of departments and their Line Managers/Supervisors will have a responsibility to ensure that all staff are made aware of their responsibilities and are provided with the appropriate training and support.
- 2.7 The Deputy Vice-Chancellor and Executive Deans will have a responsibility to ensure that equality is promoted within the academic portfolio.

3 Processes

3.1 Assessing the impact of policies

- 3.1.1 The University has a duty to assess the impact of its policies on different groups of staff and students. For this purpose, the term 'policies' includes not only formal written policies of the University but also informal and unwritten policies, practices and decision-making processes which may have an impact on members of different groups.

3.1.2 The Assistant Director of HR will:

- identify the information which will be required in order to make a proper assessment of the impact of the highest priority policies;
- recommend a timetable for the collection of that information and the assessment of those policies;
- identify whether new policies need to be devised which will then be subject to the same impact assessment process; and
- recommend a programme for the assessment of policies to the Equality & Diversity Committee.

3.1.3 The Equality & Diversity Committee will:

- ensure that policies are appropriately prioritised for assessment of their impact on relevant equality and diversity issues; and
- ensure that monitoring of the implementation of the impact assessment programme takes place in accordance with the specified timetable and that, once established, it continues to be conducted and kept under review.

3.1.4 The purpose of the assessment of policies will be primarily to answer the following questions:-

- the extent to which different groups of staff and students are achieving and fulfilling their potential;
- how differences between groups of students can be explained, for example in relation to retention in terms of their participation, progression and achievement;
- whether any additional steps would be likely to be effective in promoting greater levels of achievement in relation to any such groups of students;
- whether there are differences between groups of staff in terms of grade and position, type of contract, frequency of promotion, access to and participation in training and participation in University activities outside work;
- whether any additional steps could be taken which would be likely to be effective to improve the achievement of any such groups;
- what action is already being taken to promote equality and tackle inequalities in the relevant area; and
- what changes does the University need to make to policies, relevant policy aims and related targets and strategies?

3.2 Monitoring, evaluation and review

3.2.1 The University has a duty to monitor, by group:

- student application, enrolment, progression and achievement; and
- staff recruitment and career progression.

3.2.3 The Assistant Director of HR will:

- identify the information which will be required to carry out the monitoring of equal opportunities for students, and the way in which it will be collected³⁰;
- recommend a timetable for the collection of that information;
- draw up a list of the activities to be monitored by the University relating to staff recruitment and selection and to career development and opportunities for promotion;
- identify the information which will be required to carry out that monitoring and the way in which it will be collected³¹;
- recommend a timetable for the collection of that information;

3.2.4 The Equality & Diversity Committee will be responsible for ensuring that the monitoring takes place in accordance with the specified timetable and that, once established, it continues to be conducted and kept under review.

3.3 The University's response to assessment and monitoring

3.3.1 An analysis of the information and findings in relation to students as a result of the assessment and monitoring referred to above will be considered by the Boards of Study and then by Academic Policy, Quality & Standards (APQS) as part of the annual academic monitoring process. Academic Board will consider a summary report. Similarly, the outcomes of the assessment and monitoring in relation to staff will be considered by the Senior Management Team (SMT). The reports, together with the recommendations of Academic Board and SMT will then be presented to the Equality & Diversity Committee.

³⁰ This may include, for example, the following information in relation to different groups:

- Applications by subject area and type of educational institution
- Outcome of interview (where applicable)
- Rejections by the University and reasons
- Conditional/unconditional offers by the University College
- Cases where conditions achieved/not achieved
- Cases where offers rejected by students
- Successful/unsuccessful applications through clearing
- Progression rates
- Disciplinary rates
- Degree results

³¹ This may include, for example, the following information in relation to different groups:-

- Job applications by area of University and grade
- Outcome of short listing and reasons
- Outcome of interview/further assessment and reasons
- Numbers of employees at different grades in different parts of the University
- Number of promotions to senior grades in different parts of the University
- Participation in key training and development activities
- Retention rates in different parts of the University
- Disciplinary and grievances in different parts of the University
- Dismissals in different parts of the University

- 3.3.2 The Equality & Diversity Committee is responsible for considering the findings of the reports and make recommendations for how the University will respond to the information provided in view of its obligations. These recommendations will form the basis of the University's action plan for the promotion of good relations and the elimination of all forms of discrimination.
- 3.3.3 The Equality & Diversity Committee will be responsible for ensuring that the University's action plan is implemented.
- 3.3.4 An annual overview report will then be considered by the Executive for submission to the Board of Governors.

4 Publication

- 4.1 A summary of this policy will be available to every student and member of staff of the University via the University's website at www.ucreative.ac.uk.
- 4.2 The University will publish the results of its assessments and monitoring under this policy at least annually.
- 4.3 Publication will include:
- information on how the assessment and monitoring was carried out;
 - a summary of the information received;
 - a summary of the main conclusions which the University draws from the information;
 - an assessment of the main policy options for promoting equality and tackling discrimination;
 - details of proposed action.
- 4.4. The material will be accessible on the University's website at www.ucreative.ac.uk. A summary of it will also be available in printed form and if requested, be made available in alternative formats, for example Braille disk, audio cassette and minority languages. These can be obtained by contacting the Assistant Director of HR.

APPENDIX 6: Policy & Procedures on Harassment & Bullying Policy

Part 1: Harassment & Bullying Policy

INTRODUCTION

The University recognises that all staff and students have a right to work in an environment in which the dignity of individuals is respected and which is free from harassment and bullying. It is committed to eliminating intimidation in any form and to promoting a safe, healthy and fair environment.

The policy relates to all bullying and harassment (including victimisation and discrimination, whether direct or indirect) on the ground of disability, gender, marital status, sexual orientation, age, nationality, colour, gender reassignment or transsexualism, race or ethnic origin.

Harassment and bullying breach the University's Equality & Diversity Policy³² and are considered a serious offence, which may result in summary dismissal of staff or expulsion of students under the relevant disciplinary procedures.

The policy applies to all staff and students of the University, both on and off the premises, including those working or studying away from the University and can also include time spent travelling, away from home whilst on University business and/or activities, on training courses, conferences and social events with colleagues. It should also be noted that bullying or harassment of staff or students by visitors or contractors at the University will not be tolerated.

The University will treat seriously any form of intimidatory behaviour and seeks to develop a culture in which harassment is known to be unacceptable and where individuals are confident enough to bring complaints without fear of ridicule or reprisal.

1. DEFINITION OF HARASSMENT

1.1. Harassment

A legal definition of harassment (as applied to sexual orientation, religion or belief, race, ethnic and national origin): 'Unwanted verbal, non verbal or physical conduct that violates people's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment'. The essential characteristic of harassment is that the action(s) is unwanted by the recipient.

The following interpretations and examples of harassment provide some guidance in determining whether harassment has taken place. It should be noted however, that if a member of staff or a student complains that they are being harassed or bullied then they

³² This can be found on the staff portal and the website www.ucreative.ac.uk

have a grievance which must be dealt with regardless of whether or not their complaint accords with the definitions contained in this policy.

Bullying and harassment are not necessarily conducted face-to-face but may be by written communication, electronic (e) mail, phone isolation or ostracism and may also take place over a long or short period of time. Extra care should be taken when sending or forwarding messages to consider the impact of the message or any attachment on the recipients. If as a sender of an e-mail, you are in any doubt, either amend the message or don't send it at all. The display or circulation of sexually suggestive, pornographic, racist or offensive pictures or other material or transmitting any such messages or images via electronic mail is prohibited.

General Harassment

Harassment can take many forms and may be directed in particular against women and ethnic minorities or towards people because of their age, sexual orientation, physical or mental disability or some other characteristic. It may involve action, behaviour, comment or physical contact which is found objectionable or which causes offence; it can result in the recipient feeling threatened, humiliated or patronised and it can create an intimidating environment. It may also be harassment where conduct of this nature, whilst not explicitly about the individual's sex, race or disability, singles them out for this reason. For staff this may include unfair allocation of work or pressure about the speed and/or quality of work in a way that differs from the treatment of other comparable employees. The following are examples of harassment and the list is by no means exhaustive or comprehensive. If you feel you are being harassed or bullied and your experiences do not fit these descriptions, please contact one of the sources of support detailed later in this policy for further help and advice.

Sexual Harassment

Sexual harassment is unwelcome physical, verbal or non-verbal conduct of a sexual nature. It includes demeaning comments about a person's appearance; indecent remarks; questions about a person's sex life; sexual demands by a member of the same sex or opposite sex; and unwelcome physical contact and other conduct of a sexual nature that violates the person's dignity or creates an intimidating, hostile, degrading or humiliating or offensive working environment for them.

The essential characteristic of sexual harassment is that it is unwanted by the recipient. It is for individuals to decide what behaviour is acceptable to them and what is offensive or unwelcome. Individuals will have different perceptions about this.³³

Many lesbians, gays and bisexuals find it hard to complain about such behaviour, as they may not wish to disclose their sexuality to the University. Fear of prejudice renders them particularly vulnerable to unwitting harassment. People can often make anti-gay remarks on the mistaken assumption that everyone present is heterosexual. The Employment Equality (Sexual Orientation) legislation makes it clear that lack of intention to offend is no defence.

³³ Equal Opportunities Commission 'What is Sexual Harassment' www.eoc.org.uk

Gender dysphoria, transsexuals and those in the process of gender transition can also experience difficulties, for example in the provision of use of facilities and this is now unlawful. (Definitions of some of the terms used can be found in Appendix e).

Racial or Sectarian Harassment

Racial or sectarian harassment may take the form of actual or threatened physical abuse or it may involve offensive jokes, verbal abuse, language, graffiti or literature of a racist or sectarian nature or offensive remarks about a person's skin colour, dress, physical characteristics or religion. It may also include repeated exclusion of a person from an ethnic or religious minority from conversations and be inflicted through the use of patronising remarks.

Ageism

Remarks about a person's ability to learn, exclusion from social activities and derogatory comments are also forms of harassment. Age legislation makes it unlawful to subject you to harassment or victimise you should you make a complaint of discrimination on the grounds of age.

Disability

Comments made about an individual's disability, whether seen or unseen, may have impact of undermining their confidence and self-esteem. Harassment includes uninvited touching and invasion of personal space, unwelcome discussion about the impact a disability has on an individual's home life, offensive jokes, unnecessary assistance with duties or prejudging of capabilities.

The University is required by law to make reasonable adjustments to accommodate a disabled person which may have an impact on that person's colleagues. The University will make every attempt to ensure that such changes are accepted and agreed by all concerned, however, a sustained refusal to accept this requirement may constitute harassment and be unlawful. Disability equality legislation requires that you take account of people's disabilities (even if this means treating them more favourably). Further details on the University's approach to disability can be found in the Disability Equality Scheme and Action Plan 2006-09.

1.2. Bullying

Bullying is the intimidation or belittling of someone through the misuse of power or position, which leaves the recipient feeling hurt, upset, vulnerable or helpless. It is often inextricably linked to the areas of harassment described above.

The following are examples of bullying. However this list is not exhaustive:

- Unjustified criticism of an individual's personal or professional performance, shouting at an individual, criticising an individual in front of others
- Spreading malicious rumours or making malicious allegations

- Intimidation or ridicule of individuals with disabilities and/or learning difficulties
- Unreasonably ignoring or excluding an individual from the team/or group.

Anyone can be the victim of bullying, which may occur at any point in the University hierarchy. For example, subordinates can bully their bosses, as well as colleagues and peers and students can bully their tutors.

Legitimate, constructive and fair criticism of a member of staff's or student's performance, attendance or behaviour is not bullying.

1.3. Victimisation

Harassment also covers victimisation, which is defined in law as:

- When a person is treated less favourably than another because that person has, for example, asserted rights under any of the discrimination laws or has helped another person to assert such rights or given information to the relevant statutory body, or because it is suspected that the person might do any of these things.

2. RESPONSIBILITIES OF STAFF AND STUDENTS

Staff and Students

All staff and students can contribute to creating a climate in which bullying and harassment are unacceptable by ensuring that their behaviour does not cause offence, and by refusing to co-operate with or tolerate offensive behaviour in others.

Every member of staff and all students have a personal responsibility **NOT** to harass or bully others and should be aware that these acts are likely to result in the University following the relevant Disciplinary Procedures³⁴. An employee or student who becomes aware of harassment or bullying occurring should bring the matter to the attention of an appropriate member of staff.

Managers

Every manager has an obligation to prevent harassment and bullying and to take immediate action once it has been identified, whether or not a complaint has been made. Allegations of harassment or bullying received either informally or formally through the relevant Grievance or Complaints Procedures must be taken seriously and dealt with promptly and sensitively. Failure of a manager to act appropriately will be considered a failure to fulfil the responsibilities of the position and may be dealt with under the University's Disciplinary Procedure. All such persons will receive adequate training.

³⁴ Staff Disciplinary Procedure, Student Regulations (Disciplinary Procedures)

It is important that managers recognise that sexual harassment is any sexual advance unwanted by the recipient or behaviour which causes offence to the recipient. Managers must therefore take care to ensure that they do not pre-judge situations based on their own sexual or racial attitudes and perceptions.

It may not always be appropriate for a line manager to be involved with specific complaints. For example if the complainant is male and wishes to speak to a male, but the manager is female, or if the complaint relates to the conduct of the line manager. Similarly it may not be appropriate for a student to bring a complaint to their Course Leader. Alternative arrangements should therefore be made.

Part II: Procedure for dealing with complaints of harassment or bullying

3. DEALING WITH HARASSMENT & BULLYING

Depending on the nature of the harassment or bullying and the wish of the recipient, complaints may be taken through informal or formal procedures. The informal may be a precursor to the formal procedure being invoked if there is no early resolution of the difficulties. In either case complainants are encouraged to pursue their complaints as early as possible. Complaints are more difficult to resolve where time has elapsed and relationships have deteriorated.

Whilst it is up to individuals to determine if they feel they are being harassed or bullied, any complaints must be able to hold up against a test of reasonableness. The lack of intention to offend is no defence. If the conduct has the purpose or effect of violating a person's dignity, or creating an intimidating or offensive environment, and it is reasonable for the complainant to take offence, then it is harassment. Ignorance is no excuse. The test of reasonableness adopted by the University originates in the Prevention of Harassment Act 1997 and in the Employment Equality (Sexual Orientation and Religion or Belief) Regulations 2003.

4. STAFF – INFORMAL STAGE

4.1. Informal procedure

The informal procedure enables the complainant to raise the problem immediately with the person accused of the harassment or bullying. An employee who feels that he/she is being subjected to harassment or bullying is encouraged to resolve the matter informally in the first instance. In some cases it may be possible and sufficient for him/her to explain clearly to the person(s) engaged in the unwanted activities that the behaviour is unwelcome, that it offends or makes him/her uncomfortable. This process could also include meetings with Human Resources, members of the management or Unions in which both the complainant and the alleged harasser could be present. The purpose of such meetings is to facilitate a resolution to the complaints and for the behaviour to stop. The complainant may be accompanied by a Trade Union representative or colleague at these meetings and the alleged harasser will also have a right to

state their version of events and to be accompanied by a representative or colleague:

- If at the initial informal discussion stage the circumstances are too difficult or embarrassing for the complainant to approach the alleged harasser alone, he/she may wish to be accompanied by a friend or colleague;
- the complainant may wish to write a letter to the alleged harasser
- the complainant should keep a record of any incidents, detailing when, where, who and what occurred, and witnesses (if any);
- in some cases victims of harassment or bullying may not be sufficiently confident to tell the alleged harasser that his or her behaviour is unacceptable. The University emphasises therefore that staff are not required to approach the alleged harasser in an attempt to resolve the problem informally, and are entitled to report the matter immediately if they so wish.
- The complainant must be assured that he/she will not be discriminated against or victimised for raising the complaint. All complaints will be dealt with in a timely, confidential, impartial and sensitive manner. The allegations will be fully investigated, with the individual bringing the complaint, the alleged harasser and any potential witnesses being separately interviewed. The alleged harasser will be given full details of the complaint in writing before the investigatory interview. Confidentiality will be observed throughout and the need for any disclosure of the details of the case will be discussed and agreed beforehand with the complainant (except, in certain cases, where disclosure has been made to a member of senior management or where the University views the matter to be of such a serious nature it must progress the investigation with or without the complainants consent). The complainant must however recognise that the alleged harasser has a right to defend themselves in investigations and disciplinary proceedings with involves knowing the case against them and in some cases having a right to question their accuser.

4.2. Harassment Contacts

There is a list of trained staff who are Harassment Contacts to whom a recipient of harassment can go to speak in complete confidence. The Harassment Contact Scheme is coordinated by the Assistant Director of HR. Harassment Contacts will be available to listen, to hear and to understand what has happened and to offer help and support whether or not an individual wishes to make a formal complaint. Staff/students are encouraged to discuss the matter as early as possible with a Harassment Contact. Speaking to a Contact does not invoke formal action but will assist by providing support and in considering available options (see Appendix a flow chart and Appendix b Volunteer Harassment Contact – Role).

Harassment Contacts are trained volunteers. If they have already been approached by the other party then they may need to refer the person to another Harassment Contact. If they are uncomfortable with supporting the alleged harasser then they may also refer them to another Contact. Harassment contacts are listed in the Staff Portal (Equality pages) and on the Student Union website. They can also be found on toilet doors and notice-boards in all campuses. Harassment contacts use a form to record (anonymously) the numbers of people who approach them and this is used for monitoring purposes (see appendix c). The harassment contacts are listed in appendix d.

4.3. Other Sources of Support and Advice

A recipient of harassment may also talk to a Student Union Representative or friend (in the case of students), or in the case of staff to a Trades Union Representative, colleague or friend. Staff can also talk to their Executive Dean, Head of Department or to a member of Human Resources. It should be noted that due to their management responsibility within the University these people may be unable to keep the details of what has been discussed confidential. In such circumstances the recipient of the harassment will be informed of the intention to break confidentiality and why they are doing so.

The University also offers to all employees a confidential counselling service over the telephone (this is an external service provided as part of the insurance for the Institution). Where appropriate there may be onward referral to relevant voluntary and/or professional services. The calls to this number are **not** recorded. However the volume of calls is recorded for equality monitoring purposes. Should a member of staff wish to use this service, the telephone number is 0117 934 2121 and reference TT82168679 should be quoted.

5. STAFF – FORMAL COMPLAINTS

- 5.1. If the situation cannot be resolved informally or if the informal process is not appropriate then the complainant has the right to pursue his or her complaint formally using the procedure detailed below.
- 5.2. At any time whether or not the informal steps have been taken, an individual who feels that they have been harassed or bullied or treated in a way that breaches this policy, can report it to their Executive Dean/Head of Department or a member of Human Resources. The complaint should always be made in writing stating that it is a formal matter.
- 5.3. Upon receipt of the complaint the Executive Dean/Head of Department should discuss the matter with a senior member of Human Resources. Following this discussion a manager not connected with the Department or campus involved will be commissioned by Human Resources to undertake a full investigation to ascertain the facts (called the Investigating Manager). Guidance will be available from Human Resources to assist the Manager with the investigation.

The investigation will normally be completed within 10 working days of receiving the written complaint unless circumstances do not allow e.g. as a result of sickness or annual leave of any of the parties. In circumstances where the investigating manager is not able to complete the investigation within the timescale, the complainant will be informed as soon as is reasonably practicable of the delay and of the revised date for completion.

- 5.4. Best practice in relation to confidentiality will be maintained during the investigation; and both the complainant and the alleged harasser will have the opportunity to have their say. Normally the investigating manager will interview the complainant first, then the alleged harasser. Interviews will be fully documented.
- 5.5. The investigating manager must ensure that the rights of the person accused of harassment or bullying to a fair investigation are protected, as well as those of the complainant. This requires that any documentation submitted by the complainant, as part of their case, will be given to the alleged harasser to enable them to respond fully to all the allegations made against them. The investigator will seek explicit consent from the complainant for all materials to be revealed to the alleged harasser. If consent is not given for some of the evidence to be passed to the alleged harasser and these are material to the case the complaint may need to be modified to be fair to protect the rights of both parties. The investigator will also interview and take statements from any appropriate witnesses to the alleged harassment/bullying. Any information that relates to third parties, e.g. witnesses, will be anonymous (at this stage) unless the third party gives their consent for their identity to be passed to the alleged harasser.
- 5.6. Where the allegation is admitted, or the investigating manager believes there is a prima facie case established as a result of the investigation, the University's Disciplinary Procedure³⁵ will be invoked against the alleged harasser. Any form of harassment and bullying towards colleagues, students or the public may potentially be classified as gross misconduct. Such actions could result in summary dismissal. It is also recognised that whilst all acts of harassment or bullying are serious, any action taken will depend of the severity of the alleged harassment.
- 5.7. Employees must be re-assured that:
 - their complaint will always be taken seriously;
 - action will always be taken against a person guilty of harassment;
 - an individual will not be victimised as a result of making a complaint either informally or formally.

³⁵ The Disciplinary Procedure can be found on the staff portal and the website www.ucreative.ac.uk

- 5.8. In cases where a claim of gross misconduct is brought and there is reason to separate the parties, a short period of investigatory suspension of the alleged bully/harasser may be necessary while the case is being investigated. Such suspension will be dealt with in accordance with the Disciplinary Procedure and should not be seen as a punitive sanction.
- 5.9. Where a complaint is upheld it may be necessary to relocate or transfer one party. It will not automatically be the complainant who is expected to move but they will be offered the choice where practicable. Where the perpetrator is transferred, steps will be taken to ensure that no breach of contract occurs. Transfers on disadvantageous terms may be offered to the perpetrator where allegations are proved, as an alternative to dismissal.
- 5.10. If a complaint is not upheld, a voluntary transfer of one of the employees may be considered where practicable.
- 5.11. In all cases appropriate steps will be taken to check bullying/harassment has stopped and there has been no victimisation or retaliation.
- 5.12. There may be cases where somebody makes unfounded allegations of bullying and/or harassment for malicious reasons. These cases will be investigated and the complainant will be dealt with under the disciplinary procedure.
- 5.13. If no prima facie case is made for establishing the allegation or the allegation is unproven a confidential record of the complaint and the response will be made by the investigating Manager and a copy circulated to the accused and the complainant.
- 5.14. In the event that the complainant has reason to believe that their complaint has not been properly investigated they may initiate the relevant stage of the Grievance Procedure.

6. STUDENTS – INFORMAL

6.1. Informal Procedure

A student who feels that he/she is being subjected to harassment or bullying is encouraged to resolve the matter informally in the first instance. In some cases it may be possible and sufficient for him/her to explain clearly to the person(s) engaged in the unwanted activities that the behaviour is unwelcome, that it offends or makes him/her uncomfortable:

If at the initial informal discussion stage the circumstances are too difficult or embarrassing to approach the alleged harasser alone, the complainant may wish to be accompanied by a friend. It may also be helpful to involve the student counselling service;

- the complainant may wish to write a letter to the alleged harasser;

- the complainant should keep a record of any incidents, detailing when, where, what occurred and witnesses (if any);
- in some cases victims of harassment or bullying may not be sufficiently confident to tell the alleged harasser that his or her behaviour is unacceptable. The University emphasises therefore that students **are not required** to approach the alleged harasser in an attempt to resolve the problem informally.

Where the steps outlined above are unsuccessful or inappropriate, the student should raise the matter in confidence with his/her Course Leader or alternatively, the matter may be raised with the Dean.

If the complaint relates to the conduct of the student's Course Leader, the student may choose to discuss the matter with the Dean.

The Course Leader or Dean will discuss the matter with the student and agree a course of action. The student may be accompanied by a friend or representative of the Students' Union at these meetings. The alleged harasser will also have the right to state their version of events to the Course Leader or Dean and to also be accompanied by a friend or representative of the Students' Union.

The student must be assured that he/she will not be discriminated against or victimised for raising the complaint. Confidentiality will be observed throughout and the need for any disclosure of the details of the case will be discussed and agreed (although in exceptional cases it may be necessary for the Dean to act on information received from the complainant even if consent has not been obtained for disclosure).

At any stage of the process the student, the member of staff dealing with the complaint or the accused may feel that they need the help of an independent person before deciding on the best course of action. The student counselling service may be able to assist and provide support for the parties concerned.

7. STUDENTS - FORMAL

- 7.1. If the situation cannot be resolved informally or if the informal process is not appropriate then the complainant has the right to pursue his or her complaint formally using the appropriate stages of the Student Complaints Policy.
- 7.2. Such formal complaints will be investigated by the appropriate member of staff. If the complaint is against a member of staff then the investigating member of staff will deal with the matter as set out above (Staff – Formal). If the complaint is against a student, it will be dealt with on the basis of the principles set out in the University Rules for Student Conduct. If proven, any serious acts of

harassment or bullying could result in exclusion, suspension or expulsion, although any action taken will depend on the gravity of the alleged harassment.

Students must be reassured that:

- their complaint will always be taken seriously;
- action will always be taken against a person guilty of harassment;
- an individual will not be victimised as a result of making a complaint either informally or formally through the Student Complaints Policy.

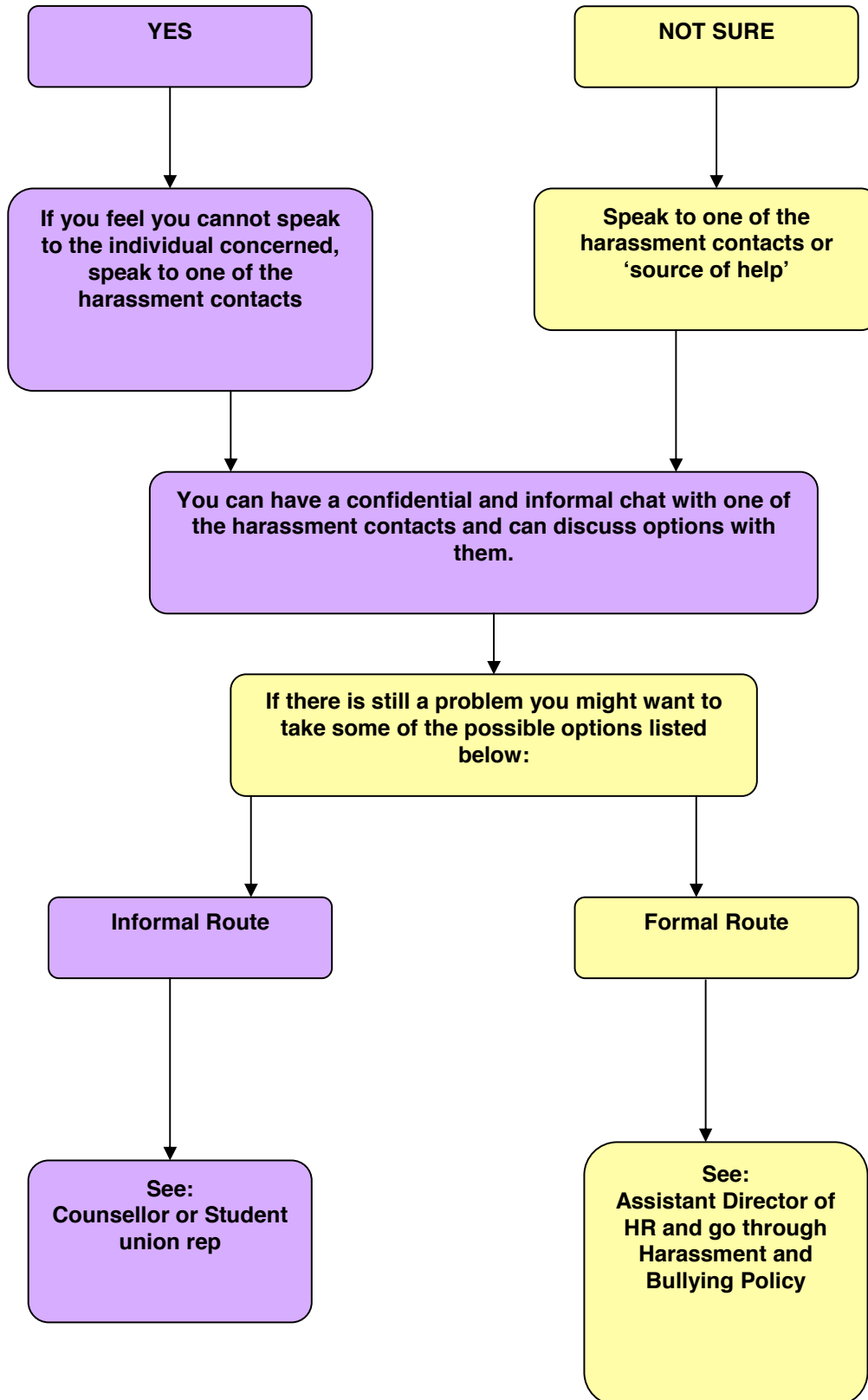
7.3. In cases where a claim of harassment or bullying is brought and there is reason to separate the parties, a short period of exclusion or suspension of the alleged bully/harasser may be necessary while the case is being investigated. Such action will be dealt with in accordance with the Disciplinary Procedure of the University's Rules for Student Conduct.

8. REVISION OR TERMINATION OF THIS POLICY/PROCEDURE

The operation of this policy and procedure will be periodically reviewed by the Equality & Diversity Committee. Any amendment to it, after consultation with the recognised Trade Unions, will be advised to staff and students who will also be informed of the date when the amendment will come into effect.

Appendix a *Flow Chart*

Are you suffering from harassment or bullying?



This is only a guide. Please refer to the University's Policy.

APPENDIX 7: Racial Equality Statement

The University's Commitment

The University for the Creative Arts is committed to promoting race equality and tackling race discrimination. This race equality policy reflects that commitment and through its implementation the University aims to ensure that the promotion of equality of opportunity, good race relations, and the elimination of race discrimination becomes embedded into all its activities, in order to ensure good institutional practice for all.

The University is one of Europe's largest specialist institutions offering education in art, design, media and communications. The University has over 6,000 students on further and higher education programmes at five campuses in Canterbury, Epsom, Farnham, Maidstone and Rochester. The key aims of the University's strategic plan include a firm commitment to the widening participation agenda and to the equality of treatment both as a provider of higher and further education to students and as an employer. Overall around 15% of the student body are drawn from black and ethnic minority groups. 5.3% of staff are from black and ethnic minority groups.

This policy sets out the way the University will make the promotion of race equality central to all areas of its work including policy making, service delivery and employment practice. It complements other related policies and procedures (e.g. the University's Equality and Diversity Policy, Recruitment and Selection Procedures, Harassment and Bullying Policy, and staff and student Complaints/Grievance and Disciplinary Procedures), designed to help develop and support the adoption of race equality as standard practice within the University and to ensure that any incidents of racism are dealt with appropriately.

The University is committed to engendering an inclusive community. It thus both celebrates and values the diversity brought to its workforce by individuals, and believes that it benefits from engaging staff from a variety of racial, ethnic and national backgrounds, reflecting the needs of a diverse student population within a multi-cultural society.

The University will function not only to eliminate any unlawful discrimination, but also to create a working and learning environment based on positive relations between members of different racial groups. To this end, the University undertakes to promote good race relations and equality of opportunity through the provision of relevant training and support for staff, through consultation with staff and students from minority ethnic groups about their experience of our environment, and by reflecting the diversity of the community in any material, for students, staff and external audiences. The aim is to create a positive inclusive ethos where issues of racism, stereotyping and discrimination can be discussed openly with a shared commitment to challenging and preventing racism and discrimination, to respecting diversity and difference, and to encouraging good relations between people of different groups.

The University is working towards the elimination of all forms of racism whether overt or covert, in order for institutional practice to ensure that individuals and communities have equal access to learning and teaching programmes, recreation, leisure, and other facilities.

The University has an Equality and Diversity Advisor, who provides advice and support on a day-to-day basis on the operation and implementation of the Race Equality Policy and Action Plan.

The University's Racial Equality Policy can be found on the University website at www.ucreative.ac.uk.

APPENDIX 8: Student Alcohol and Drug Policy

This policy will be revised during 2009/10

The University is committed to active promotion of healthy lifestyles for staff and students and combating alcohol or substance abuse where it exists. It is therefore important to have in place a vigorous policy and procedure that supports us in dealing with alcohol and drug related issues as they occur.

The issues are likely to vary between the student population and the staff population but we have a duty of care to both. This arises from a range of legislative initiatives, common law, the interests of good practice and maintaining a sound reputation as a centre of learning and employment.

The effective prevention of, and response to, alcohol and drug misuse has obvious benefits to the University as employer and educational institution. It is important that staff with direct responsibility for students are fully aware of their duties in this area and similarly those with line management responsibilities need to ensure that they monitor and manage employees in line with this and other linked policies and practices

To this end the attached procedures are designed to inform, support and manage alcohol and drug related issues.

1. Introduction

- 1.1 The University for the Creative Arts strives to assist students in attaining their individual goals for personal and academic achievement. Academic and personal development are affected by the environment and to that end the University seeks to develop a community where students can study, learn and grow successfully. The use of alcohol and drugs can be disruptive to learning and can threaten not only an individual's well being but also their potential for positively contributing to the University and wider community. It is important for all members of the University to take responsibility for preventing alcohol and drug use from negatively affecting the learning environment and the academic, physical and emotional well being of students and staff.
- 1.2 In recognition of the problems caused by the misuse of alcohol and drugs, the University has prepared the following policy. This policy deals with education, intervention and treatment activities as well as disciplinary sanctions and is intended to be holistic in its approach to the complex issues related to alcohol and drug misuse.

2. Aims of the policy

- 2.1 The main aims of this policy are to:
 - prevent alcohol and drug misuse;

- identify help and support for those students with a alcohol or drug related problem;
- safeguard students, employees and others from the hazards of alcohol and drug misuse

2.2 Accordingly, this policy involves two approaches:

- Providing information about the services available to educate students about alcohol and drugs and to support those with substance abuse problems.
- Disciplinary rules, enforced through student disciplinary procedures, to address behaviours resulting from alcohol or drug use, which are illegal, disruptive or dangerous.

3. Education, intervention and referral for treatment

3.1 Education

3.1.1 Student Services provides an ongoing educational programme covering a variety of health related topics. Alcohol and drug awareness programmes are presented regularly and are intended to improve student understanding of the effects of alcohol and drug use and misuse. General programmes and individual support are also offered in areas such as stress management, coping with change and bereavement in order to assist students in refining their life skills and in making positive life choices.

3.2 Intervention and Referral

3.2.1 It is recognised that the misuse of alcohol or drugs can have an impact on a student's academic work, mental health or physical well being. In some cases the impact of alcohol or drug misuse on a student can cause concern to themselves or to other students and staff. In these situations, the University makes available support and guidance.

3.2.2 Students who have concerns about their own use of alcohol or drugs or that of a friend may seek support from a Student Counsellor, Student Welfare Advisor or Chaplain or speak to a doctor at one of the surgeries providing services to the University. These staff can all offer advice and support as well as identify appropriate resources in the local community. If required, referrals for treatment for drug dependency can be made via the doctors.

3.2.3 Staff who have concerns about a student's misuse of alcohol or drugs may seek advice from the Student Services Manager. Where other staff may share the concern, the Student Services Manager may call a case conference as outlined in Student In Crisis-Guidance and Procedures for University Staff. Wherever possible, the student concerned will be invited to attend and contribute to the discussion at the case conference. The purpose of the case conference is to facilitate an honest and frank discussion of the concerns and enable both the student and staff to have a better understanding of the situation. Where

appropriate, the Student Services Manager will assist the student in making contact with internal or external sources of help or information.

4. Disruptive or dangerous behaviour

- 4.1 The use of alcohol and drugs affect an individual's perceptions and behaviours. It is expected that students will consider these effects before using alcohol and/or drugs. The University requires all students to act in accordance with the published University Rules for Student Conduct; the use of alcohol and/or drugs will not mitigate in any way this requirement.
- 4.2 The University Rules for Student Conduct prohibits a student from behaving in any way that is disruptive to the learning environment. Students are expected to avoid conduct, whether on or off University premises, which is likely to bring the University into disrepute. University rules also require students to abide by the Health and Safety regulations of the University and of any workshops, studios etc which they may use. (Student Regulation Handbook, Section 6.) Note is particularly drawn to the importance of safe operating practices for heavy or dangerous machinery which is used in a number of locations throughout the University.
- 4.3 If a student breaches the University Rules for Student Conduct as the result of the misuse of alcohol and/or drugs they may be subject to Disciplinary Procedures - Non Academic Misconduct (Student Regulation Handbook 6.4.1).
- 4.4 Where a student attends the University under the influence of alcohol or drugs and where such attendance is deemed by staff to be disruptive or in breach of Health and Safety Regulations the student will be requested to leave. The staff in asking a student to leave will make all reasonable efforts to ensure that the student can leave safely to an appropriate place such as their home or accommodation. In cases where staff are concerned about a student's ability to reach an appropriate place safely, Student Services staff will be contacted. Student Services will endeavour to ascertain from the student an appropriate place for them to go and may contact a taxi company to provide transportation. In such cases, the University will charge the student for the costs incurred. Where a student is under the age of 18, Student Services staff may contact a parent or guardian.

5. Illicit or illegal substances

- 5.1 In accordance with the law, the University prohibits the possession, taking or supply of drugs or other illegal substances in the halls of residence or any other University premises. Any breach of this policy may be notified to the police and result in arrest, prosecution, exclusion from halls or expulsion from the University.

5.2 Rights of Inspection

- 5.2.1 Contracts covering University accommodation signed prior to occupancy make clear that authorised personnel have the right to access any part of accommodation at reasonable times to fulfil their duties and responsibilities. Likewise, authorised staff may access all academic areas to ensure facilities are being used for the purpose for which they had been allocated.

5.3 Reporting of Illicit or Illegal Substances

- 5.3.1 Where a member of staff becomes aware of or discovers a suspicious item or substance with reasonable cause to believe that it may contain an illicit or illegal substance, or discovers an item (or items) which lead to suspicions that illegal substances may be in use on the premises, then he/she shall take the following steps:

- Contact the person who holds responsibility for the area or activity; if in doubt they should refer to the College Office.

It is for the department (&/or campus) concerned to investigate the matter; heads may nominate an individual who holds the appropriate level of authority to investigate. Where either ownership of the area is unknown or it is not possible to arrange for the owner to investigate immediately, then the individual discovering the substance should assume the role of the investigator until such time as the department can take over. Where the nature of the substance is ascertained immediately in some cases it will be possible to resolve immediately – where this is the case, a report should be forwarded to the relevant department and then to the Deputy Vice-Chancellor indicating the course of action taken. The Deputy Vice-Chancellor may choose to resume any investigation, particularly if there is evidence of repeat offences or they are at all concerned with how the situation was dealt with in the first instance.

5.4 Internal Investigation and Corroboration of Substances

- 5.4 The investigating individual will ask the student regarding the nature of the substance; it is for the individual investigator to decide (using as sources of guidance the regulations for non-academic misconduct and support in interpreting those regulations from the Deputy Vice-Chancellor) how they wish to proceed.

A clear record of any actions and the decisions behind those actions shall be kept by the person investigating the substance/incident. This record should be passed to the Deputy Vice-Chancellor as a report of action to date.

- 5.4.1 Where the incident has occurred in a hall of residence the policy allows for a disciplinary process separate from the non-academic misconduct that is linked to the licence agreement for the halls of residence. Illicit/Illegal substances could result in fines or, in more serious cases, termination of the licence for halls of

residence. That decision will be made by the Director of Estate Services or their nominee.

- 5.4.2 The Deputy Vice-Chancellor shall review the report and if reasonably satisfied that the substance is an illicit/illegal substance, would normally report the matter to the police. Further, the Deputy Vice-Chancellor shall consider and determine whether the student(s) should be subject to Disciplinary Action under the Student Regulations 6.4. Where illicit substances (or legal substances to excess) are confirmed, the student will always receive information regarding controlled substances or alcohol abuse as appropriate. This should be requested of student services by the office of the Deputy Vice-Chancellor
- 5.4.3 Should the Deputy Vice-Chancellor be reasonably satisfied that the substance is not an illicit/illegal substance no further action shall be taken and this outcome shall be notified to the student in writing and, should any items have been confiscated, they will either be destroyed with the student's consent or returned.
- 5.4.4 When using this policy and/or considering formal action against a student (including contacting external agencies such as the Police), these guidelines shall be interpreted against a background of the contemporary national policy with regard to drug use, specific sources of guidance include those guidelines issued by the Association of Chief Police Officers. The ACPO Cannabis guidelines are not issued to Educational Establishments but to serving police officers; however they offer us an insight into current practice within law enforcement. That notwithstanding, the importance of recognising the University's duty of care to all its students, especially those 17 years of age or under shall be at the forefront of any decision made. For guidance, the general approach for the University is to consider the following areas:
- Obligation to safety and order around the incident; this would include who was affected, their ages (17 and under for example).
 - The category & quantity of drug (A,B,C) and, (where category C), small or large amounts.
 - Place in which the illicit substances are being consumed, (public or private).
 - Previous track record related to illicit substances or disruptive behaviour.

The ACPO guidance should not be used as a reason to avoid tackling issues related to illicit substances; the University will always respond to any incident where the use of illegal drugs is a factor or the sole factor. The guidance should be used to help those dealing with the incident decide upon the balance between education and the relative levels of disciplinary action (as part of non-academic misconduct regulations 6.4.4.3 or for more serious offences 6.4.6). In the case of more serious offences, for example where the category is above class C, it is noted that Police involvement is required by this policy.

6. Student complaints

- 6.1 Sections 4 and Section 5 above make clear that all students are expected to act in accordance with the University Rules for Student Conduct and to refrain from possessing, taking or supplying drugs whilst on University premises or participating in University activities. As stated in these sections, University staff will take action should they witness any breach of these regulations. There may be, however, instances where a violation(s) of these regulations is witnessed only by another student(s). In these circumstances, the University would encourage students to come forward and make these incidents known through the *Student Complaints Procedures*.
- 6.2 The Student Complaints Procedures are detailed in full in the Student Regulation Handbook, Appendix 3. There is a facility within the procedure for students to make a complaint in confidence, however anonymous letters cannot be acted upon. The University recognises that it may not be easy for a student to come forward and report alcohol or drug related incidents and will make every effort to support students who choose this course of action. Registrars and Students' Union officers are available to offer advice to students considering making a complaint. Students may also seek support from a Counsellor or Student Welfare Advisor within Student Services.

This policy will be revised during 2009/10.

APPENDIX 9: Data Protection Policy

1. The Data Protection Act 1998

- 1.1 The Data Protection Act of 1998 (DPA) gives rights to individuals to access information (data) about them that is collected and processed. It includes all Personal Data that is held automatically including word processed documents, databases and e-mails and data held in manual records where these can be accessed by reference to a person. The University has to comply with the requirements of the Act in respect of the information it holds about its students and staff. It is the responsibility of all members of the University to ensure compliance with the Act.
- 1.2 The Act requires the University to notify the Information Commissioner of the types of Personal Data that it holds, the categories of individuals for which it holds this information, to whom it may be disclosed and the purposes for which Personal Data is processed. It also requires the University to confirm if it transfers Personal Data worldwide.
- 1.3 The Policy and Procedures set out how the University will comply with the requirements of the DPA. They will not be incorporated into contracts of employment. Additional guidelines will be available for staff.

2 Data Processing

- 2.1 Data processing within this policy means the obtaining, recording or holding of information or data. It also includes the carrying out of any operation using that information or data such as altering or deleting it, consulting it or disclosing it.
- 2.2 The Designated Data Controller will be responsible for notifying the Information Commissioner of the details that need to be registered and for ensuring that the notification is kept up-to-date and reviewed annually. Two or more Data Control Officers will be responsible for supervising data control and for assisting those processing data to comply with this policy. The names of the Data Control Officer(s) are recorded in Appendix One.
- 2.3 It is the responsibility of any member of staff who has access to and processes personal data (a data processor) to ensure that he/she complies with this policy, is familiar with the University's notification to the Information Commissioner and processes data in compliance with that notification. Staff can consult the notification on the Information Commissioner's Web site (<http://www.dataprotection.gov.uk/dprhome.htm>). Further information and guidance on any aspect of this policy or details of the notification may be obtained from the Data Control Officer(s).
- 2.4 Employees should not use University facilities to process personal data for purposes unconnected with their employment or for domestic or personal purposes. Such processing is not covered by the University notification.

3 Data Collection

- 3.1 Data relating to the University's employees, organisation structure, students and other individuals with a relationship to the University (e.g. suppliers, landlords, enquirers, alumni) is collected and processed to specifically provide:
- 3.1.1 information, whenever required, for planning and managing the University's activities including:
 - 3.1.2 information, whenever required, for planning, delivering and monitoring the University's portfolio of courses;
 - 3.1.3 information for the purposes of research and private study and links with business and the community;
 - 3.1.4. individual information for managing the employment, deployment and welfare of individual employees;
 - 3.1.5 individual information for managing the attendance, performance and welfare of individual students;
 - 3.1.6 information, whenever required, for responding to legitimate external enquiries about the University's students and/or employees;
 - 3.1.7 assistance with human resources and salary administration procedures, e.g. payroll; and with procedures relating to the collection of student fees.
- 3.2 The Data Control Officer(s) shall review annually the nature of information being collated or held to ensure there is a sound business reason for doing so.
- 3.3 Wherever possible, employees/students or potential employees/students will be advised of what personal information/data is obtained or retained, its source, and the purposes for which the data may be used or disclosed. Consent will be sought mainly by way of general consent at the point at which the information is collected. In the case of sensitive personal data³⁶ the individual will be asked for his/her explicit consent to that data being processed.
- 3.4 Initial personal data is ordinarily obtained from job or course application forms submitted to the University and thereafter principally from employees and students themselves. Job and course application forms will clearly state that the information collected will be used only for internal purposes as outlined at 3.1 above.

³⁶ Sensitive personal data for this purpose includes information relating to an individual's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition, sexual orientation or the commission or alleged commission of offences. In the latter case this may include any proceedings for any offence committed or alleged to have been committed by the individual, the disposal of such proceedings or the sentence of any court.

- 3.5 Employees/students should not be induced to provide information or be led to believe that a failure to supply information requested by the University might disadvantage them where this cannot be justified.

4 Disclosure of Data

- 4.1 To ensure compliance with the DPA and in the interests of privacy, employee/student confidence and good employee/student relations, the disclosure and usage of information held by the University is governed by the following conditions:

4.1.1 It must only be used for one or more of the purposes specified in the notification to the Information Commissioner and, in the case of documents generated by the University, (e.g. application forms) can only be used in accordance with the statement within that document clearly outlining its intended use.

4.1.2 Provided that the identification of individual employees/students is not disclosed, aggregate or statistical information may be used to respond to any legitimate internal or external requests for data, e.g. HEFCE returns, workplace surveys, market research, academic research (see also paragraph 12)

4.1.3 Personal data must not be disclosed, either within or outside the University, to any recipient who is not authorised in the terms of the DPA, or for any purpose which is not authorised by the University's notification.

4.1.4 Data processors should seek guidance from the Data Control Officer(s) or if any doubt surrounds a request for data, whether internal or external.

NB. External requests for information should be made in writing and data processors should be satisfied about the legitimacy of requests for information and seek valid documentary evidence if appropriate.

- 4.2 Authorised requests for data by external recipients of data, which **do not** require the consent of the data subject are:

4.2.1 requests made for the purposes of law enforcement (i.e. for the prevention or detection of crime, the assessment or collection of any tax or duty or the assessment or collection of any liability via the Child Support Agency). Disclosure is only allowed where failure to make disclosure would be likely to prejudice one of those purposes. In all cases written evidence must be obtained from the Police, Inland Revenue, Customs and Excise and the Child Support Agency (as appropriate) as to the purpose of the request.

- 4.2.2 requests in relation to any other compulsory legal processes; again, appropriate written evidence must be obtained beforehand
 - 4.1.3 requests, if urgently required, for the prevention of injury and damage to health. If needed to protect the vital interests of the employee/student, disclosure may be made without prior consent. Otherwise, the written consent of the employee/student must be obtained beforehand.
 - 4.1.4 requests made by pension administrators, in order to administer the University's participation in various external pension schemes.
 - 4.3 Authorised requests for data by external recipients of data, which **do** require the consent of the data subject are:
 - 4.3.1 requests from agents authorised by the employee/student who is the subject of the data, for e.g. mortgage requests, references. Confirmation should be sought from the employee/student, that the information is to be released and, normally the employee/student's written consent should be obtained.
 - 4.3.2 requests required by authorised officials or representatives of recognised trade unions. Confirmation should be sought from the employee, that the information is to be released and, if possible, the employee's written consent should be obtained.
- NB. All data processors should endeavour to restrict disclosures requested from outside of the University to those required by law as much as possible and should, at all times follow the University's security requirements detailed in section 10.

5 Accuracy of Data

- 5.1 Updating is required only "where necessary" on the basis that, provided the University has taken reasonable steps to ensure accuracy (e.g. taking up references), data held is presumed accurate at the time it was collated.
- 5.2 All employees/students should be made aware of the importance of providing the University with notice of any change in personal circumstances.
- 5.3 Employees/students will be requested to update personal data on an annual basis for the purposes of ensuring that the data is up-to-date and accurate. Employees/students will be entitled to correct any details although in some cases the University may require documentary evidence before effecting the correction, e.g. by seeking examination/qualification certificates for amending qualification details.

6 Employees'/Students' Rights

- 6.1 Employees/students are, at reasonable intervals (which the University deems to be every six months) entitled to have access to personal data held upon them which is not excluded data (see paragraph 6.9 below). A fee may be levied for this service (See paragraph 6.8 below). They are also entitled to be informed of the purpose for which the data is or is intended to be used and the likely recipient (or class of recipient)
- 6.2 Students are, in addition, entitled to access their own assessment results and this information will normally be supplied routinely. Assessment submissions are expressly exempted from data subject access rules. This means that the University is under no obligation to permit candidates to have access either to original scripts or to copies.
- 6.3 Assessors' comments, whether made on the assessed submission or in another form that allows them to be held and applied to the original script are not exempt. Staff should ensure that comments are capable of being reproduced for a student in a meaningful form on an assessment feedback form.
- 6.4 Students will have access to minutes of assessment boards that contain discussion about them where candidates are referred to by identifiers from which they may be identified, unless that data cannot be disclosed without additionally disclosing personal data about a third party.
- 6.5 Assessment results may be disclosed to third parties on notice boards specified for the purpose. Identifiers rather than names must be used and students should be given an explanation of where and how they should expect their results to be posted. Students should be given the right to object to their results being displayed if such disclosure will cause them damage – for example if their whereabouts would be made known and this would put them at risk.
- 6.6 Assessment results must not be given over the phone.
- 6.7 The University will comply with a request from a student to supply a record of his or her assessment results or comments either five months from the date of the request or forty days from the date on which the results were first announced, whichever is earlier.
- 6.8 The recipient of a request from an employee/student for confirmation of or sight of data held will refer it to the relevant Data Control Officer. The request must be in writing and the Data Control Officer must respond promptly on behalf of the University and in any event before the end of 40 days from the date on which the request was first received (subject to paragraph 6.7). This is however, conditional upon the Data Control Officer being provided with sufficient information to identify the relevant employee/student and to locate the information sought. The University is allowed to charge a fee for providing this information of up to £10 for each request. In the case of current employees the

University will waive this charge for the time being. In the case of current students, the University reserves the right to charge a fee of £10, depending on the extent of the data requested. In using its discretion, the University will not be unreasonable. Access to records such as an enrolment form, assessment results, a student transcript will not command a fee.

- 6.9 The following information is excluded and will not be provided in response to a disclosure request:
- 6.9.1 confidential references given by the University when these relate to the education, training or employment of staff or students
 - 6.9.2 personal data processed for the purposes of management forecasting or management planning to the extent that disclosure would be likely to prejudice the conduct of that business or activity only
 - 6.9.3 personal data which consists of records of the intentions of the University relating to any negotiations with the employee/student to the extent that disclosure would be likely to prejudice those negotiations only
 - 6.9.4 if, in order to comply with a disclosure request, the University would need to disclose information relating to an identifiable third party then disclosure is not required unless the third party consents or it is otherwise reasonable to comply with the request without such third party consent. If the information sought is a health record and the third party concerned is a health professional who has compiled or contributed to that health record then disclosure should be made.
- 6.10 In addition to seeking disclosure of information, an employee/student is also entitled to request that the University does not process data concerning him/her where this will cause or be likely to cause substantial and unwarranted damage or distress, either to the employee/student concerned or to a third party. Such a request will need to be submitted in writing and, where possible, will be agreed by the University. Upon receipt of a written request from an employee a Data Control Officer will write to the employee/student within 21 days confirming that the request will be upheld or giving reasons why it will not
- 6.11 The employee/student will not be able to prevent processing if the processing is necessary for compliance with any legal obligation or it is necessary to protect the vital interests of the employee/student or it is necessary for the performance of a contract to which the employee/student is a party.
- 6.12 An employee/student who feels that he/she has, or is likely to suffer damage as a result of either inaccuracy in the data held by the University or as a result of unauthorised disclosure of information must notify a member of the Human Resources Department/Registry in writing immediately. Where appropriate, the University will correct or erase that information or indicate that the information is contested by the employee/student.

- 6.13 Employees/students have a number of remedies open to them through the Courts in the event that this policy or their legal rights in respect of personal data are not complied with. In all cases however, students should use the official Complaints Procedure published in their course handbooks, whilst employees should use the Grievance Procedure.
- 6.14 In some cases personal data is held by the Student Union or student societies within the Union. The University looks upon the Student Union as an autonomous body and in such capacity the University expects the Student Union to be responsible for the notification of personal data to the Information Commissioner. The Data Controller will liaise with a member of the Student Union to ensure that personal data is properly notified.

7 Transfer of Data outside the UK

- 7.1 It is a requirement of DPA that personal data shall not be transferred to any country or territory outside of the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.
- 7.2 For the avoidance of doubt the European Economic Area currently includes Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovak Republic, Slovenia, Spain, Sweden and UK. The employee/student is, however, able to consent to the transfer of data in circumstances where the transfer is necessary.
- 7.3 The University will seek the explicit consent of a student/employee, if it becomes necessary to process and transfer data relating to that student/employee to a country or territory outside the European Economic Area.

8 Security

- 8.1 In order to ensure compliance with the DPA and to prevent unauthorized disclosure of or access to personal data, the following security measures will be required in respect of the processing of any personal data:
- 8.1.1 Access to personal data on staff and students is restricted to those members of staff who have a legitimate need to access such data in accordance with the University's notification to the Information Commissioner.
- 8.1.2 Members of staff authorized to access personal data under paragraph 8.1.1 above, will be allowed to do so, only in so far as they have a legitimate need and only for the purposes recorded in the notification.
- 8.1.3 All persons processing data and individuals requesting access to personal data in accordance with this policy must have familiarised themselves with this policy and it will be the task of the Data Control

Officers to ensure that all such personnel are thoroughly trained in its use.

- 8.1.4 Access to computer held data is subject to the same restrictions as above save that all staff authorised to access personal data will be required to have passwords in order to access the data. These passwords will be changed at regular intervals to ensure security is maintained. **Disclosure of a password to any other employee will result in a formal disciplinary investigation.**
- 8.1.5 All personal data will be stored in such a way that access is only permitted by authorised staff. This includes data stored in filing cabinets and other storage systems. **Acts or omissions by employees which lead to unauthorised access or disclosure will lead to a formal disciplinary investigation.**
- 8.1.6 Personal data should be transferred under conditions of security commensurate with the anticipated risks and appropriate to the type of data held.
- 8.1.7 Personal data held electronically must be appropriately backed up and stored securely to avoid incurring liability to individuals who may suffer damage or distress as a result of the loss or destruction of their personal data.
- 8.1.8 Any disposal of personal data will be conducted in a secure way, normally by shredding or security waste. All computer equipment or media to be sold or scrapped must have had all personal data completely destroyed, by re-formatting, over-writing or degaussing.

9 Third Parties

- 9.1 Any personal data which the University receives and processes in relation to third parties, such as visiting academics, suppliers, landlords, employers, alumni, enquirers and other individuals on mailing lists etc. will be obtained lawfully and fairly and dealt with in accordance with the principles and conditions of the Act.
- 9.2 Employees should ensure that in all cases the use to which the data is to be put is registered in the Notification (See 4.4).
- 9.3 Employees should obtain explicit consent from third party data subjects to process such personal data for the purposes expressed in the Notification and should ensure that there is a mechanism for data subjects to gain access to data about themselves, to prevent the processing of such data for the purposes of direct marketing and to object to the disclosure of such data.
- 9.4 In cases in which it is necessary to transfer personal data relating to a third party to a country or territory outside the European Economic Area, the data processor should seek advice from the Data Control Officer in order to satisfy himself/herself that such country or territory has security measures for the protection of data at a standard at least equivalent to the United Kingdom. The data subject is, however, able to consent to the transfer of data in circumstances where the transfer is necessary.
- 9.5 There are exceptions to the general rule which may allow information to be transferred outside the EEA. The University needs to be able to justify its reasons for transferring data if using these criteria for transfers outside the EEA. The exceptions can be summarized as follows:
- 9.5.1 with consent
 - 9.5.2 to make or perform a contract
 - 9.5.3 in legal proceedings
 - 9.5.4 to protect the vital interests of the individual
 - 9.5.5 for substantial public interest
 - 9.5.6 where the information is on the public register
 - 9.5.7 on terms approved by the Information Commissioner or where authorized by the Information Commissioner

10 Student use of Personal Data

- 10.1 Academic Staff directly supervising students (normally research students) who are processing personal data for the purposes of research or study or in pursuit

of an academic qualification should ensure that the personal data being processed is adequately covered by the University's notification. Awareness of the need to comply with the Data Protection Act should be promoted to students through publications such as the 'Dissertation Guidelines'.

- 10.2 Where students process personal data for the purposes of research or study or in pursuit of an academic qualification, but not under the direct supervision of a member of staff, (normally FE, BA and PG students) such processing will be deemed to be for the students' own personal or domestic purposes and the processing will be exempt from notification by the University.

11 Contractors and Suppliers

- 11.1 In certain circumstances it may be necessary to allow contractors or suppliers access to personal data in the course of maintenance or repair work.
- 11.2 In such circumstances, contractors should be documented and wear some form of identification. They should be restricted from unnecessary admittance to areas where personal data is held or processed and, if necessary, required to sign nondisclosure agreements, if access to personal data is unavoidable.

12 Staff use of personal data off-site, on home computers or at remote sites

- 12.1 Employees processing personal data off-site should ensure they take reasonable precautions to prevent the data from being accessed, disclosed or destroyed as a result of any act or omission on their part. They should notify the Data Controller immediately in the event of theft.

13 Use of Personal Data in Research

- 13.1 The 1998 act provides certain exemptions for 'research purposes' including statistical or historical purposes.
- 13.2 Provided that the purpose of research processing undertaken by staff and students is not measures or decisions targeted at particular individuals and it does not cause substantial distress or damage to a data subject, then personal data may be:
- processed for purposes other than for which they were originally obtained
 - held indefinitely
 - exempt from the right of access by data subjects where the results do not identify data subjects
- 13.3 Most of the Data Protection Principles still apply to personal data used for research purposes and researchers should always provide clear guidance to individuals whose personal data will be used in research as to why the data is being collected and the purposes for which it will be used.

14 Collection of Personal Data from Web Pages

14.1 The University will provide the following information on any Web pages designed to collect personal data:

- the purpose for which the data is being collected
- the recipients or classes of recipients to whom the data may be disclosed
- an indication of the period for which the data will be kept
- any other information to ensure that the processing is 'fair'

14.2 The University will provide users with the opportunity to opt out of any parts of the collection of or use of the data that are not directly relevant to the intended transaction.

APPENDIX ONE: DATA CONTROL OFFICERS

Designated Data Controller Marion Wilks, University Secretary

Responsibility: Data Protection Policy
Notification
Advising on policies relating to third parties

Data Control Officers Angela Fisher, Director of Human Resources
Responsibility: Advising on policies relating to staff data

Responsibility: David Burt, Academic Registrar
Advising on policies relating to student data

APPENDIX 10: Policy for making adjustments to assessment for students with disabilities

1. Introduction
 - 1.1 The University is committed to creating a supportive environment where all students are able to reach their full potential and succeed with their chosen course of study. In supporting this commitment, the University aims to ensure that all students can demonstrate their ability in assessed work and are not put at a disadvantage compared with other students.
 - 1.2 All students will be assessed on their ability to meet the learning outcomes of a unit, by completing specified assessment requirements which are marked against published assessment criteria. In some circumstances relating to a disability/specific learning difficulty (spld), it may transpire that students are unable to succeed using the assessment methods specified in the unit, but would be able to fulfil the learning outcomes of the unit through one or more alternative assessment tasks. In such circumstances, the following policy and procedure provides for reasonable adjustment to the assessment of a unit or group of units for purposes of assessing a student with a disability.
 - 1.3 The exception to this is where the specified method of assessment is prescribed by a professional body (e.g. RIBA, ARB).
 - 1.4 The University's Student Development Services offers a range of support for students with a disability/spld to enable students to achieve published assessment criteria without being put at a disadvantage compared with other non-disabled students. Members of staff and students are encouraged to contact the Student Development Services for advice and guidance on any potential adjustments to assessment task.
 - 1.5 Students are encouraged to notify the University of any disability before they arrive, and are invited to discuss their support needs with the Disability Support Manager. In all cases, students should be encouraged to seek support before any adjustment to published assessment requirements is considered.
 - 1.6 Any adjustments to assessment tasks will be managed in such a way as to avoid the introduction of any source of unfairness in the assessment process.
2. Policy
 - 2.1 The policy is based on the principle that reasonable adjustment to the assessment tasks prescribed in any unit should be allowed for a student who can achieve the learning outcomes but is prevented by their disability/spld from demonstrating this through the usual assessment methods (subject to the exclusion in section 1.3).

- 2.2 The policy covers all Further Education and Higher Education students of the University³⁷ who have a disability/spld, provided that evidence has been disclosed to a member of staff prior to the point of assessment.³⁸ Variation to the prescribed assessment in any unit can only be approved if the student has disclosed his or her disability to the Course Leader, Dean, or Disability Support Manager
- 2.3 A disability is defined as a particular physical, sensory or psychological condition that has a long term adverse affect on someone's ability to access the learning environment as compared to others. This may include, students who are: dyslexic; deaf, blind/partially sighted; have mobility difficulties; mental health difficulties; aspergers syndrome/autism and unseen conditions (for example, epilepsy) and some short-term illness which may be particularly debilitating.
- 2.4 Formal, written evidence from an appropriate expert (such as a medical practitioner, educational psychologist or occupational therapist) must be provided in all cases.
- 2.5 Students declaring a disability/spld through the admissions process are invited to meet with the Disability Support Manager to discuss their needs. Where the disability is expected to last throughout a student's period of study, details of agreed learning support, extensions and the form of any standard adjustment to assessment will be agreed by the Disability Support Manager with the student and recorded on a Learning Support Agreement. Where possible, the Learning Support Agreement should stipulate the units on which the adjustment should apply. This will be circulated to the Course Leader, Registrar and Learning Support Tutor and should be acted on for all assessments. The Course Leader will circulate the Learning Support Agreement to the Unit Leader(s) of the affected unit(s).
- 2.6 For the Edexcel policy on access arrangements and special considerations please refer to <http://www.edexcel.org.uk/VirtualContent/59386/AASCVQ.pdf>
- 2.7 For major adjustments that do not form part of a pre-negotiated Learning Support Agreement, requests for alternative assessment tasks should be submitted, together with the appropriate supporting evidence, as soon as possible and before the submission date for the relevant unit(s).

³⁷ Further guidance on reasonable adjustments in assessment of Further Education students undertaking Edexcel BTEC qualifications can be found in *Access Arrangements and Special Considerations for BTEC and Edexcel NVQ Qualifications* available on-line at <http://www.edexcel.org.uk/VirtualContent/59386/AASCVQ.pdf>

³⁸ Note that under DDA 1995 as amended by SENDA 2001, the University is deemed to have been made aware of a disability, if the student has notified a member of staff of the institution about his or her condition. It is therefore important that information is passed quickly to the Course Leader and Disability Support Manager. Where a disclosure is made to a member of staff in confidence, every effort should be made to encourage the student to disclose his or her disability to the Disability Support Manager at the earliest opportunity.

3. Categories of reasonable adjustments to assessment

3.1 The University has identified two categories of variation to the assessment tasks which may constitute a reasonable adjustment: minor and major adjustments.

3.2 Minor adjustment

3.2.1 Minor adjustments are those where the student is assessed in the same way as all other students undertaking that assessment, and where the completed work is, as such, indistinguishable from that of other students. In most cases, minor adjustments will involve little or no additional cost. Any costs associated with minor adjustments will be met by the campus responsible for the delivery of the unit. Minor adjustments will normally be included in a pre-negotiated Learning Support Agreement and should be dealt with through the Mitigating Circumstances Policy.

Minor adjustments include the following:

- use of larger fonts for Unit Handbooks or examination papers (where applicable);
- monitors with larger screens;
- use of coloured paper (normally cream or yellow);
- an extension to the submission date;
- additional time for examinations (where applicable);
- a separate room for examinations (where applicable), with or without medical supervision.

3.3 Major adjustment

3.3.1 Adjustment of Assessment relates to a student's lack of ability to demonstrate learning outcomes through:

- Written language
- Constraints on time
- Physical ability to carry out tasks
- Sensory communication difficulties.
- The physical environment

3.3.2 Major adjustments are those where the nature of the assignment to meet the learning outcomes is changed. The introduction of such changes may also result in the creation of potential unfairness, which will be closely monitored by the Unit Assessment Board.

3.3.3 Major adjustments may cover a wide range of circumstances, but may include the following examples:

- use of a scribe for examinations;
- use of a BSL interpreter for written work and filmed for submission;
- use of a third person to complete practical work;
- verbal presentation or submission in place of a written assignment or examination;

- Powerpoint presentation in place of a verbal presentation, or vice versa;
 - Use of a multimedia/CD Rom in conjunction with a reduced word count
 - A Cloze test (i.e. a written answers/statements with key ideas, concepts and dates left as blanks)
- 3.3.4 The nature of major adjustments will mean that the work will often be easily distinguished from that of other students, as it will often be in a different format, but the work will be subject to the usual verification processes. Major adjustments are the responsibility of the Chair of the Unit Assessment Board, and approval may not be delegated to another member of staff. The Chair may, however, wish to discuss the case with other officers of the University such as the Executive Dean, Academic Registrar, Course/Unit Leader(s), the Disability Support Manager, and the student before reaching a decision on the most appropriate assessment task.
- 3.3.5 All requests for major adjustments to prescribed assessment tasks must be made by the Course Leader to the Chair of the Unit Assessment Board via the Registrar. The Disability Support Manager will be consulted on the request and invited to comment on the suitability of the proposed adjustment and offer guidance on practice elsewhere in the sector.
- 3.3.6 The documentation provided by the student must include appropriate professional evidence of the nature of the disability and/or a prior Learning Support Agreement (LSA), together with an explanation as to why a different assessment task is needed.
- 3.3.7 The proposal for an alternative assessment task should be drafted by the Course/Unit Leader in consultation with the student and the Disability Support Manager.
- 3.3.8 In approving the adjustment, the Chair of the Unit Assessment Board should take into consideration the following:
- I. the appropriateness of the proposed adjustment

Whether the adjustment proposed would allow the student to demonstrate the learning outcomes of that item of assessment. Specifically, the use of a scribe, for instance, may require additional skills which are not normally required on that component.
 - II. the potential introduction of unfairness into the assessment process

Whether the revised method might result in the student being either advantaged or disadvantaged when compared against other students.
 - III. how the alternative task for assessment ensures equivalence with the original assessment requirement in terms of volume and standard of achievement required

If the revised method leads to a different form of work (such as a viva voce examination instead of a written assignment), how to ensure that no advantage or disadvantage accrues, with specific attention paid to how other students

might have performed had they been assessed in this manner. For example, the length of any viva voce examination that replaces a written assignment will need to be allocated a 'wordage equivalent' to a piece of written work.

IV. any issues surrounding professional accreditation

If the course leads to professional accreditation and the assessments have been approved by that body, whether the external examiner(s) or the professional body should be involved in the approval of any variations.

vi. the implication of any adjustment for other units

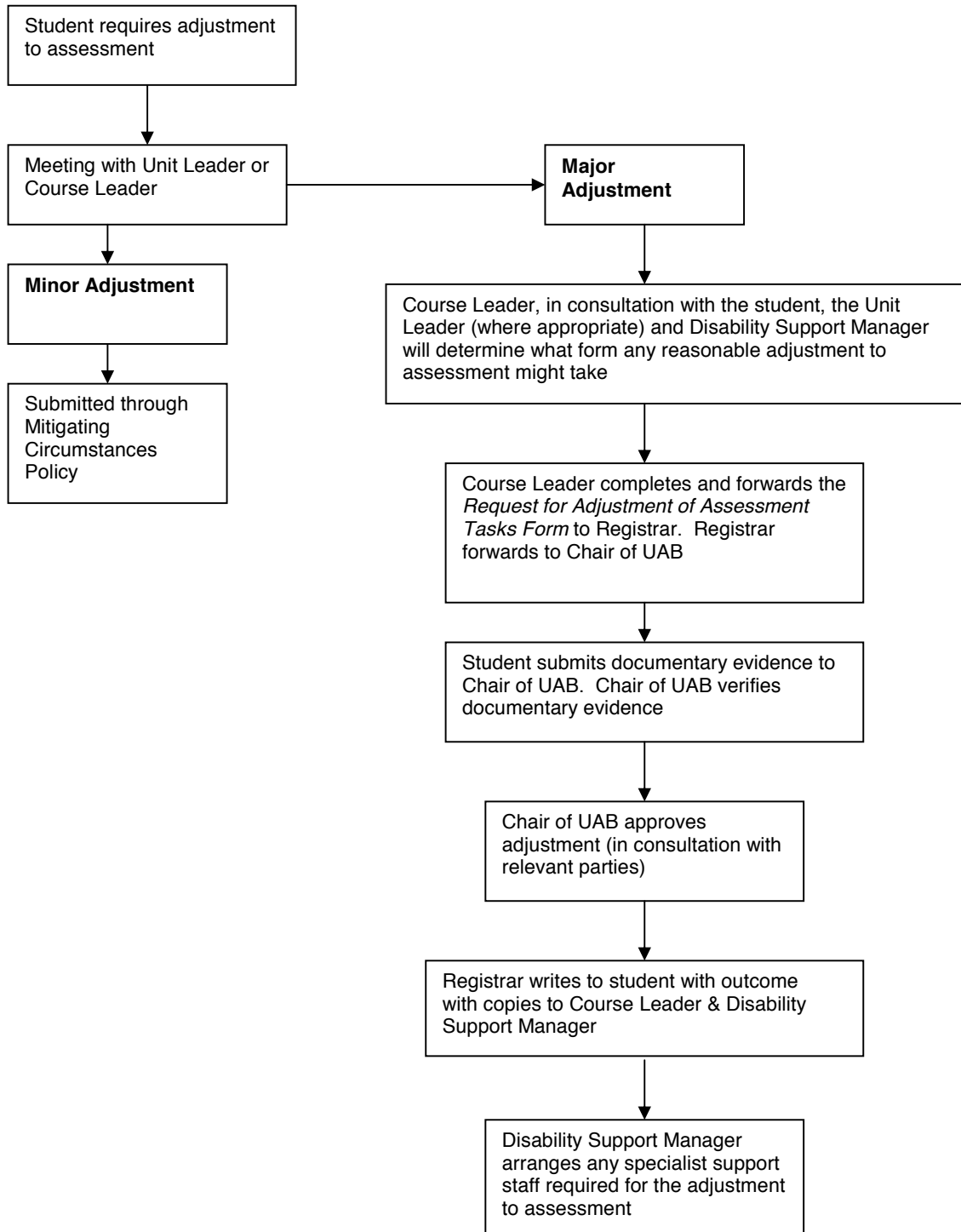
If an adjustment to an assessment task is agreed, consideration should be given to whether this would apply to other units on which the student is enrolled, or is likely to enrol at a future stage.

4. Procedure

- 4.1 Any student who believes that they require a special form of assessment for any part of their course of study should inform their Unit Leader or Course Leader as soon as possible.
- 4.2 Where a major adjustment is considered necessary and is not included within a pre-negotiated Learning Support Agreement, the Course Leader will discuss the assessment needs with the student, the Unit Leader (where appropriate) and the Disability Support Manager to determine what form any reasonable adjustment to assessment. The Course Leader may also consult with other officers of the University as appropriate and may seek the guidance of the External Examiner for the unit(s) in question. The Course Leader will complete the *Request for Adjustment of Assessment Tasks Form* with details of recommended adjustments and forwards to the Registrar.
- 4.3 The approval of the form of any major adjustment is the responsibility of the Chair of the Unit Assessment Board. Once a *Request for Adjustment of Assessment Methods Form* has been completed by the Course Leader and forwarded to the Registrar, as indicated in 4.2 above, the Registrar will forward the form to the Chair of the Unit Assessment Board.
- 4.4 The student must provide appropriate documentary evidence from an independent professional practitioner to support the request. This may be provided in a sealed envelope and will be passed directly to the Chair of the Unit Assessment Board who will be responsible for verifying the evidence and determining the duration for which the evidence may be deemed valid.
- 4.5 The Chair of the Unit Assessment Board may not delegate approval relating to major adjustments to another member of staff. The Chair may wish to discuss the case with other officers of the University such as the Executive Dean, Academic Registrar, Course/Unit Leader(s), the Disability Support Manager and the student before reaching a decision on the most appropriate assessment task.

- 4.6 Once approved, the Registrar will notify the student of the approved adjustment and forward a copy of the form to the student and will send copies of the completed form to the student's Course Leader and the Disability Support Manager. The supporting medical or other evidence will also be forwarded to the Disability Support Manager.
- 4.7 The Chair may, if appropriate, reject the request for a major adjustment, and treat the claim as a minor adjustment through the mitigating circumstances policy and procedures.
- 4.8 The Course Leader will forward a copy of the *Request for Adjustment of Assessment Methods Form* to the relevant Unit Leader(s).
- 4.9 The Disability Support Manager will be responsible for arranging and organising any specialist support staff required as part of the adjustment to assessment.
5. Student records
 - 5.1 A copy of the completed *Request for Adjustment of Assessment Methods Form* will be retained by the College Office and, where appropriate, the Disability Support Manager, together with the supporting evidence, for the lifetime of the student file. The Course Leader and Unit Leader(s) will retain a copy of the *Request for Adjustment of Assessment Methods Form* for the duration of the period during which the student is studying the specific unit(s) affected, after which time all copies will be returned to the College Office for destruction.
 - 5.2 The Unit Assessment Board shall record instances of all adjustments to assessment.
6. Monitoring
 - 6.1 The Unit Assessment Board will keep records of all adjustments to assessment in the minutes of the meeting.
 - 6.2 The relevant Progression & Award Board will monitor major adjustments to assessment across all Unit Assessment Boards for consistency and parity.
 - 6.3 Any adjustments to assessment will be monitored by the course team through Annual Academic Monitoring and Periodic Review.

Adjustments to Assessment Policy Diagram



Section D: To be completed by the Course Leader

Date of meeting with student: / /
Date of consultation with Disability Support Manager: / /
Details of any proposed major adjustment to assessment, following consultation with Disability Support Manager and student:
Name of Course Leader:
Signature:..... Date
Signature of Student: Date

Section E: Decision of the Chair of the Unit Assessment Board

1. Documentary evidence seen? Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>
--

2. MAJOR ADJUSTMENT Approved: YES/NO Rejected: YES/NO <i>Please state reason(s) below</i> Treat as MINOR adjustment: YES/NO
Chair's recommendations for adjustment to assessment tasks: <i>(Include additional sheets if necessary)</i>
Was an external examiner consulted? YES/NO If YES, please include name and institution:

Signed by Chair of Unit Assessment Board:..... Date
Name:

For College Office Use

Date request received:.....

Date forwarded to: (a) Chair of Assessment Board: (b) Disability Support Manager:

Date decision received:..... Date of letter to student:.....

Circulated to: Associate Dean Course Leader Disability Support Manager

Guidance Note for Course Leaders

1. This guidance should be read in conjunction with the Policy for making adjustments to assessment for students with disabilities.
2. The policy covers all Further Education and Higher Education students of the University College who have a disability/specific learning difficulty.
3. This form is for adjustments to assessment tasks that do not form part of a pre-negotiated Learning Support Agreement. Requests should be made **as soon as possible and before the submission date of the relevant unit**.
4. On receiving a request for an adjustment to assessment from a student, the Course Leader should meet with the student as soon as possible. The Course Leader should also discuss the assessment needs with the Unit Leader (where appropriate) and the Disability Support Manager and may seek guidance of the External Examiner for the unit(s) in question. The form should be completed at this meeting, and should be signed by both the Course Leader and the student.
5. All requests must be accompanied with formal, written evidence from an appropriate expert (such as a medical practitioner, educational psychologist or occupational therapist) **in all cases**. Where this has been made available to the Disability Manager prior to the request, this should be indicated in section C.
6. For Further Education courses validated by Edexcel, the Course Leader should consult the Edexcel policy on access arrangements and special considerations which can be found at <http://www.edexcel.org.uk/VirtualContent/59386/AASCVQ.pdf>

Categories of reasonable adjustments to assessment

7. Minor adjustment
 - 7.1 Minor adjustments are those where the student is assessed in the same way as all other students undertaking that assessment, and where the completed work is, as such, indistinguishable from that of other students. In most cases, minor adjustments will involve little or no additional cost. Any costs associated with minor adjustments will be met by the college responsible for the delivery of the unit. Minor adjustments will normally be included in a pre-negotiated Learning Support Agreement and should be dealt with through the Mitigating Circumstances Policy.
 - 7.2 Minor adjustments include the following:
 - use of larger fonts for Unit Handbooks or examination papers (where applicable);
 - monitors with larger screens;
 - use of coloured paper (normally cream or yellow);
 - an extension to the submission date;
 - additional time for examinations (where applicable);

- a separate room for examinations (where applicable), with or without medical supervision.

8 Major adjustment

8.1 Major adjustments are those where the nature of the assignment to meet the learning outcomes is changed. The introduction of such changes may also result in the creation of potential unfairness, which will be closely monitored by the Unit Assessment Board.

8.2 Major adjustments may cover a wide range of circumstances, but may include the following examples:

- use of a scribe for examinations;
- use of a BSL language interpreter for written work and filmed for submission;
- use of a third person to complete practical work;
- verbal presentation or submission in place of a written assignment or examination;
- PowerPoint presentation in place of a verbal presentation, or vice versa;
- use of a multimedia/CD Rom in conjunction with a reduced word count;
- A Cloze test (i.e. a written answer/statement with key ideas, concepts and dates left as blanks)

8.3 The nature of major adjustments will mean that the work will often be easily distinguished from that of other students, as it will often be in a different format, but the work will be subject to the usual verification processes.

8.4 Major adjustments are the responsibility of the Chair of the Unit Assessment Board, and approval may not be delegated to another member of staff. The Chair may, however, wish to discuss the case with other officers of the University such as the Executive Dean, Academic Registrar, Course/Unit Leader(s), the Disability Support Manager, the External Examiner(s) for the unit(s) affected, and the student before reaching a decision on the most appropriate assessment task.

8.5 All requests for major adjustments to prescribed assessment methods must be made by the Course Leader to the Chair of the Unit Assessment Board, via the Registrar. The Disability Manager will be consulted on the request and invited to comment on the suitability of the proposed adjustment and offer guidance on practice elsewhere in the sector.

8.6 The documentation provided by the student must include appropriate professional evidence of the nature of the disability, and/or a prior Learning Support Agreement (LSA), together with an explanation as to why a different assessment task is needed.

Guidance for Chairs of Unit Assessment Boards

9. Consideration of major adjustments

- 9.1 In considering major adjustments the Chair of the Unit Assessment Board, in consultation with the Associate Dean, Course Leader and the Disability Support Manager, will determine what form any reasonable adjustment to assessment may take. The Chair may, at his or her discretion, convene a meeting with the student as part of these deliberations. The Chair may also consult with other officers of the University as appropriate and may seek the guidance of the External Examiner for the unit(s) in question. The Chair of the Unit Assessment Board will complete the form with details of recommended adjustments and forward the form to the Registrar.
- 9.2 The Chair may, if appropriate, reject the request for a major adjustment, and treat the claim as a minor adjustment through the Mitigating Circumstances Policy and procedures.

10. Criteria for consideration

- 10.1 In considering the adjustment, the Chair of the Unit Assessment Board should take into consideration the following:

- i. the appropriateness of the proposed adjustment

Whether the adjustment proposed would allow the student to demonstrate the learning outcomes of that item of assessment. Specifically, the use of a scribe, for instance, may require additional skills which are not normally required on that component.

- ii. the potential introduction of unfairness into the assessment process

Whether the revised method might result in the student being either advantaged or disadvantaged when compared against other students.

- iii. how the alternative task for assessment ensures equivalence with the original assessment requirement in terms of volume and standard of achievement required

If the revised method leads to a different form of work (such as a viva voce examination instead of a written assignment), how to ensure that no advantage or disadvantage accrues, with specific attention paid to how other students might have performed had they been assessed in this manner. For example, the length of any viva voce examination that replaces a written assignment will need to be allocated a 'wordage equivalent' to a piece of written work.

- iv. any issues surrounding professional accreditation

If the course leads to professional accreditation and the assessments have been approved by that body, whether the external examiner(s) or the professional body should be involved in the approval of any variations.

- vi. the implication of any adjustment for other units

If an adjustment to an assessment task is agreed, consideration should be given to whether this would apply to other units on which the student is enrolled, or is likely to enrol at a future stage.