

Chapter 13

Student Cases

13. STUDENT CASES

- (1) It is a student's responsibility to ensure that they have read and understood the University's regulations 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 Compensatory Measures

- (1) All students with long-term impairments will attend an initial interview with one of the Student Services team to identify potential requirements and arrange for specialist diagnostic 'assessment of need'. Student Services will require evidence of the impairment. This could take the form of:
 - a) a report from a general practitioner or consultant in the case of a physical or psychological medical condition;
 - b) an Educational Psychologist's or PATOSS accredited Specialist Diagnostic Assessor's report (post-16 and using the correct tests as defined by SASC) in the case of Specific Learning Difficulties.
- (2) Where the student does not have a current diagnostic report or has not previously been assessed as having Specific Learning Difficulties, Learning Support will arrange for an initial assessment. The Learning Support team will arrange for further assessment to be carried out by a specialist assessor in Specific Learning Difficulties or a Mental Health Advisor if such action is advised. While further assessment is being carried out and prior to the production of a full report, Learning Support may judge it necessary to devise an interim pattern of compensatory measures to be recorded on an interim **Statement of Compensatory Measures** (Appendix GA17). In such a case, the procedures set out in paragraphs 13.1 (2) to (12) will be followed as appropriate. The interim statement shall be replaced by a full statement as soon as the further assessment has been completed and a full report produced.
- (3) Upon production of a full report, the student is invited to sign a disclosure form allowing Learning Support to notify the relevant members of University staff of the diagnosis and recommendations. Unless the student's disability could put other students and staff at risk, the student may choose not to disclose their disability to anyone apart from Learning Support. In such cases, the student will be required to sign a form confirming this decision.
- (4) The recommendations of the full report provide the guidance as to the reasonable adjustments needed for assessment according to the student's individual needs directly arising from the impairment. Learning Support will advise on the guidance given in the student's Needs Assessment and/or diagnostic assessment/medical assessment which may relate to assessments, such as assignments, oral presentations, placements, fieldwork and/or examinations.
- (5) Learning Support will, in consultation with the student and the School, devise a pattern of compensatory measures as part of the normal assessment of the student, which may include as appropriate:
 - i) study skills support;
 - ii) support through assistive technology;
 - iii) support through a mental health/support mentor/specialist support lecturer;
 - iv) additional time for examinations;
 - v) provision of an amanuensis for examinations;
 - vi) differentiation of deadlines for assessments other than examinations;
 - vii) avoidance of grouping of deadlines for assessments other than examinations;
 - viii) rescheduling of assessment deadlines for assessments other than examinations;
 - ix) alternative forms of assessment.

- (6) The role of the School in such consultations is not to evaluate the circumstances of the student, but to inform Learning Support of the nature of assessment within the School in question.
- (7) In the case of Joint Honours students requiring compensatory measures, Learning Support should consult with both Schools to make sure that the student is subject to consistent treatment.
- (8) An individual **Statement of Compensatory Measures** (Appendix GA17) will be drawn up for a student which is practical and meets the student's needs. The statement must be signed by the student first and then by all other parties. The student must be made aware of to whom the statement will be provided and any details recorded in the statement must be in accordance with the level of disclosure agreed to by the student. The statement outlines the generic compensatory measures which may be applied to assessments by type of assessment which the student has to undertake. The statement must be completed as early as possible in the academic year. Copies of the statement should be provided to the student, Learning Support, the relevant School, Registry and the Academic Office.
- (9) In many cases the compensatory measures offered to support a student during study and in preparation for assessment will be sufficient to ensure that the student is not disadvantaged. However, in some cases it may be necessary to arrange differentiated deadlines for submission of assessments other than examinations in addition to other measures. In all cases where differentiated deadlines are given, a specific date for submission must be identified which reflects the actual needs of the student and is no more than 1 week after the undifferentiated deadline. If it is determined that, due to the particular circumstances of a student, a differentiated deadline of 1 week would be insufficient, then Learning Support should request a rescheduling of the assessment deadline.
- (10) The School must be notified of a request for a rescheduled assessment deadline at least 2 term-time weeks prior to the original deadline in order to allow consultation with the School regarding the appropriate new assessment deadline.
- (11) In a few very exceptional cases, Learning Support may have to recommend individual assessment regimes for a student, which must be approved by the Dean of Quality and Standards or nominee.
- (12) When determining any rescheduled assessment deadline for assessments other than examinations, Learning Support and the School should be aware of the possible impact on the student's eligibility for progression or award (as set out in the relevant sections of Chapter 6), particularly for assessments where the original deadline was during Semester 2 or during the re-assessment period. If all other assessments have been successfully completed, where it is necessary to reschedule assessment deadlines for assessment components with a credit value of up to 20 or equivalent in terms of notional study hours, it may be more appropriate to request that the student be permitted to progress conditionally. If incomplete assessments, including any to be rescheduled, have a credit value of more than 20 or equivalent in terms of notional study hours, it may be more appropriate to request that the student be permitted to repeat specific modules in the next academic session.
- (13) Once the generic compensatory measures which may be applied to assessments by type of assessment have been agreed, Learning Support, working in conjunction with the student should advise the School of the actual compensatory measures to be applied to particular assessment components for individual modules on a case by case basis. The School must be advised of the actual compensatory measures at least 4 term-time weeks prior to any examinations and at least 1 working day prior to any undifferentiated deadline for submission of assessments other than examination. In many cases it will not be necessary to apply any additional compensatory measures for a particular assessment component beyond the compensatory measures offered across all modules.

- (14) The actual compensatory measures applied to assessment components for individual modules should be recorded by Learning Support team members on the **Record of Compensatory Measures** (Appendix GA18) and a copy of the completed record should be provided to the student, Learning Support, the relevant School and the Academic Office.
- (15) If it is claimed that further needs have arisen, application can be made to Student Services for a further assessment which may lead to an amendment of the generic compensatory measures offered to a student and a revised **Statement of Compensatory Measures** (Appendix GA17) or to the invoking of the Fitness to Study Policy or Fitness to Practise Policy as appropriate.
- (16) The **Statement of Compensatory Measures** (Appendix GA17) may need to be reviewed at the beginning of each year of study.
- (17) It is recognised that some students with long-term impairments may also develop short-term difficulties not directly associated to their long-term impairments. In such cases, students should refer to the University's procedures for Extenuating Circumstances for Taught Provision clearly noting any previously agreed compensatory measures.

13.1.1 Amanuensis

- (1) It is normally the case that during examination periods a small number of students will need the aid of an amanuensis. This arrangement is made if Student Services is advised by a screening assessor that a student warrants an examination concession of this nature or if a student is unable to write due to a short-term injury.
- (2) An amanuensis team is established so that Registry can call upon its members in turn. The team may consist of nominated Faculty Administrative Officers and members of Professional Service Units. It is generally assumed that those who are used to minute-taking are probably most suited to the work.

13.2 Extenuating Circumstances for Taught Provision

13.2.1 Definitions and principles

- (1) A student who believes that his/her performance in or ability to complete an assessment has been adversely affected by extenuating circumstances may request that those circumstances are recognised by the University. Claims for extenuating circumstances are judged on clear and transparent criteria as set out in the regulations and where necessary are considered by a cross-University Extenuating Circumstances Panel.
- (2) For the purposes of this regulation, extenuating circumstances refer to immobilising ill health during the assessment period, bereavement of a close relative or friend during the assessment period, or other similarly profound experience or difficulty that is outside the control of the student. In respect of full-time students in employment, where study is subsidiary to the employment (that is, where the study is related to and dependent on the employment and the employer normally allows the student time-off from work to study and/or directly contributes to the costs of study), pressure from employment may also be considered as extenuating circumstances. In all other cases, full-time students cannot claim extenuating circumstances for pressure from employment. For part-time students, pressure from employment may be considered as extenuating circumstances only where the student's primary role is in work and the student's study is directly secondary to the student's work.
- (3) The following are not normally recognised to be extenuating circumstances:
 - a) Minor, non-immobilising health problems with a duration of less than one week including, but not limited to: colds, sore throat, sprains (other than in the writing hand/arm).

- b) Loss of work including, but not limited to: as a result of theft, the breakdown of a computer or other electronic equipment, mislaying an electronic storage device or hard copy.
 - c) Difficulties in submitting for assessment due to technical problems (not caused by a failure of the University's systems).
 - d) Difficulty in gaining access to available materials such as books or videos.
Students should guard against such difficulties by keeping electronic back-ups of work, together with hard copies; keeping drafts of work in progress; and managing the time allocated for completing the assessment.
 - e) Non-serious domestic or personal disruptions including, but not limited to: moving house, change of job, holidays, weddings, oversleeping, cultural and/or educational adjustment, normal stress and anxiety experienced in relation to assessment.
Students are expected to be able to take reasonable steps to ensure that non-serious domestic or personal disruptions do not affect assessments.
 - f) The normal financial difficulties which may be experienced by students, unless there has been a sudden and unforeseen change in financial circumstances.
Students experiencing short-term financial difficulties should seek advice and support from Student Services.
 - g) Long standing impairments or medical conditions, unless it can be demonstrated through evidence that there has been an increase in severity at the time of the assessment, such that the student's academic performance may have been adversely affected.
Students should report long standing impairments and conditions to Student Services to ensure that, where appropriate, adjustments are made to the assessment regime and support arrangements are put in place well before assessment commences.
- (4) The University's approach to considering claims for extenuating circumstances is based on two principles:
- a) The object of an assessment is to measure achievement, not potential; what a student has done, not what he/she might have the potential to do.
 - b) Each student is responsible for submitting assessed coursework on time and in an appropriate and accessible format, for presenting him/herself for written examinations or presentations at the appropriate time and place, and for submitting information on extenuating circumstances.
- (5) As a result:
- a) Members of staff of the University may not grant extensions. In the event that work is submitted late, the work is marked in the normal way and then penalised in accordance with the regulations i.e. the mark is capped at the minimum pass mark (40% for Levels 4, 5 and 6 and 50% for Level 7) if the work is up to 1 week late for first attempts or a mark of 0% is recorded if the work is late for re-assessments (see paragraph 7.5 (5)). Both the initial mark and the penalised mark are recorded in the first instance. Any decision to lift the late submission penalty is made in accordance with the regulations for extenuating circumstances.
 - b) Work will not be officially accepted more than 1 week after the original date for submission. In such cases, where extenuating circumstances are approved, the relevant

Programme Team will inform the student that the work is to be submitted at the next appropriate assessment point.

- c) Extenuating circumstances must not be taken into account in the marking of a student's work.
 - d) Academic staff, Examining Boards and the Extenuating Circumstances Panel are not permitted to modify or adjust marks to compensate for extenuating circumstances.
- (6) It is a student's responsibility to ensure that they have read and understood the University's procedures for Extenuating Circumstances for Taught Programmes. Further information and guidance is available from the Academic Office. A student's misinterpretation or lack of awareness of the procedures will not be considered a valid reason for non-compliance.

13.2.2 Role of the Extenuating Circumstances Procedures

- (1) The role of the procedures is to:
 - a) ensure consistency in the consideration of claims for extenuating circumstances across the University;
 - b) determine whether a claim for extenuating circumstances can be upheld or should be rejected;
 - c) determine the action to be taken in the event that the claim is upheld – either the lifting of a late submission penalty or the opportunity to be re-assessed without incurring an additional penalty;
 - d) in exceptional cases, to refer a student to Student Services to determine if the student should be considered for Compensatory Measures or if the student should be considered under the Fitness to Study Policy or Fitness to Practise Policy

13.2.3 Extenuating Circumstances Procedures

- (1) All claims for extenuating circumstances should be submitted to the Academic Office by the student as soon as possible and must be received by the Academic Office no more than 15 clear working days after the original date for submission of an assessment or the scheduled date of an examination. Claims submitted outside of this timeframe will not be considered unless there is independent evidence to show compelling reasons as to why the claim was not received in a timely manner. All claims must be made using the Extenuating Circumstances Form (Appendix GA1). Claims made by staff or other students on behalf of a student who is not aware of the claim him/herself cannot be accepted.
- (2) All claims must be supported by verifiable independent documentary evidence which clearly identifies the extenuating circumstances and their duration. All claims must be accompanied by evidence of the actual date of submission of an assessment in the form of an official submission receipt or confirmation from a member of staff that the assessment has been submitted. Where evidence is awaited, the student must provide an indication of the likely evidence and associated timescale for providing the evidence.
- (3) It is not possible to provide a definitive list of all acceptable independent documentary evidence, but the following are typical examples of what may be acceptable, depending on the exact individual circumstances:
 - a Statement of Fitness for Work or Medical Certificate which clearly indicates the duration and impact of the illness/circumstances;

- a signed and dated letter from a medical practitioner which clearly indicates the duration and impact of the illness/circumstances;
- a University Confirmation of Extenuating Circumstances Form signed by an authorised signatory from Student Services which clearly indicates the duration and impact of the extenuating circumstances;
- a copy of a Death Certificate;
- a copy of a Birth Certificate;
- a signed and dated letter from an employer;
- a signed and dated letter from a coroner, legal practitioner, police officer, court official, minister of religion or other professional.

All letters must be on the official headed notepaper of the individual or organisation concerned (with full contact details) and must clearly describe the extenuating circumstances and their duration.

- (4) Where a student is concerned about retention of evidence which is of a particularly personal nature, the student may request that the evidence be destroyed as soon as a decision on the claim has been made. Where a student is reluctant to disclose evidence of a particularly personal nature, the student may approach Student Services and request a University Confirmation of Extenuating Circumstances Form be completed or a letter of confirmation from the Director of Student Services.
- (5) In cases of ill health, non-diagnostic letters from medical practitioners (that is letters which state “the student informed me that he/she was ill...”) and letters from non-traditional health practitioners will not be accepted as independent evidence. In cases where the extenuating circumstances relate to ill-health/circumstances of a third party, independent evidence of the impact of the third party’s illness/circumstances on the student must be provided.
- (6) Claims for extenuating circumstances made following formal or informal notification of the result of the assessment will only be considered if the student can provide independent evidence to show compelling reasons as to why the claim was not made prior to the notification of results.
- (7) Retrospective claims made for assessments undertaken in a previous Semester where the outcome for the assessments has been considered by an Examining Board and where the student has subsequently engaged with studies in the current Semester will not be eligible for consideration.
- (8) The Academic Office shall acknowledge receipt of a claim for extenuating circumstances normally within 5 clear working days. If a student makes a claim which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the claim was actually received. Students must not assume that a claim has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.
- (9) The Academic Office will return to a student any claim that is received more than 15 clear working days after the original date for submission of an assessment or the scheduled date of an examination or after formal/informal notification of results which does not include independent evidence to explain the delay in receiving the claim, is incomplete, lacks evidence or does not meet the criteria, without the claim being considered further. In such cases, the Academic Office will notify the student formally in writing of the reasons why the claim has been returned.
- (10) Following return of a claim by the Academic Office under paragraph 13.2.3 (9), where a student can directly address the reason for return (by providing independent evidence to explain the late submission of a claim or by providing a fully completed application or by

providing independent evidence to support the claim), the student may request that the claim be fully considered.

- (11) The Academic Office has authority to uphold any claim which has been received in a timely manner and is appropriately supported by verifiable independent documentary evidence which clearly relates to the assessment in the claim. The Academic Office has authority to reject any claim where the evidence provided is not appropriate or relevant either to the claim or to any explanation of why the claim was not submitted in a timely manner. Where a claim is either upheld or rejected by the Academic Office, the procedures outlined in paragraph 13.2.3 (16) to (19) will apply. Where the Academic Office is unable to make a decision, the claim will be referred to the Extenuating Circumstances Panel.
- (12) Membership of the Extenuating Circumstances Panel is drawn from a standing group comprising two representatives from each Faculty. The membership may be increased at the discretion of the Academic Office.
- (13) All claims for extenuating circumstances referred to the Extenuating Circumstances Panel will be considered by members representing at least three Faculties.
- (14) Where a claim for extenuating circumstances is referred to an Extenuating Circumstances Panel, the Academic Office will inform the student of the timescale for notification of the decision.
- (15) The Extenuating Circumstances Panel will consider each claim and decide whether or not to uphold the request on the basis of the appropriateness of the evidence provided. In the event that a claim is upheld, appropriate action will be taken - either the lifting of a late submission penalty or the opportunity to be re-assessed without incurring an additional penalty. For every claim, both the decision and the reason(s) for arriving at the decision must be documented and reported to the Academic Office.
- (16) The Academic Office is responsible for informing the student, the relevant Programme Director and the relevant Faculty of the extenuating circumstances decision normally within 5 clear working days of the decision being made. The student shall be informed of his/her right of appeal against the extenuating circumstances decision. The Academic Office will ensure that the relevant Examining Board is informed of the extenuating circumstances decision.
- (17) In exceptional cases, a student may be referred to Student Services to determine if the student should be considered for Compensatory Measures or if the student should be considered under the Fitness to Study Policy or Fitness to Practise Policy. The decision to refer a student to Student Services will be made based on the nature and volume of the extenuating circumstances (taking any previous claims made the student into account).
- (18) Where a claim for extenuating circumstances is pending at the time of the meeting of the Examining Board, the Board's decision in respect of the student's overall outcome is provisional pending receipt of the extenuating circumstances decision.
- (19) Where necessary, an Examining Board will be reconvened to take the necessary action(s) to implement the extenuating circumstances decision. This may include, where appropriate, the determination of any new submission deadlines. The Examining Board may not re-open the discussion of any case of individual extenuating circumstances and may not overturn an extenuating circumstances decision.

13.2.4 Appeals against extenuating circumstances decisions

- (1) The University is only prepared to consider appeals which are based on the following grounds:

- a) there were irregularities in the conduct of the extenuating circumstances procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
 - b) that the decision failed to take proper account of the circumstances reported in the claim or that not all the details relating to particular circumstances were provided in the claim and there is a compelling reason for the omission. Students should note the expectation to report such circumstances and provide all relevant details of such circumstances to the Academic Office in accordance with the University's Extenuating Circumstances Procedures for Taught Provision.
- (2) Any appeal against an extenuating circumstances decision must be sent to the Academic Office on the Extenuating Circumstances Appeal Form (Appendix GA12) and received no later than 15 clear working days after official notification of the decision. Simple notice of appeal given in writing by a student within the above deadline shall not be deemed to constitute an appeal and shall not be accepted. Appeals received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the appeal was not submitted in a timely manner. Where an appeal is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the appeal was not considered and advising the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.2.4 (24)).
- (3) The Academic Office shall acknowledge receipt of an appeal normally within 5 clear working days. If a student submits an appeal which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the appeal was actually received. Students must not assume that an appeal has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.
- (4) The Academic Office shall ensure that the facts are verified and shall recommend an alternative decision if it is evident that one or more of the following has occurred:
- a) there were irregularities in the conduct of the extenuating circumstances procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
 - b) the decision failed to take proper account of circumstances reported in the claim or there were compelling reasons why not all the details relating to particular circumstances were provided in the claim and had these details been provided, the claim would have been upheld.
- (5) The appellant shall be informed of any alternative decision within 10 clear working days of receipt of the appeal by the Academic Office. The appellant shall be asked to either accept or reject such alternative decision within 5 clear working days of being informed of the alternative outcome by the Academic Office. If the appellant is dissatisfied with the outcome, he/she may request that a Completion of Procedures Letter be issued which will advise the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.2.4 (24)).
- (6) If the Academic Office decides that no error has occurred, the Academic Office shall determine whether a clear case for appeal exists.
- (7) The Academic Office will disallow any appeal, normally within 10 clear working days of its receipt, which is based on factors which were known when the decision was reached. The appellant shall be informed, in writing, by means of a Completion of Procedures Letter that the appeal has been disallowed and will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.2.4 (24)).

- (8) If it is decided that there is a case to be considered, the appeal shall be referred to an Extenuating Circumstances Appeal Panel consisting of up to three persons:
 - 1) A Dean or Assistant Dean of Faculty (not from the Faculty in which the appellant is studying or has studied).
 - 2) A member of staff with previous experience of the extenuating circumstances procedures (not from the Faculty in which the appellant is studying or has studied).
 - 3) Where appropriate, a suitably qualified external representative with appropriate experience of working within a Higher Education Institution.
- (9) The Extenuating Circumstances Appeal Panel shall normally meet within 20 clear working days of the appeal being referred to it. In the event that it takes longer to verify the facts to which the appeal refers, this period may be extended.
- (10) The Extenuating Circumstances Appeal Panel shall have delegated powers to act on behalf of the Senate.
- (11) An appellant shall be offered a personal hearing by the Extenuating Circumstances Appeal Panel. The appellant shall accordingly be informed in advance of the time and date of the meeting and that he/she shall have the right to be accompanied, to hear all the evidence, and to call and question witnesses. The appellant may be accompanied by a person of his/her choosing, and is required to inform the Secretary in writing in advance of the meeting whether he/she intends to be accompanied. The accompanying person shall not normally contribute to the discussions, but the Extenuating Circumstances Appeal Panel shall have the discretion to invite their contribution if it believes that this will assist them in reaching a decision. Legal representation is not allowed. The appellant may nominate relevant witnesses to provide evidence which relates directly to the grounds of the appeal. Such witnesses shall be informed of the date, time and place that have been set for the appeal hearing but cannot be compelled to attend.
- (12) If for reasons of distance or other significant matters (to be agreed by the Academic Office), physical attendance in person is not possible, the appellant may be invited to contribute via video-link or to make an additional written submission. The appellant may not send another person to an Extenuating Circumstances Appeal Panel in his/her stead. Should the appellant not attend the meeting of the Extenuating Circumstances Appeal Panel and provided that all reasonable means have been taken to contact the appellant, the meeting shall proceed in his/her absence.
- (13) The Chair shall, at an Extenuating Circumstances Appeal Panel meeting, have discretion to declare inadmissible any matter introduced by the appellant, or by any witness or person accompanying the appellant, if he/she deems it not directly related to the contents of the appeal previously lodged in writing within the stipulated deadline.
- (14) The Chair of the Extenuating Circumstances Appeal Panel may require any member of staff who was involved in the original decision to contribute to the hearing as a witness and should ensure that any such individual is informed of the date, time and place that have been set for the appeal hearing.
- (15) The Extenuating Circumstances Appeal Panel shall base its decisions on the evidence of the appellant's submission and the testimony of any witnesses, together with any further evidence which it considers relevant. The Extenuating Circumstances Appeal Panel, when considering its decision, shall meet in private session.
- (16) The Extenuating Circumstances Appeal Panel shall be empowered to take one of the following decisions:
 - a) to reject the appeal and uphold the original extenuating circumstances decision;

- b) to uphold the appeal and to refer the case back to an Extenuating Circumstances Panel for a review of the decision.
- (17) The decision of the Extenuating Circumstances Appeal Panel shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Extenuating Circumstances Appeal Panel with the appellant or any other person.
- (18) The Extenuating Circumstances Appeal Panel may make recommendations for consideration by the Academic Quality and Standards Committee or the Senate as appropriate on any matters arising from the consideration of appeals.
- (19) A full report of the decisions of the Extenuating Circumstances Appeal Panel shall be produced.
- (20) In the case of paragraph 13.2.4 (16) a), the outcome of the appeal shall be communicated to the appellant, in writing, by means of a Completion of Procedures Letter, normally within 10 clear working days of the meeting of the Extenuating Circumstances Appeal Panel and the appellant will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.2.4 (24)).
- (21) In the case of paragraph 13.2.4 (16) b), the appellant shall be informed that the case has been referred back to an Extenuating Circumstances Panel and that he/she will be informed of the decision of the Extenuating Circumstances Panel in due course. The full report, including recommendations or advice where appropriate to the circumstances of the case, along with all supporting documentation, shall be sent to the next appropriate Extenuating Circumstances Panel for consideration. The subsequent decision of the Extenuating Circumstances Panel, together with a copy of a relevant extract from its minutes, shall be sent to the Academic Office, normally within 5 clear working days of the conclusion of the Extenuating Circumstances Panel's deliberations.
- (22) The appellant shall be informed of the decision of the Extenuating Circumstances Panel, in writing normally within 5 clear working days of the meeting of the Extenuating Circumstances Panel. There shall be no right of appeal under the University's internal procedures against the decision of an Extenuating Circumstances Panel where the case has been referred back by an Extenuating Circumstances Appeal Panel and if the appellant is dissatisfied with the outcome, he/she may request that a Completion of Procedures Letter be issued which will advise the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.2.4 (24)).
- (23) Where an appeal has been submitted, the original extenuating circumstances decision shall stand until the outcome of the Extenuating Circumstances Appeal Procedure is known.
- (24) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within 12 months of the effective date of the Completion of Procedures Letter. The effective date of a Completion of Procedures Letter will normally be the date on which it is issued. Where an appeal is deemed out of time or where a Completion of Procedures Letter is requested more than 25 clear working days after the notification of the final decision, the effective date of any Completion of Procedures Letter will normally be the date upon which the final decision was made. Full details of the procedure will be available from the Academic Office or from the OIA website: www.oiahe.org.uk.

13.3 Interruption of Studies (Taught Programme)

- (1) Interruption of studies is defined as a formal pause in a student's study for an extended period of time during which a student is not required to engage with his/her studies.

- (2) Students do not have the automatic right to interrupt their studies; a request to interrupt studies must be made to the Academic Office on the approved form.
- (3) Where an application for interruption of studies is received prior to the start of a semester/term/block or after no more than 20% of the duration of the semester/term/block, the interruption would, if approved, have an effective start date of the beginning of the semester/term/block.
- (4) Where an application for interruption of studies is received after more than 20% of the duration of the semester/term/block, but after no more than 70% of the duration of the semester/term/block, the interruption would, if approved, have an effective start date of the date the application was received.
- (5) Where an application for interruption of studies is received after more than 70% of the duration of the semester/term/block it will be considered as an indication that the student wishes to apply for extenuating circumstances in that semester/term/block and the student will be directed to the appropriate regulations (see Section 13.2).
- (6) Where individual modules are delivered sequentially in a programme, an individual module may be considered as a “block” for the purpose of the regulations for interruption of studies.

13.3.1 Grounds for interruption of studies

- (1) The grounds on which a student can request an interruption of studies are as follows:
 - Health or Medical;
 - Maternity, paternity or adoption leave;
 - Compassionate (including bereavement and serious domestic difficulties);
 - Financial;
 - Exceptional Professional Commitments;
 - Opportunities which contribute to academic development;
 - Exceptional circumstances outside the control of the student that seriously compromises his/her ability to continue with his/her studies (including the impact of a situation in relation to learning differences/neurodiversity).
- (2) All applications must be supported by appropriate independent evidence. Incomplete applications will not be approved.

13.3.2 Application Procedure

- (1) The student should discuss his/her intention to interrupt his/her studies with his/her Personal or Year Tutor or Programme Director and relevant members of staff in his/her Centre/School/Faculty. International students are strongly encouraged to consult the Registry before making a final decision, as this may have implications with regards to immigration status. The student should complete an Interruption of Studies Form (Appendix GA13). The student must complete all relevant sections of the form and make sure that the grounds for interruption are clearly marked and that independent supporting evidence is provided.
- (2) The relevant Head of Centre/School must provide a statement indicating whether or not the Centre/School supports the request and provide details of the plans and any conditions for return to studies (which must, in the case of a student seeking to interrupt studies partway through a level of study, include a clear indication of whether any partial or full credit already gained will be carried forward or forfeited). The completed form should be sent to the Academic Office for final consideration and determination of actual dates of interruption of studies in cases where the request is approved. Applications which are not fully completed or which are not supported by the Centre/School will not be approved.

- (3) The Academic Office will inform the student of the final decision by means of an Interruption of Studies Letter (which may take the form of an electronic communication).

13.3.3 Review of decision on interruption or suspension of studies

- (1) If a student is not satisfied with the decision made regarding an interruption of studies, the student may request that the decision be reviewed by the Dean of Quality and Standards or his/her nominee.
- (2) A request for a review may only be made on one or more of the following grounds:
 - a) irregularities in the conduct of the interruption of studies procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
 - b) the existence of relevant evidence and there are compelling reasons why this evidence was not provided earlier in the procedure;
 - c) the decision was not reasonable given the circumstances of the case.
- (3) A request for review of the decision shall be sent to the Academic Office on the Review of Decisions on Interruption of Studies Form (Appendix GA31) and must be received not later than 15 clear working days after the notification of the decision. Simple notice of a desire to request a review by a student within the above deadline shall not be deemed to constitute a formal request for review and shall not be accepted. The student shall provide full details of the grounds on which the request for a review is being made. A request for review received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the request for review was not submitted in a timely manner. Where a request for review is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the request for review was not considered and advising the student that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.3.3 (12)).
- (4) Receipt of the request for review shall be acknowledged normally within 5 clear working days. If a student submits a request for review which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the request for review was actually received. Students must not assume that a request for review has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office
- (5) The Dean of Quality and Standards or nominee shall review the request to ascertain if the request has been made on permissible grounds and if a clear case has been made. The Dean of Quality and Standards or nominee may refuse any request which is not based on the grounds stated above or in which it is apparent that no clear case to review the decision has been made. The student shall be informed by means of a Completion of Procedures Letter that the request for review has been rejected and that the original decision stands. The student will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.3.3 (12)).
- (6) If it is determined that the request has been made on permissible grounds and that a clear case for reviewing the decision has been made, the Dean of Quality and Standards or nominee shall consider the request on the grounds indicated by the student.
- (7) In reaching a decision on the request, the Dean of Quality and Standards or nominee shall base his/her decision on the evidence of the student's submission together with any further evidence which he/she considers relevant.

- (8) The Dean of Quality and Standards or nominee shall be empowered to take one of the following decisions:
 - a) to uphold the original decision;
 - b) to overturn the original decision and issue an alternative decision.
- (9) The decision of the Dean of Quality and Standards or nominee shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Dean of Quality and Standards or nominee with the student or any other person.
- (10) In the case of paragraph 13.3.3 (8) a), the decision of the Dean of Quality and Standards or nominee shall be communicated to the student by means of a Completion of Procedures Letter, normally within 15 clear working days of receipt of the request for review and the student will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.3.3 (12)).
- (11) In the case of paragraph 13.3.3 (8) b), the student shall be informed of the decision by means of a revised Interruption of Studies Letter (which may take the form of an electronic communication). There shall be no right to request a further review of the decision as set out in the revised Interruption of Studies Letter. On receipt of the revised Interruption of Studies Letter, if the student is dissatisfied with the outcome, the student may request a Completion of Procedures Letter be issued which will advise the student that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.3.3 (12)).
- (12) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within 12 months of the effective date of the Completion of Procedures Letter. The effective date of a Completion of Procedures Letter will normally be the date on which it is issued. Where a request for review is deemed out of time or where a Completion of Procedures Letter is requested more than 25 clear working days after the notification of the final decision, the effective date of any Completion of Procedures Letter will normally be the date upon which the final decision was made. Full details of the procedure will be available from the Academic Office or from the OIA website: www.oiahe.org.uk.

13.3.4 Timing and period of interruption of studies

- (1) Normally an interruption of studies should be for a definite period and a date for return to studies should be agreed at the time the interruption is approved. Normally a student will be expected to resume his/her studies at the beginning of the next appropriate Semester or Term or Block in order to continue his/her studies.
- (2) In supporting a request for an interruption of studies, the Centre/School will have produced a plan for a return to studies which details whether any partial or full credit already gained will be carried forward or will be forfeited when studies are resumed and sets any conditions for the return to studies.
- (3) A student who interrupts studies should be aware that the University regularly monitors and reviews its academic portfolio, so it may not be possible for the University to guarantee that the same modules or programmes will be part of the provision when the student resumes his/her studies. In such cases, the University will work with the student and seek to identify a suitable alternative (which may mean that the student has to forfeit partial credit which had previously been approved to take forward).
- (4) If a student is unable to return on the agreed date, he/she must seek further approval to extend the period of interruption. If a student fails to return to his/her studies by the date specified and approval for an extension to the interruption has not been sought, the University shall assume that the student has withdrawn from the University. The student shall

be informed in writing that he/she has been withdrawn and the record amended. The student shall have the right to appeal against the decision in accordance with the Academic Appeal regulations.

- (5) Normally the total maximum period for interruption of studies for any award is 12 months for a full-time student and 24 months for a part-time student. If a period of interruption of greater than this is required, the student should normally withdraw from his/her studies. The student can reapply when able to commit to study again and the University will take previous periods of study into consideration when considering applications.
- (6) The usual time limit for completing a taught award will automatically be adjusted to take into consideration time spent on an approved interruption of studies; however, the maximum time limit for completing a taught award will not be automatically extended. A student may request an extension to his/her interruption of studies following the application procedure outlined above provided that the student can complete his/her programme of study or obtain an exit qualification within the maximum time limit. Students who require an extension to the maximum time limit for completing a taught award must apply under the specific regulations.

13.3.5 Funding Issues

- (1) A student should consult his/her sponsor to obtain a clear understanding of the funding implications before interrupting studies; the University is not able to guarantee the resumption of any external grant or loan. If a student carries forward partial credit with the approval of the School/Centre, there may be an implication for fees charged. If a student interrupts studies and returns to repeat a Semester or Term the student will be charged the appropriate tuition fee for the repeated period of study.
- (2) Changes in a student's status may affect funding/benefits for which the student can apply and students who have interrupted studies may not be entitled to Council Tax exemption. Students who have interrupted studies are **not** entitled to use the following services:
 - University Computing Service / Network System
 - University Library services
 - Students' Union

13.3.6 Implications for the immigration status of overseas students

- (1) If a student is from overseas and has student leave to remain in the UK, an interruption of studies will have serious implications for his/her immigration status and he/she will not be permitted to remain in the UK for the duration of the interruption of studies.

13.3.7 Required to Suspend

- (1) Under exceptional circumstances a student may be required to interrupt studies due to academic, disciplinary, or financial reasons or as a result of Fitness to Practise or Fitness to Study decisions. In such cases the period of interruption will be classified as a suspension of studies and the student will be informed that his/her studies have been suspended and will be notified of the reasons for the suspension. The student will be given a return to studies date and informed of any conditions that must be met before he/she can resume studies.
- (2) A student may also be required to suspend studies where the University deems that on health grounds it is not appropriate for a student to continue with his/her studies, whether in exercising its duty of care to others or where it is deemed not to be in the interest of the particular student. In such cases, it will be made clear to the student that the requirement to suspend studies is separate from the University's Disciplinary procedures.

- (3) In cases where the decision to require a suspension of studies is made by an Examining Board, the student shall be given an opportunity to appeal against the decision by presenting a case in accord with the Academic Appeal Procedure (see Section 13.6). In other cases, the student will have the right to request that the Dean of Quality and Standards or nominee reviews the decision, following the procedures set out in section 13.3.3 above.

13.4 Adjustment to Time Limits for Completing a Taught Award

13.4.1 Adjustments to the usual time limit for completing a taught award

- (1) Details of the time limits for the completion of each taught award are provided in Chapter 6, Section 6.2. These time-limits may be adjusted in exceptional cases by submitting a request to the Special Cases Committee on the Application for Adjustment to Time Limit Form (Appendix GA14). The usual time limit for completing a taught award will automatically be adjusted to take into consideration time spent on an approved interruption of studies or in cases where a student is required to repeat a level of study as long as the maximum period of study is not exceeded.

13.4.2 Grounds for adjustment

- (1) The grounds on which a student can request an adjustment to the usual time limit for an award are as follows:
- Health or Medical;
 - Compassionate (including serious domestic difficulties);
 - Exceptional Professional Commitments.
- (2) All applications must be supported by appropriate independent evidence. Incomplete applications will not be considered and the form will be returned to the School/Centre.

13.4.3 Application procedure

- (1) The student should provide a full and reasoned case, identifying the length of the requested adjustment (which must not result in the maximum time limit being exceeded) and supported by appropriate independent evidence, for consideration of the Special Cases Committee, as detailed below:
- requests on health or medical grounds must supply independent medical evidence, including a clear indication of the nature of the illness and its duration;
 - requests on compassionate grounds must supply independent evidence in support of the case which clearly explains the situation and indicates how long the circumstances have impeded the student's ability to engage with study;
 - requests on the grounds of exceptional professional commitments must be accompanied by written confirmation from the employer which provides a description of the exceptional workload borne by the student and for how long this was the case.
- (2) The student's submission must be accompanied by a statement from the relevant Head of School/Centre, showing that he/she has evaluated the situation and indicating whether or not the School/Centre considers the requested adjustment to be appropriate.
- (3) The Special Cases Committee will consider the evidence provided and the statement from the School/Centre and reach a final decision on whether the adjustment request is to be granted or not and the exact length of the adjustment in cases where the adjustment request is granted. For every request, both the decision and the reason(s) for arriving at the decision must be documented and reported to the Academic Office.

13.4.4 Adjustments to the maximum time limit for completing a taught award

- (1) The maximum time limit for completing a taught award cannot normally be adjusted. If a student reaches the maximum time limit for completing a taught award, the student will be withdrawn from the programme and awarded the appropriate exit qualification.
- (2) However, in very exceptional cases a request to adjust the maximum time limit may be considered by Special Cases Committee following the procedures outlined above for adjustment to the usual time limit.

13.4.5 Review of decision not to approve adjustment requests

- (1) The procedures for requesting an adjustment ensure that all requests are scrutinised at both School/Centre and University level. Requests are judged against clearly defined criteria and the process is clear and transparent, therefore the decisions of the Special Cases Committee are final. In exceptional cases, such as the existence of compelling new evidence, the student may request that the Chair of the Academic Quality and Standards Committee reviews the decision of the Special Cases Committee (see Section 13.5.2).

13.5 Special Cases Committee

- (1) The Special Cases Committee is responsible for considering requests for adjustments to the usual time limit and the maximum time limit for the completion of taught awards. It is also responsible for deciding upon the appropriate action for dealing with extraordinary cases relating to assessment that are not covered by Chapter 7 of this handbook. It is chaired by a member of staff appointed by the Academic Quality and Standards Committee, meets at least once each term and is a sub-committee of the Academic Quality and Standards Committee.
- (2) The Terms of Reference and Membership of the Special Cases Committee are set out in Appendix GA21.

13.5.1 Change to Mode of Study Partway Through Level of Study

- (1) Changes of mode of study (from full-time to part-time or from part-time to full-time) can normally only be requested prior to the start of a level of study or at most 4 weeks after the start of the level of study. Such requests should be submitted directly to the Registry using the appropriate form.
- (2) In exceptional cases, a student may be permitted to change mode of study outside of the normal timeframe. A student should submit a request to the Special Cases Committee on the Request to Change Mode of Study Form (Mid-Level) (Appendix GA27).
- (3) Prior to requesting a change of mode of study partway through a level of study, the student must consult his/her sponsor to obtain a clear understanding of the funding implications. The University cannot guarantee the continuation of any external grant or loan after a change of mode of study. International students with student leave to remain in the UK are not permitted to change mode of study from full-time to part-time and remain in the UK as a student. Students who have completed Part I of a Taught Master's Degree will not be permitted to change mode of study during Part II unless there are extremely compelling reasons to do so.
- (4) The student should provide a full and reasoned case, explaining how and why the change of mode of study will allow him/her to complete his/her award and why the change is needed. The request must be supported by appropriate independent evidence.
- (5) The relevant Head of School/Centre must provide a statement indicating whether or not the Centre/School supports the request and list all modules completed to date as well as provide

clarification on how partially completed modules will be handled and give a clear plan for completion of any outstanding modules in the level.

- (6) The Special Cases Committee will consider the evidence provided and the statement from the School/Centre and reach a final decision on whether the request is approved. For every request, both the decision and the reason(s) for arriving at the decision must be documented and reported to the Academic Office.
- (7) A student who has previously changed mode of study will not normally be permitted to change mode of study for a second time unless there are extremely compelling reasons to do so.
- (8) All requests for change of mode of study are scrutinised at both School/Centre and University level. Requests can only be approved if there is a clear reason for the change and the School/Centre supports the change and has explained how the student will be able to complete the level of study following the change. The decisions of the Special Cases Committee are final, but in exceptional cases, a student may request that the Chair of the Academic Quality and Standards Committee reviews the decision of the Special Cases Committee (see Section 13.5.2).

13.5.2 Review of Special Cases Committee Decisions by Chair of Academic Quality and Standards Committee

- (1) If a student is not satisfied with a decision of Special Cases Committee regarding adjustment to time limit (Section 13.4), or change of mode of study (Section 13.5.1), the student may request that the decision be reviewed by the Chair of Academic Quality and Standards Committee or his/her nominee.
- (2) A request for a review may only be made on one or more of the following grounds:
 - a) irregularities in the conduct of the relevant procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
 - b) the existence of relevant evidence and there are compelling reasons why this evidence was not provided earlier in the procedure;
 - c) the decision was not reasonable given the circumstances of the case.
- (3) A request for review of the decision shall be sent to the Academic Office on the Review of Special Cases Committee Decisions Form (Appendix GA32) and must be received not later than 15 clear working days after the notification of the decision. Simple notice of a desire to request a review by a student within the above deadline shall not be deemed to constitute a formal request for review and shall not be accepted. The student shall provide full details of the grounds on which the request for a review is being made. A request for review received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the request for review was not submitted in a timely manner. Where a request for review is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the request for review was not considered and advising the student that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.5.2 (12)).
- (4) Receipt of the request for review shall be acknowledged normally within 5 clear working days. If a student submits a request for review which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the request for review was actually received. Students must not assume that a request for review has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office

- (5) The Chair of Academic Quality and Standards Committee or nominee shall review the request to ascertain if the request has been made on permissible grounds and if a clear case has been made. The Chair of Academic Quality and Standards Committee or nominee may refuse any request which is not based on the grounds stated above or in which it is apparent that no clear case to review the decision has been made. The student shall be informed by means of a Completion of Procedures Letter that the request for review has been rejected and that the original decision stands. The student will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.5.2 (12)).
- (6) If it is determined that the request has been made on permissible grounds and that a clear case for reviewing the decision has been made, the Chair of Academic Quality and Standards Committee or nominee shall consider the request on the grounds indicated by the student.
- (7) In reaching a decision on the request, the Chair of Academic Quality and Standards Committee or nominee shall base his/her decision on the evidence of the student's submission together with any further evidence which he/she considers relevant.
- (8) The Chair of Academic Quality and Standards Committee or nominee shall be empowered to take one of the following decisions:
 - a) to uphold the original decision;
 - b) to overturn the original decision and issue an alternative decision.
- (9) The decision of the Chair of Academic Quality and Standards Committee or nominee shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Chair of Academic Quality and Standards Committee or nominee with the student or any other person.
- (10) In the case of paragraph 13.5.2 (8) a), the decision of the Chair of Academic Quality and Standards Committee or nominee shall be communicated to the student by means of a Completion of Procedures Letter, normally within 15 clear working days of receipt of the request for review. The student will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.5.2 (12)).
- (11) In the case of paragraph 13.5.2 (8) b), the student shall be informed of the decision by means of a revised outcome letter (which may take the form of an electronic communication). There shall be no right to request a further review of the decision as set out in the revised outcome letter. On receipt of the revised outcome letter, if the student is dissatisfied with the outcome, the student may request a Completion of Procedures Letter be issued which will advise the student that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.5.2 (12)).
- (12) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within 12 months of the effective date of the Completion of Procedures Letter. The effective date of a Completion of Procedures Letter will normally be the date on which it is issued. Where a request for review is deemed out of time or where a Completion of Procedures Letter is requested more than 25 clear working days after the notification of the final decision, the effective date of any Completion of Procedures Letter will normally be the date upon which the final decision was made. Full details of the procedure will be available from the Academic Office or from the OIA website: www.oiahe.org.uk.

13.6 Academic Appeal Procedure in Respect of Decisions by Examining Boards

13.6.1 Definitions

- (1) With regard to Academic Appeals the following definitions are used:

“Academic Appeal” - a request for the review of a decision of an Examining Board that has implications for a student’s progression, assessment and award.

“Student” - any person enrolled or registered to follow a Programme of Study or module(s) offered by the University.

“Assessment” - any assessment leading to credit and marks which counts towards a student’s module and overall result and which is conducted by an Examining Board.

- (2) This procedure is applicable to all students of the University following taught programmes of study, who should note the following:
- a) appeals which question the academic judgement of examiners shall not be admissible;
 - b) in the case of trainees on Programmes of Study leading to Qualified Teacher Status, appeals that question the judgement of the relevant Examining Board or other professional body requirements will not normally be considered.
- (3) A separate procedure applies to postgraduate research degree students (see Chapter 8).

13.6.2 Grounds for Appeal

- (1) A student in a University assessment is entitled to submit an Academic Appeal, based on one or more of the following:
- a) that there has been an arithmetical or other factual error in the results published by the University;
 - b) that the Examining Board failed to take appropriate action to implement an extenuating circumstances decision or the University was unaware of extenuating circumstances which adversely affected the student’s performance (and there is independent evidence to show compelling reasons why the University was not made aware of these circumstances in a timely manner);
 - c) that there were defects or irregularities in the conduct of the assessments or in written advice relating thereto of such a nature as to create a reasonable possibility that the result may have been different had they not occurred.
- (2) Appeals which are made on any grounds other than those listed in paragraph 13.6.2 (1) a) to c) (including those which question the academic judgement of examiners) shall not be admissible.

13.6.3 Submitting an Appeal

- (1) Any appeal shall be sent to the Academic Office on the University’s Academic Appeal Form (Appendix GA4) and received not later than 15 clear working days after the official notification of results. Simple notice of appeal given in writing by a student within the above deadline shall not be deemed to constitute an appeal and shall not be accepted. Appeals received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the appeal was not submitted in a timely manner. The University will not consider any appeal submitted more than 12 months

after the relevant Examining Board meeting under any circumstances. Where an appeal is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the appeal was not considered and advising the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).

- (2) The Academic Office shall acknowledge receipt of an appeal normally within 5 clear working days. If a student submits an appeal which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the appeal was actually received. Students must not assume that an appeal has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.

13.6.4 Initial Investigation

- (1) On receipt of an appeal, the Academic Office shall ensure that the facts of the case are verified and where appropriate, may request clarification from relevant members of staff.
- (2) The Academic Office shall arrange for the relevant Examining Board to re-consider the decision taken if the facts of the case clearly indicate that the original decision was inappropriate due to one or more of the following having occurred:
 - a) there was an arithmetical or other factual error;
 - b) the Examining Board failed to take appropriate action to implement the decision of an Extenuating Circumstances Panel or the University was unaware of valid extenuating circumstances and there is independent evidence to show why these were not reported in a timely manner;
 - c) there were defects or irregularities in the conduct of the examinations or in written advice relating thereto of such a nature as to create a reasonable possibility that the result may have been different had they not occurred.
- (3) The appellant shall be informed by the Academic Office of the action being taken to remedy the situation by means of an Appeal Outcome Letter (which may take the form of an electronic communication).
- (4) If the facts of the case do not clearly indicate that an error as defined in 13.6.4 (2) above has occurred, the Academic Office shall determine, based on the contents of the application for appeal and any further relevant investigation whether a clear case for appeal exists.
- (5) The Academic Office may disallow any appeal, normally within 20 clear working days of its receipt, which fails to meet the above criteria for making an academic appeal or in which, following investigation, it is apparent that no clear case for appeal has been made. The appellant shall be informed that the appeal has been disallowed by means of an Appeal Outcome Letter (which may take the form of an electronic communication).

13.6.5 Appeal Panel

- (1) Periodically, Senate will identify a standing group of appropriately qualified and experienced staff from across the Faculties and Support Services to serve as possible members of the Appeal Panel.
- (2) If it is decided that there is a clear case to be considered, the appeal shall be referred to an Appeal Panel consisting of three members from the standing group; a Chair and two further internal members. Where appropriate an external person may be appointed as an additional member of an Appeal Panel. The Appeal Panel shall normally meet within 25 clear working

days of receipt of the appeal. In the event that it takes longer to verify the facts to which the appeal refers, this period may be extended.

- (3) No member of the Appeal Panel shall come from a Faculty in which the appellant has studied or is studying. Staff should not agree to be a member of the Appeal Panel if the appellant is known to them.
- (4) The Appeal Panel shall have delegated powers to act on behalf of the Senate.
- (5) An appellant shall be offered a personal hearing by the Appeal Panel. The appellant shall accordingly be informed in advance of the time and date of the meeting and that he/she shall have the right to be accompanied, to hear all the evidence, and to call and question witnesses. The appellant may be accompanied by a person of his/her choosing, and is required to inform the Secretary in writing in advance of the meeting whether he/she intends to be accompanied. The accompanying person shall not normally contribute to the discussions, but the Appeal Panel shall have the discretion to invite their contribution if it believes that this will assist them in reaching a decision. Legal representation is not allowed. The appellant may nominate relevant witnesses to provide evidence which relates directly to the grounds of the appeal. Such witnesses shall be informed of the date, time and place that have been set for the appeal hearing but cannot be compelled to attend.
- (6) If for reasons of distance or other significant matters (to be agreed by the Academic Office), physical attendance in person is not possible, the appellant will be invited to contribute via video link, audio link or to make an additional written submission. The appellant may not send another person to an Appeal Panel in his/her stead. Should the appellant not attend the meeting of the Appeal Panel and provided that all reasonable means have been taken to contact the appellant, the meeting shall proceed in his/her absence.
- (7) The Chair shall have discretion to declare inadmissible any matter introduced by the appellant, or by any witness or person accompanying the appellant, if he/she deems it not directly related to the contents of the appeal previously lodged in writing within the stipulated deadline.
- (8) The Chair of the Appeal Panel may require any member of staff who may be able to provide clarification on the circumstances to contribute to the hearing as a witness and should ensure that any such individual is informed of the date, time and place that have been set for the appeal hearing.
- (9) The Appeal Panel shall base its decisions on the evidence of the appellant's submission and the testimony of any witnesses, together with any further evidence which it considers relevant. The Appeal Panel, when considering its decision, shall meet in private session.

13.6.6 Outcomes of an Appeal Panel

- (1) The Appeal Panel shall be empowered to take one of the following decisions:
 - a) to reject the appeal and uphold the original decision of the Examining Board;
 - b) to uphold the appeal and to refer the case back to a special Examining Board for a review of the initial decision.
- (2) In exceptional cases only, the Appeal Panel may specify the composition of the Examining Board to review a decision. Where the case is referred back to the Examining Board, the Appeal Panel may, where appropriate to the circumstances of the case, require an officer of the University to attend at the meeting of the Examining Board to ensure full consideration of the Appeal Panel's decision.

- (3) The Appeal Panel may make recommendations for consideration by the Academic Quality and Standards Committee or the Senate as appropriate on any matter arising from the consideration of Appeals.
- (4) A report, setting out attendance, a brief outline of the proceedings and the reasons for the decisions of the Appeal Panel shall be produced.
- (5) In the case of paragraph 13.6.6 (1) a), the outcome of the appeal shall be communicated to the appellant by means of an Appeal Outcome Letter, normally within 10 clear working days of the meeting of the Appeal Panel.
- (6) In the case of paragraph 13.6.6 (1) b), the appellant shall be informed that the case has been referred back to a special Examining Board and that he/she will be informed of the decision of the special Examining Board in due course. The special Examining Board, consisting of a Chair, an external representative, representation from the relevant School, and representation from the Academic Office shall consider the report of the Academic Appeal Panel, including recommendations or advice where appropriate to the circumstances of the case, together with all supporting documentation. The special Examining Board shall normally meet within 10 clear working days of receipt of the Appeal Panel's report. The subsequent decision of the special Examining Board, together with a copy of a relevant extract from its minutes, shall be sent to the Academic Office.
- (7) On notification of the decision of the special Examining Board, the Academic Office may, in exceptional cases only, refer the case back to the Chair of the Appeal Panel for a review of the procedures followed. If it transpires that a serious procedural irregularity has occurred, the case may be referred to the Senate for reconsideration.
- (8) The special Examining Board's decision may or may not alter the appellant's overall result. The appellant shall be informed of the decision of the special Examining Board by means of an Appeal Outcome Letter (which may take the form of an electronic communication) normally within 10 clear working days of the meeting of the special Examining Board. There shall be no right of appeal under the University's internal procedures against the decision of a special Examining Board where the case has been referred back by an Appeal Panel.
- (9) If, following a successful appeal, the special Examining Board decides that the appellant has qualified for an award, the appellant shall be admitted to his/her award at the next succeeding Award Congregation. Alternatively, the Senate shall have authority to deem such an individual to have been admitted to his/her award provided all other necessary conditions for his/her admission have been met.
- (10) The Senate shall also have authority to deem an individual who has already been admitted to an award to have been admitted to a different award or a different class of award if, following a successful appeal, a special Examining Board decides that the appellant's award classification shall be amended. In such cases, the Academic Office and Registry shall ensure that a replacement certificate is issued upon the return of the original certificate by the appellant.

13.6.7 Review of Appeal Outcome

- (1) On receipt of an Appeal Outcome Letter, if the appellant is not satisfied with the remedy proposed following the initial investigation (paragraph 13.6.4 (3)), or is not prepared to accept the decision to disallow the appeal (paragraph 13.6.4 (5)), or the decision of the Appeal Panel to reject the appeal (paragraph 13.6.6 (5)), or is dissatisfied with the decision of the special Examining Board following an appeal which has been upheld (paragraph 13.6.6 (8)), the appellant may request that the appeal outcome be reviewed by the Deputy Vice-Chancellor (Academic) or his/her nominee.

- (2) A request for a review may only be made on one or more of the following grounds:
 - a) irregularities in the conduct of the academic appeals procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
 - b) the existence of relevant evidence and there are compelling reasons why this evidence was not provided earlier in the appeals procedure;
 - c) the appeal outcome was not reasonable given the circumstances of the case.
- (3) A request for review of the appeal outcome shall be sent to the Academic Office on the Request for Review of Appeal Outcome Form (Appendix GA24) and must be received not later than 15 clear working days after the notification of the appeal outcome. Simple notice of a desire to request a review by an appellant within the above deadline shall not be deemed to constitute a formal request for review and shall not be accepted. The appellant shall provide full details of the grounds on which the request for a review is being made. A request for review received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the request for review was not submitted in a timely manner. Where a request for review is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the request for review was not considered and advising the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).
- (4) If no request for review is received within 15 clear working days, the University will assume that the appellant does not wish to request a review. Where an appellant subsequently requests a Completion of Procedures Letter, the University will issue a Completion of Procedures Letter, noting that the appellant did not engage with the request for review procedures in a timely manner and advising the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).
- (5) Receipt of the request for review shall be acknowledged normally within 5 clear working days. If a student submits a request for review which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the request for review was actually received. Students must not assume that a request for review has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.
- (6) The Deputy Vice-Chancellor (Academic) or nominee shall review the request to ascertain if the request has been made on permissible grounds and if a clear case has been made. The Deputy Vice-Chancellor (Academic) or nominee may refuse any request which is not based on the grounds stated above or in which it is apparent that no clear case to review the appeal outcome has been made. The appellant shall be informed by means of a Completion of Procedures Letter that the request for review has been rejected and that the original appeal outcome stands. The appellant will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).
- (7) If it is determined that the request has been made on permissible grounds and that a clear case for reviewing the appeal outcome has been made, the Deputy Vice-Chancellor (Academic) or nominee shall consider the request on the grounds indicated by the appellant.
- (8) In reaching a decision on the request, the Deputy Vice-Chancellor (Academic) or nominee shall base his/her decision on the evidence of the appellant's submission together with any further evidence which he/she considers relevant.

- (9) The Deputy Vice-Chancellor (Academic) or nominee shall be empowered to take one of the following decisions:
- a) to uphold the original appeal outcome;
 - b) to refer the appeal back to an Appeal Panel;
 - c) to instruct that appropriate action be taken to remedy the situation.
- (10) The decision of the Deputy Vice-Chancellor (Academic) or nominee shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Deputy Vice-Chancellor (Academic) or nominee with the appellant or any other person.
- (11) In the case of paragraph 13.6.7 (9) a), the decision of the Deputy Vice-Chancellor (Academic) or nominee shall be communicated to the appellant by means of a Completion of Procedures Letter, normally within 15 clear working days of receipt of the request for review and the appellant will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).
- (12) In the case of paragraph 13.6.7 (9) b), the appellant shall be informed that the case has been referred back to the Appeal Panel and that the procedures set out in Sections 13.6.5 and 13.6.6 will be followed. There shall be no right to request a further review of the appeal outcome as set out in a revised Appeal Outcome Letter issued in accordance with paragraphs 13.6.6 (5) or 13.6.6 (8) where the case has been referred back after review by the Deputy Vice-Chancellor (Academic) or nominee. If the Appeal Panel rejects the appeal, the revised Appeal Outcome Letter will be incorporated into a Completion of Procedures Letter. In other cases, on receipt of the revised Appeal Outcome Letter, if the appellant is dissatisfied with the outcome, the appellant may request a Completion of Procedures Letter be issued which will advise the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).
- (13) In the case of paragraph 13.6.7 (9) c), the appellant shall be informed of the action being taken to remedy the situation by means of a revised Appeal Outcome Letter (which may take the form of an electronic communication). There shall be no right to request a further review of the appeal outcome as set out in the revised Appeal Outcome Letter. On receipt of the revised Appeal Outcome Letter, if the appellant is dissatisfied with the outcome, the appellant may request a Completion of Procedures Letter be issued which will advise the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.6.9 (1)).

13.6.8 Status of students who have submitted appeals

- (1) Where an appeal has been submitted, the original decision of the relevant Examining Board shall stand until the final outcome of the Academic Appeal Procedure is known.

13.6.9 Completion of Procedures and Independent Review

- (1) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within 12 months of the effective date of the Completion of Procedures Letter. The effective date of a Completion of Procedures Letter will normally be the date on which it is issued. Where a request for review is deemed out of time or where a Completion of Procedures Letter is requested more than 25 clear working days after the notification of the final decision, the effective date of any Completion of Procedures Letter will normally be the date upon which the final decision was made. Full details of the procedure will be available from the Academic Office or from the OIA website: www.oiahe.org.uk.

13.6.10 Reporting on appeals

- (1) The Academic Office shall report annually to the Senate on the operation of these procedures in a form that maintains confidentiality and enables the University to reflect upon lessons learnt from student appeals and disseminate advice accordingly.

13.7 Procedure for Student Complaints

13.7.1 Definitions

- (1) For the purposes of this procedure, a complaint is defined as the expression of a specific concern about the provision of a module, a Programme of Study, supervision for taught degrees, a related academic service or a related support service. The procedure does not cover complaints against the decisions of Examining Boards or disputes with persons not employed by or subject to the jurisdiction of the University.
- (2) The term student refers to any person enrolled or registered to follow a Programme of Study or module(s) delivered by the University and persons who have been students of the University for up to 3 months after they have left the University. This procedure applies equally to complaints made by individual students and complaints made by groups of students.
- (3) This procedure does not apply to student complaints about the behaviour or conduct of other students or to student complaints which relate wholly to the personal conduct of an individual member of staff. Such complaints shall fall under the University's Student Harassment and Bullying Policy.
- (4) A separate procedure applies to complaints about supervision for postgraduate research degree students set out in Chapter 8.
- (5) This procedure is designed to enable students to raise legitimate concerns without fear of disadvantage or recrimination and to enable the University, in turn, to be able to investigate such concerns in full. The University is able to give formal consideration to complaints channelled through the Student Union or, in the case of a complaint from a group of students, by representatives from the group. However, the University is unable to respond or give formal consideration to complaints by third parties in any other circumstances or to anonymous complaints under this procedure.
- (6) The University will follow the same procedures for dealing with complaints relating to external examiners, adjusted as necessary if appropriate.
- (7) This procedure is intended to incorporate the principles of natural justice and procedural fairness.
- (8) Complaints by students studying one of the University's programmes at a collaborative partner institution should in the first instance be dealt with through the partner institution's procedures. In the event that the complainant is not satisfied with the outcome, then the student has a right to request that their complaint be reviewed by the University. In doing so, the University will follow the procedure described in Section 13.7.4.

13.7.2 Informal Complaints Procedure

- (1) Most complaints can be resolved simply and swiftly in an informal manner, at a local level, by discussing the issue or concern with the relevant person. For issues relating to a module or a programme of study, the relevant person will normally be the Programme Director or the Head of School. For concerns relating to services provided by the University, the relevant

person will normally be the manager of the department or service concerned. The University encourages students to raise matters of concern as soon as they arise. The University seeks, in turn, to find effective remedies to those concerns as quickly as possible and with minimum disruption.

- (2) A student or group of students who express a specific concern about the provision of a Programme of Study, or a related academic or support service should, where appropriate, seek to resolve the matter through their Student Representatives, including, where appropriate, their Student Union officers and Year Tutors or Personal Tutors. Staff Student Committees can also be used for this purpose. The University will make every effort to address the concern at this stage. The Quality Assurance procedures established by the University including module questionnaires, Boards of Study/Annual Reviews of Programmes of Study will take account of all forms of student feedback and ensure that appropriate action is taken.

13.7.3 Formal Complaints Procedure

- (1) If an issue or concern cannot be resolved through the informal complaints procedure, a student may submit a formal complaint in writing on the Formal Complaint Form (Appendix GA5) to the Academic Office. Formal complaints must be received no more than 1 month after the informal procedure has ended (where appropriate) and normally no more than 6 months after the main issues complained about occurring. Formal complaints received after these deadlines will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the formal complaint was not raised in a timely manner. The University will not consider any complaint where the main issues complained about took place more than 3 years before the complaint is received. Where a complaint is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the complaint was not considered and advising the complainant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).
- (2) The Academic Office will acknowledge receipt of the complaint normally within 5 clear working days. If a student submits a complaint which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the complaint was actually received. Students must not assume that a complaint has been received or action being taken except where there has been explicit confirmation of this in writing from the Academic Office.
- (3) In the event that the complaint relates to the behaviour or conduct of another student or students, or to the personal conduct of an individual member of staff, the procedures as set out in paragraph 13.7.1 (3) will be followed.
- (4) The Academic Office will forward the complaint to the relevant Dean of Faculty, the relevant Head of School or the relevant manager. The relevant Dean of Faculty, the relevant Head of School or the relevant manager shall raise the matter with any appropriate member(s) of staff and shall submit an initial report to the Academic Office within 15 clear working days which sets out the findings of his/her investigation and, where appropriate, makes recommendations on possible remedies to the complaint.
- (5) On receipt of the initial report from the relevant Dean of Faculty, the relevant Head of School or the relevant manager, the Academic Office may request a meeting with the complainant to clarify statements made in the formal complaint, to confirm the details of the complainant's stated desired outcome, and to share the main points in the initial report. If for reasons of distance or other good reason, physical attendance in person is not possible, the complainant shall be invited to communicate via alternative means. Legal representation is not allowed. On completion of the investigation a final complaint investigation report shall be produced.

- (6) The final complaint investigation report shall be submitted for consideration by the Dean of Quality and Standards (or other member of staff of equivalent seniority where there may exist a perceived conflict of interest with respect to the subject of the complaint or the individuals concerned).
- (7) The final complaint investigation report will normally be submitted to the Dean of Quality and Standards within 30 clear working days of receipt of the complaint. If the final complaint investigation report cannot be completed within this time period, the Dean of Quality and Standards and the complainant shall be informed accordingly and provided with an estimated completion date.
- (8) The Dean of Quality and Standards shall, upon receipt of the report, consider the findings and determine whether to uphold, partially uphold or reject the complaint. In giving due consideration to the complaint, the Dean of Quality and Standards shall have discretion to consult, as appropriate, with relevant colleagues and/or the complainant.
- (9) The final decision on the complaint shall be communicated to the complainant by means of a Complaint Outcome Letter (which may take the form of an electronic communication), no more than 5 clear working days after the receipt of the report. The Complaint Outcome Letter should include a brief explanation of reasons for the decision and, if appropriate, details of the proposed remedy.
- (10) Other officers of the University shall be informed of the decision where appropriate.

13.7.4 Review of Complaint Outcome

- (1) On receipt of a Complaint Outcome Letter, if the complainant is not satisfied with the outcome or the remedy proposed, the complainant may request that the complaint outcome be reviewed by the Deputy Vice-Chancellor (Academic) or his/her nominee.
- (2) A request for a review may only be made on one or more of the following grounds:
 - a) irregularities in the conduct of the complaints procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
 - b) the existence of relevant evidence and there are compelling reasons why this evidence was not provided earlier in the complaints procedure;
 - c) the complaint outcome was not reasonable given the circumstances of the case.
- (3) A request for review of the complaint outcome shall be sent to the Academic Office on the Request for Review of Complaint Outcome Form (Appendix GA25) and must be received not later than 15 clear working days after the notification of the complaint outcome. Simple notice of a desire to request a review by a student within the above deadline shall not be deemed to constitute a formal request for review and shall not be accepted. The complainant shall provide full details of the grounds on which the request for a review is being made. A request for review received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the request for review was not submitted in a timely manner. Where a request for review is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the request for review was not considered and advising the complainant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).
- (4) If no request for review is received within 15 clear working days, the University will assume that the complainant does not wish to request a review. Where a complainant subsequently requests a Completion of Procedures Letter, the University will issue a Completion of Procedures Letter, noting that the complainant did not engage with the request for review

procedures in a timely manner and advising the complainant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).

- (5) Receipt of the request for review shall be acknowledged normally within 5 clear working days. If a student submits a request for review which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the request for review was actually received. Students must not assume that a request for review has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.
- (6) The Deputy Vice-Chancellor (Academic) or nominee shall review the request to ascertain if the request has been made on permissible grounds and if a clear case has been made. The Deputy Vice-Chancellor (Academic) or nominee may refuse any request which is not based on the grounds stated above or in which it is apparent that no clear case to review the complaint has been made. The complainant shall be informed by means of a Completion of Procedures Letter that the request for review has been rejected and that the original complaint outcome stands. The complainant will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).
- (7) If it is determined that the request has been made on permissible grounds and that a clear case for reviewing the complaint has been made, the Deputy Vice-Chancellor (Academic) or nominee shall consider the request on the grounds indicated by the complainant.
- (8) In reaching a decision on the request, the Deputy Vice-Chancellor (Academic) or nominee shall base his/her decision on the evidence of the complainant's submission together with any further evidence which he/she considers relevant.
- (9) The Deputy Vice-Chancellor (Academic) or nominee shall be empowered to take one of the following decisions:
 - a) to uphold the original complaint outcome;
 - b) to refer the complaint back to the formal complaint procedure;
 - c) to offer a modified outcome and remedy.
- (10) The decision of the Deputy Vice-Chancellor (Academic) or nominee shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Deputy Vice-Chancellor (Academic) or nominee with the complainant or any other person.
- (11) In the case of paragraph 13.7.4 (9) a) above, the decision of the Deputy Vice-Chancellor (Academic) or nominee shall be communicated to the complainant by means of a Completion of Procedures Letter, normally within 15 clear working days of receipt of the request for review and the complainant will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).
- (12) In the case of paragraph 13.7.4 (9) b) above, the complainant shall be informed that the case has been referred back to the formal complaint procedure and that the procedures set out in Sections 13.7.3 (5) to (10) will be followed. There shall be no right to request a further review of the complaint outcome as set out in a revised Complaint Outcome Letter issued in accordance with paragraphs 13.7.3 (9) where the case has been referred back after review by the Deputy Vice-Chancellor (Academic) or nominee. On receipt of the revised Complaint Outcome Letter, if the complainant is dissatisfied with the outcome, the complainant may request a Completion of Procedures Letter be issued which will advise the complainant that

he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).

- (13) In the case of paragraph 13.7.4 (9) c), the complainant shall be informed of the modified outcome and remedy by means of a revised Complaint Outcome Letter (which may take the form of an electronic communication). There shall be no right to request a further review of the complaint outcome as set out in the revised Complaint Outcome Letter. On receipt of the revised Complaint Outcome Letter, if the complainant is dissatisfied with the outcome, the complainant may request a Completion of Procedures Letter be issued which will advise the complainant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.7.5 (1)).

13.7.5 Completion of Procedures and Independent Review

- (1) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within 12 months of the effective date of the Completion of Procedures Letter. The effective date of a Completion of Procedures Letter will normally be the date on which it is issued. Where a request for review is deemed out of time or where a Completion of Procedures Letter is requested more than 25 clear working days after the notification of the final decision, the effective date of any Completion of Procedures Letter will normally be the date upon which the final decision was made. Full details of the procedure are available from the Academic Office or from the OIA website: www.oiahe.org.uk.

13.7.6 Legal proceedings

- (1) In the event of a student commencing any legal proceedings or in the event of proceedings being commenced against the complainant in relation to a complaint, the above procedures may be suspended or abandoned at the University's discretion.

13.7.7 Reporting on complaints

- (1) The Academic Office shall report annually to the Senate on the operation of these procedures in a form that maintains confidentiality and enables the University to reflect upon lessons learnt from student complaints and disseminate advice accordingly.

13.7.8 Complaints against senior members of staff

- (1) In the event of a complaint against a designated senior member of staff the procedures will be as for the currently agreed Human Resources procedures.

13.8 Unfair Practice Procedure

13.8.1 General Principles

- (1) The University will investigate all allegations of unfair practice, in each case implementing a consistent unfair practice procedure.
- (2) It is unfair practice to commit any act, intentional or otherwise, whereby a person may obtain for himself/herself or for another, an unpermitted advantage, which may or may not lead to a higher mark or grade than his/her abilities would otherwise secure.
- (3) A claim that unfair practice is related to the re-use of one's own material which has previously been submitted to the University in any form is no defence, except where such re-use has been explicitly authorised under the regulations.
- (4) A claim that unfair practice has been committed unintentionally or accidentally is no defence.

- (5) A claim that unfair practice has been committed due to extenuating circumstances or a long-term impairment (irrespective of whether or not these circumstances or long-term impairment have been acknowledged by the University) is no defence.

13.8.2 Identifying allegations of unfair practice

- (1) Deans of Faculty and Heads of School should identify a School Unfair Practice Co-ordinator to take responsibility for recording and co-ordinating allegations of unfair practice within each School.
- (2) **In examinations**
 - (i) An invigilator who considers, or suspects, that a student is engaging in an unfair practice during an examination shall inform the student, preferably in the presence of a witness, that the circumstances will be reported. Failure to give such a warning shall not however prejudice subsequent proceedings. The invigilator will also inform the student that he/she may continue with his/her current, and any subsequent, examination(s) without prejudice to any decision which may be taken.
 - (ii) Where appropriate, the invigilator shall confiscate and retain evidence relating to the alleged unfair examination practice, so that it is available to any subsequent investigation. The invigilator shall report the circumstances to the School Unfair Practice Co-ordinator for further investigation as soon as possible using the Unfair Practice Investigation Form (Appendix GA6), including any confiscated evidence.
- (3) **Other than in examinations**
 - (i) When a Module Tutor suspects unfair practice other than in an examination - in relation, for example, to assessed coursework, dissertations or theses - the Tutor shall seek to document the evidence of unfair practice as thoroughly as possible.
 - (ii) The Module Tutor shall complete the Unfair Practice Investigation Form (Appendix GA6) and submit it to the School Unfair Practice Co-ordinator for further investigation as soon as possible, along with a copy of any relevant evidence.
- (4) **During or subsequent to the marking period**
 - (i) An internal or external examiner who, whether in the course of the marking period or subsequently, considers or suspects that a student has engaged in unfair practice, shall report the matter in writing to the School Unfair Practice Co-ordinator for further investigation at the earliest possible opportunity.

13.8.3 Initial investigation of allegations of unfair practice

- (1) The School Unfair Practice Co-ordinator shall undertake an investigation into the allegation to determine whether or not there is sufficient evidence of unfair practice to proceed with the allegation.
- (2) In cases where it is difficult to document the evidence of unfair practice (such as when a student is suspected of not having produced the work him/herself), the School Unfair Practice Co-ordinator, may convene an oral examination to determine whether or not there is sufficient evidence of unfair practice to proceed with the allegation.
- (3) Oral examinations will consist of a meeting between the student, a senior academic from the student's School and the Module Tutor as well as a note-taker. The student may choose to be accompanied at the oral examination by a person of his/her choosing. The accompanying person shall not normally contribute to the discussions. Legal representation is not allowed. In the oral examination the student will be asked to critically reflect upon his/her work and defend its content in order to demonstrate that the submission was his/her own work.

Students should be informed that they will be required to attend the oral examination and should be provided with details of the specific date, time and location of the oral examination. In the case of distance learning students, the oral examination may be conducted via video-link or audio link. Where a student fails to attend an oral meeting without good reason, the student will be deemed to have acknowledged that he/she did not produce the work him/herself.

- (4) If the finding of the oral examination is that there is sufficient evidence to support the allegation of unfair practice, then the findings of the oral examination will form the basis of the evidence which is presented to any subsequent investigation.
- (5) If it is concluded that there is not sufficient evidence to support the allegation of unfair practice, then the Module Tutor will be instructed to mark the student's work following normal procedures. A record of all the relevant paperwork will be kept by the Academic Office.
- (6) If it is concluded that there is sufficient evidence to support the allegation of unfair practice, then the completed Unfair Practice Investigation Form (Appendix GA6) will be submitted to the Academic Office which will initiate the next stage of the unfair practice procedure.

13.8.4 Process for consideration of allegations of unfair practice

- (1) The Academic Office will establish whether or not there are any concurrent allegations of unfair practice or any previous substantiated allegations of unfair practice against the student.
- (2) The Academic Office will contact the student, outlining the allegation of unfair practice, the evidence available, noting the Unfair Practice Guidelines and Penalties and giving an indication of the penalty which would be applied should the student accept the allegation. The student will be asked to respond to the allegation, normally within 15 clear working days, either accepting or denying the allegation of unfair practice. If no response is received within this time, the student will be deemed to have accepted the allegation of unfair practice.
- (3) If a student accepts the allegation of unfair practice or is deemed to have accepted the allegation of unfair practice, then the appropriate penalty as indicated by the Unfair Practice Guidelines and Penalties will be applied (see Section 13.8.7). The student shall be notified formally in writing of the penalty applied.
- (4) Where a student wishes to deny an allegation of unfair practice, the student must provide a written explanation of the reasons for denying the allegation along with copies of any relevant evidence. Where a student fails to provide any written explanation or merely states that he/she is denying the allegation, the student will be deemed to have accepted the allegation of unfair practice. Where the explanation relies solely on a claim that the unfair practice was committed unintentionally or accidentally or that the unfair practice was committed due to extenuating circumstances or a long-term impairment, following paragraphs 13.8.1 (4) and 13.8.1 (5), the student will be deemed to have accepted the allegation of unfair practice. In all other cases the allegation of unfair practice will be referred to the Unfair Practice Investigation Panel.

13.8.5 Unfair Practice Investigation Panel

- (1) **Terms of Reference**
 - a) To consider the evidence submitted in relation to the allegation of unfair practice.
 - b) To determine whether the allegation has been substantiated, normally on the balance of probabilities.

- c) To make a definitive statement on the extent or level of unfair practice in cases where an allegation has been substantiated.

(2) **Membership**

- a) Membership of the Unfair Practice Investigation Panel consists of all School Unfair Practice Co-ordinators and any other appropriately qualified and experienced staff from across the Faculties and Professional Services as identified by the Academic Office.
 - b) The Academic Office will appoint up to three appropriately qualified and experienced external persons as external members of the Unfair Practice Investigation Panel.
- (3) All allegations of unfair practice referred to the Unfair Practice Investigation Panel will initially be considered by a Sub-Group of at least three members of the Unfair Practice Investigation Panel (which may include one external member). Members of the Unfair Practice Investigation Panel who have been involved in the initial investigation of the allegation or who come from a School in which the student has studied or is studying must not be involved in the consideration of the allegation by the Sub-Group.
- (4) The Sub-Group will review all documents considered in identifying an allegation (Section 13.8.2), during the initial investigation of an allegation (Section 13.8.3), and during the consideration of an allegation, including the written explanation and any evidence provided by the student (Section 13.8.4).
- (5) For each allegation of unfair practice, the Sub-Group shall decide whether or not the allegation should be substantiated on the balance of probabilities based on the documentation provided. Where the Sub-Group is unable to make a decision, the allegation will be referred to a formal Panel of Inquiry (Section 13.8.5.1).
- (6) The Academic Office will record reasons for the decision of the Sub-Group, together with details of actual extent or level of unfair practice and the penalty applied in cases where the allegation is substantiated.
- (7) If the finding of the Sub-Group is that the allegation has not been substantiated, the student shall be notified formally in writing of the decision and that the matter is therefore closed, normally within 5 clear working days of the decision. The relevant Dean of Faculty, Head of School, Programme Director and Module Tutor shall also be notified of the outcome. The student's work will then be marked following normal procedures. A record of all the relevant paperwork will be kept by the Academic Office.
- (8) If the finding of the Sub-Group is that the allegation has been substantiated, the student shall be notified formally in writing of the decision and of the penalty applied, normally within 5 clear working days of the decision. The relevant Dean of Faculty, Head of School, Programme Director and Module Tutor shall also be notified of the outcome.
- (9) In the event that the allegation has been substantiated, the appropriate Examining Board will be informed of the decision and the penalty to be applied. The Examining Board will then determine the student's overall result and, where appropriate, the retrieval position. If the appropriate Examining Board has already met, then the Examining Board will either be reconvened or Chair's action will be taken to re-determine the student's overall result and, where appropriate, the retrieval position. A record of all the relevant paperwork will be kept by the Academic Office.
- (10) The student shall be informed of his/her right of appeal against the decision of the Sub-Group and the penalty applied in relation to the unfair practice.

13.8.5.1 Panel of Inquiry

(1) The Terms of Reference of a Panel of Inquiry are the same as for the Unfair Practice Investigation Panel (paragraph 13.8.5 (1)).

(2) Membership of panel of Inquiry

- a) The Academic Office will make arrangements for at least three members from the Unfair Practice Investigation Panel to sit on each Panel of Inquiry, including one external member. One member will act as the Chair of the Panel.
- b) The Secretary shall be a central appointment, normally from the Academic Office.
- c) No member of the Panel of Inquiry shall come from a School in which the student has studied or is studying. Staff should not agree to be a member of the Panel of Inquiry if the student is known to them.

(3) Preparing documentation for the Panel of Inquiry

Documentation for the Panel of Inquiry will be prepared by an appropriate officer of the University. All documents considered in identifying the allegations, the initial investigation of allegations, and the consideration of allegations must be included in the documentation for the Panel of Inquiry.

13.8.5.2 Arrangements for the Panel of Inquiry

(1) Once the membership of the Panel of Inquiry has been established, the Secretary shall:

- a) send the student copies of all documents to be placed before the Panel of Inquiry and any statements of witnesses; invite the student to submit any additional statements and nominate any relevant witnesses;
- b) identify a date, time and place for the meeting of the Panel of Inquiry;
- c) notify members of the Panel of Inquiry of the date, place and time of the meeting and supply them with copies of the allegation, the supporting evidence and any agreed statements provided by the student;
- d) inform the student of the date, place and time when the Panel of Inquiry intends to meet and that he/she shall have the right to be accompanied, to hear all the evidence, and to question witnesses. The student shall be required to inform the Secretary whether or not he/she intends to attend the meeting of the Panel of Inquiry. If for reasons of distance, physical attendance in person is not possible, the student will be invited to contribute via video-link or audio link or to make an additional written submission. If the student does not attend the meeting, and provided that all reasonable means have been taken to contact the student, the Panel of Inquiry shall proceed in his/her absence;
- e) inform the student that he/she shall have the right to be accompanied at the Panel of Inquiry by a person of his/her choosing, and is required to inform the Secretary in writing in advance of the meeting whether he/she intends to be accompanied. Legal representation shall not be allowed. An accompanying person shall not normally contribute to the discussions, but the Panel of Inquiry shall have the discretion to invite their contribution if it believes that this will assist them in reaching a decision.

(2) **Procedure during the Meeting**

- (i) The case against the student will be presented by an appropriate officer of the University, calling such witnesses and presenting such evidence as appropriate. The Faculty will always be invited to send a witness. No details of prior substantiated allegations should be provided to members of the Panel. The member of staff presenting the case may question both the student and witnesses.
- (ii) The student shall be invited to respond to the case presented against him/her and to call and question any previously nominated witnesses.
- (iii) Members of the Panel may question the member of staff presenting the case, the student and any witnesses in order to explore areas of interest or concern.
- (iv) Witnesses can only be concerned with evidence relating directly to the allegation and shall withdraw after questioning.
- (v) When the submission of evidence and the questioning of witnesses are completed, the student shall be invited to add any further points which he/she may wish to bring to the attention of the Panel. The Panel reserves the right to recall witnesses if considered necessary.
- (vi) All persons other than the members of the Panel shall withdraw and the Panel of Inquiry shall then consider whether the allegation has been substantiated in private session.
- (vii) If the finding of the Panel of Inquiry is that the allegation has been substantiated, then the members of the Panel shall make a definitive statement on the extent or level of unfair practice, taking into account the information from the Unfair Practice Investigation Form (Appendix GA6) and any subsequent evidence from the Panel of Inquiry. The appropriate penalty as indicated by the Unfair Practice Guidelines and Penalties will be applied (see Section 13.8.7).

13.8.5.3 **Action to be taken following the Panel of Inquiry**

- (1) The minutes of the Panel of Inquiry will include the Panel's decision in relation to the alleged unfair practice and the reasons for the decision, together with details of the penalty applied in cases where the allegation is substantiated.
- (2) If the finding of the Panel of Inquiry is that the allegation has not been substantiated, the student shall be notified formally in writing of the Panel's decision and that the matter is therefore closed, normally within 5 clear working days of the meeting of the Panel. The relevant Dean of Faculty, Head of School, Programme Director and Module Tutor shall also be notified of the outcome. The student's work will then be marked following normal procedures. A record of all the relevant paperwork will be kept by the Academic Office.
- (3) If the finding of the Panel of Inquiry is that the allegation has been substantiated, the student shall be notified formally in writing of the Panel's decision and of the penalty applied, normally within 5 clear working days of the meeting of the Panel. The relevant Dean of Faculty, Head of School, Programme Director and Module Tutor shall also be notified of the outcome.
- (4) In the event that the allegation has been substantiated, the appropriate Examining Board will be informed of the decision and the penalty to be applied. The Examining Board will then determine the student's overall result and, where appropriate, the retrieval position. If the appropriate Examining Board has already met, then the Examining Board will either be reconvened or Chair's action will be taken to re-determine the student's overall result and, where appropriate, the retrieval position. A record of all the relevant paperwork will be kept by the Academic Office.

- (5) The student shall be informed of his/her right of appeal against the decision of the Panel of Inquiry and the penalty applied in relation to the unfair practice.

13.8.6 Appeals against Unfair Practice Decisions and/or Unfair Practice Penalties

- (1) The University is only prepared to consider appeals which are based on the following grounds:
- irregularities in the conduct of the unfair practice procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached and/or the same penalty would have been applied had they not occurred.
- (2) Any appeal against an Unfair Practice decision and/or Unfair Practice penalty must be sent to the Academic Office on the University's Unfair Practice Appeal Form (Appendix GA7) normally not later than 15 clear working days after official notification of the decision and penalty applied. Simple notice of appeal given in writing by a student within the above deadline shall not be deemed to constitute an appeal and shall not be accepted. Appeals received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the appeal was not submitted in a timely manner. Where an appeal is deemed out of time, the University will issue a Completion of Procedures Letter on request, noting the reason why the appeal was not considered and advising the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.8.6 (23)).
- (3) The Academic Office shall acknowledge receipt of an appeal normally within 5 clear working days. If a student submits an appeal which is not acknowledged within 5 clear working days, the student should contact the Academic Office to ensure that the appeal was actually received. Students must not assume that an appeal has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.
- (4) On receipt of an appeal, the Academic Office shall ensure that the facts of the case are verified and where appropriate, may request clarification from relevant members of staff.
- (5) The Academic Office will disallow any appeal normally within 20 clear working days of its receipt which is based on factors which are deemed as inappropriate as grounds for defence under the General Principles in Section 13.8.1 and/or were known to the Sub-Group or the Panel of Inquiry when the penalty was imposed. The appellant shall be informed, in writing, by means of a Completion of Procedures Letter that the appeal has been disallowed and will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.8.6 (23)).
- (6) If it is decided that there is a clear case to be considered, it shall be referred to an Unfair Practice Appeal Panel consisting of up to three persons:
- 1) Deputy Vice-Chancellor (Academic) or nominee (Chair).
 - 2) A representative nominated by a Dean of Faculty other than the Faculty in which the appellant is studying or has studied.
 - 3) Where appropriate, a suitably qualified external representative with appropriate experience of working within a Higher Education Institution.
- (7) The Unfair Practice Appeal Panel shall normally meet within 20 clear working days of the appeal being referred to it. In the event that it takes longer to verify the facts to which the submission refers, this period may be extended.
- (8) The Unfair Practice Appeal Panel shall have delegated powers to act on behalf of the Senate.

- (9) An appellant shall be offered a personal hearing by the Unfair Practice Appeal Panel. The appellant shall accordingly be informed in advance of the time and date of the meeting and that he/she shall have the right to be accompanied, to hear all the evidence, and to call and question witnesses. The appellant may be accompanied by a person of his/her choosing, and is required to inform the Secretary in writing in advance of the meeting whether he/she intends to be accompanied. The accompanying person shall not normally contribute to the discussions, but the Unfair Practice Appeal Panel shall have the discretion to invite their contribution if it believes that this will assist them in reaching a decision. Legal representation is not allowed. The appellant may nominate relevant witnesses to provide evidence which relates directly to the grounds of the appeal. Such witnesses shall be informed of the date, time and place that have been set for the appeal hearing.
- (10) If for reasons of distance or other significant matters (to be agreed by the Academic Office), physical attendance in person is not possible, the appellant may be invited to contribute via video-link, audio link or to make an additional written submission. The appellant may not send another person to an Unfair Practice Appeal Panel in his/her stead. Should the appellant not attend the meeting of the Unfair Practice Appeal Panel and provided that all reasonable means have been taken to contact the appellant, the meeting shall proceed in his/her absence.
- (11) The Chair shall, at an Unfair Practice Appeal Panel meeting, have discretion to declare inadmissible any matter introduced by the appellant, or by any witness or person accompanying the appellant, if he/she deems it not directly related to the contents of the appeal previously lodged in writing within the stipulated deadline.
- (12) The Chair of the Unfair Practice Appeal Panel may require the Chair of the relevant Panel of Inquiry or any other member of staff to contribute to the hearing as witnesses and should ensure that any such individuals are informed of the date, time and place that have been set for the appeal hearing.
- (13) The Unfair Practice Appeal Panel must limit its consideration to determining whether there were irregularities in the conduct of the unfair practice procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached and/or the same penalty would have been applied had they not occurred and shall base its decisions on the evidence of the appellant's submission and the testimony of any witnesses, together with any further evidence which it considers relevant. The Unfair Practice Appeal Panel, when considering its decision, shall meet in private session.
- (14) The Unfair Practice Appeal Panel shall be empowered to take one of the following decisions:
 - a) to reject the appeal and uphold the original decision of the Sub-Group/Panel of Inquiry and/or penalty applied;
 - b) to uphold the appeal and to refer the case back to a Panel of Inquiry for a review of the decision.
- (15) Where a case is referred to a Panel of Inquiry, the Unfair Practice Appeal Panel should indicate whether or not the membership of that Panel should be entirely different from that of any previous Panel of Inquiry which considered the case.
- (16) The decision of the Unfair Practice Appeal Panel shall be final, and the matter shall, therefore, be regarded as closed. There shall be no discussion of the decision of the Unfair Practice Appeal Panel with the appellant or any other person.
- (17) The Unfair Practice Appeal Panel may make recommendations for consideration by the Academic Quality and Standards Committee or the Senate as appropriate on any matters arising from the consideration of appeals.

- (18) A full report of the decisions of the Unfair Practice Appeal Panel shall be produced.
- (19) In the case of Section 13.8.6 (14) a), the outcome of the appeal shall be communicated to the appellant, in writing, by means of a Completion of Procedures Letter, normally within 15 clear working days of the meeting of the Unfair Practice Appeal Panel and the appellant will be advised that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.8.6 (23)).
- (20) In the case of Section 13.8.6 (14) b), the appellant shall be informed that the case has been referred to a Panel of Inquiry and the procedures set out in Sections 13.8.5.1 to 13.8.5.2 will be followed. Where the Unfair Practice Appeal Panel determined that the membership of the Panel of Inquiry should be entirely different from that of any previous Panel, the new Panel shall not be provided with any information on the decision of the previous Panel of Inquiry or of any matter discussed by the Unfair Practice Appeal Panel, other than that it is considering a case on appeal.
- (21) The appellant shall be informed of the decision of the Panel of Inquiry normally within 10 clear working days of the meeting of the Panel of Inquiry. There shall be no right of appeal under the University's internal procedures against the decision of a Panel of Inquiry where the case has been referred back by an Unfair Practice Appeal Panel and if the appellant is dissatisfied with the outcome, he/she may request that a Completion of Procedures Letter be issued which will advise the appellant that he/she may be able to take his/her complaint to the Office of the Independent Adjudicator (OIA) for Higher Education (see paragraph 13.8.6 (23)).
- (22) Where an appeal has been submitted, the original unfair practice decision and penalty shall stand until the outcome of the Unfair Practice Appeal Procedure is known.
- (23) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within 12 months of the effective date of the Completion of Procedures Letter. The effective date of a Completion of Procedures Letter will normally be the date on which it is issued. Where an appeal is deemed out of time or where a Completion of Procedures Letter is requested more than 25 clear working days after the notification of the final decision, the effective date of any Completion of Procedures Letter will normally be the date upon which the final decision was made. Full details of the procedure will be available from the Academic Office or from the OIA website: www.oiahe.org.uk.

13.8.7 Unfair Practice Guidelines and Penalties

- (1) The University's Unfair Practice Guidelines and Penalties was developed with reference to the findings of the Joint Information Systems Committee (JISC) and Higher Education Academy (HEA) funded Academic Misconduct Benchmarking Research (AMBeR) Project and reflects the subsequent benchmark tariff for the application of penalties for student plagiarism in HE.
- (2) **Guidelines**
Details of the Unfair Practice Guidelines can be found in Appendix GA8.
- (3) **Penalties**
In all cases where the allegation of unfair practice is substantiated (either by the student's own admission or by the findings of a Panel of Inquiry), the outcome is noted on the student's record and the student is placed on a monitoring system such as Academic Probation.

Summative work

Points	Penalty
240 – 329	Formal warning letter (further offences will be repeat offences)
330 – 424	Component awarded mark of 0% (fail)
425 – 524	All components in module awarded mark of 0% (fail)

525 – 559	Student expelled from University and is disqualified from any further study at the University (retains credit previously gained)
560+	Student expelled from University and is disqualified from any further study at the University (loses all credit from programme)

13.9 Other Student Cases Procedures

- (1) For student cases procedures not covered in this Chapter or elsewhere in the Academic Quality Handbook or in the Fitness to Study Policy, or the Fitness to Practise Policy or the Student Disciplinary Policy, regulations and procedures will be set out in an appropriate Appendix or Policy.