

# **Chapter 13**

## **Student Cases**

### 13. STUDENT CASES

13.1 This chapter describes the overall framework in place for student cases. The purpose of this student-facing policy framework is to foster a culture where academic and non-academic misconduct is not tolerated and to provide an inclusive, supportive, and safe learning environment in which all students and staff can flourish and are able to fulfil their personal potential.

A Student Code of Conduct is in place to outline what types of behaviour are not acceptable and the possible consequences of such conduct. Student relationship guidelines detail what conduct students can expect from others and what conduct is expected from them.

All students involved in any of the policies detailed below will be treated with dignity and respect and appropriate consideration will be given to their wellbeing.

The University aims to ensure that, where appropriate, cases are resolved informally. It aims that both informal and formal cases are resolved swiftly and within published time-lines.

13.1.1 The following policies are available in this area:

- Mitigating Circumstances Policy (including compensatory measures, extenuating circumstances, interruption of studies, and extension to end dates)
- Student Complaint Policy
- Academic Appeal Policy
- Academic Misconduct Policy
- Student Non-Academic Misconduct Policy
- Fitness to Practise Policy
- Support for Study Policy
- Harassment and Bullying Policy
- Safeguarding Policy

There is a framework in place for the implementation, monitoring and communication of these policies and their underlying procedures.

13.1.2 The University adopts for this overarching framework the OIA key principles of:

- Accessibility
- Clarity
- Proportionality
- Timeliness
- Fairness
- Independence
- Confidentiality
- Improving the Student Experience

In addition, the University ensures that its policies and procedures are inclusive.

13.1.3 The framework also aims to ensure that the University exercises an appropriate duty of care, applies principles of natural justice, and complies with all relevant legislation in this area, including:

- Contract and consumer law
- Negligence (duty of care)
- The Human Rights Act 1998

- The Equality Act 2010
- Health and Safety at Work Act 1974
- Natural Justice (fairness)
- Data Protection Act 2018 (and GDPR)

13.1.4 In addition, each policy specifies which key sector documents underpin the policy and embed best practice.

13.1.5 The University has put a range of measures in place to ensure that students receive clear information about the policies and processes used in this area as well as appropriate support throughout processes. It is a student's responsibility to ensure that they have read and understood the University's regulations, policies and procedures. Further information and guidance is available from the Academic Office. A student's misinterpretation or lack of awareness of the regulations and procedures will not be considered a valid reason for non-compliance.

13.1.6 The principles outlined in this chapter apply to all students, each policy outlines how it relates to individual student cohorts.

13.1.7 The student-facing framework is evaluated and reviewed annually to ensure that its policies remain up-to-date and continue to incorporate sector best practice and lessons learned. An overview report is produced annually for Senate and Council and complaint and appeals numbers are monitored closely as part of HEFCW's national measures.